



**NIIT**

# Opportunity Assessment: Training Delivery



Content &  
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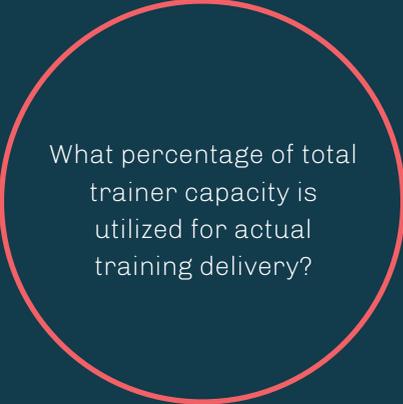
Learning  
Technology



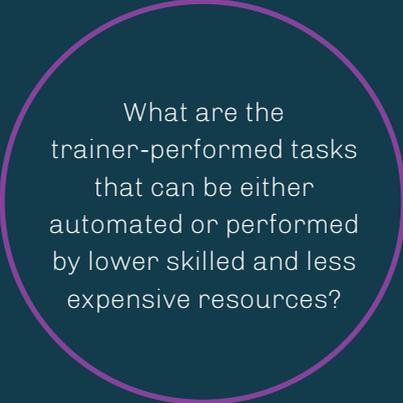
# Training Delivery Opportunity Assessment

If a significant part of your training is instructor-led, your training delivery costs are high, trainer staffing is not flexible enough to adjust to demand fluctuations, trainer quality is not standard or training delivery is not your core competence, then the NIIT Training Delivery Opportunity Assessment can help you define the strategy and road map for creating an optimized training delivery function utilizing outsourcing.

The assessment helps you find answers for questions, such as:



What percentage of total trainer capacity is utilized for actual training delivery?



What are the trainer-performed tasks that can be either automated or performed by lower skilled and less expensive resources?



What strategies can be used to reduce the dependence on experienced and high cost trainers?



What staffing model can be put in place to adjust to changing demand patterns with least cost implications?



What best practices can be used to add efficiency to training operations and reduce fixed costs?



What benefit would outsourcing this activity bring to you and what would be the business case?

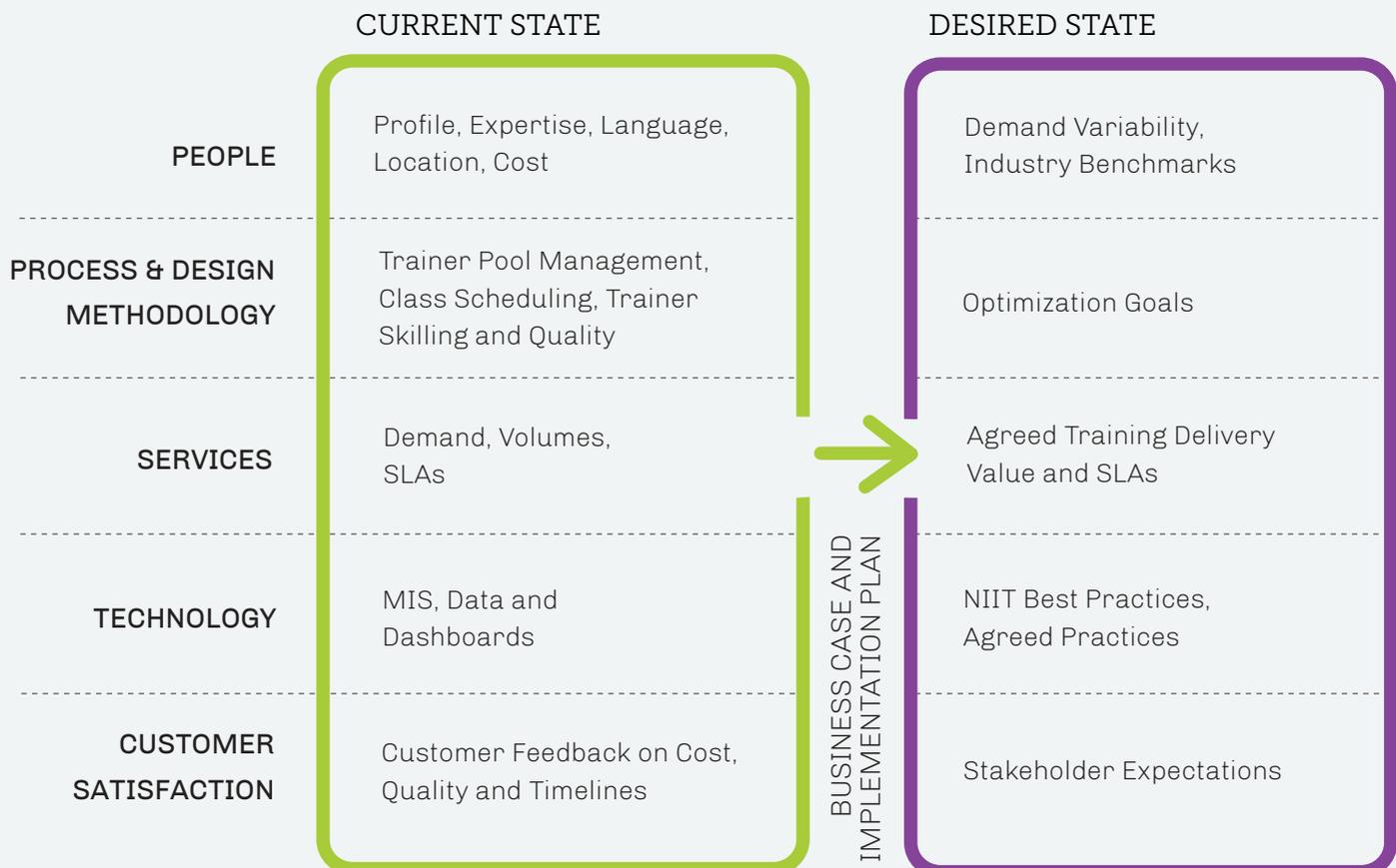


# About the Training Delivery Opportunity Assessment

The Training Delivery Opportunity Assessment is about assessing the current state of training delivery in your organization and helping you create a road map for moving to the desired future state of higher effectiveness and efficiency by utilizing outsourcing as an enabler.

The assessment process uses a business scorecard framework to evaluate the five key areas of your training delivery:

- People
- Process & Design Methodology
- Services
- Technology
- Customer Satisfaction





# Outcomes

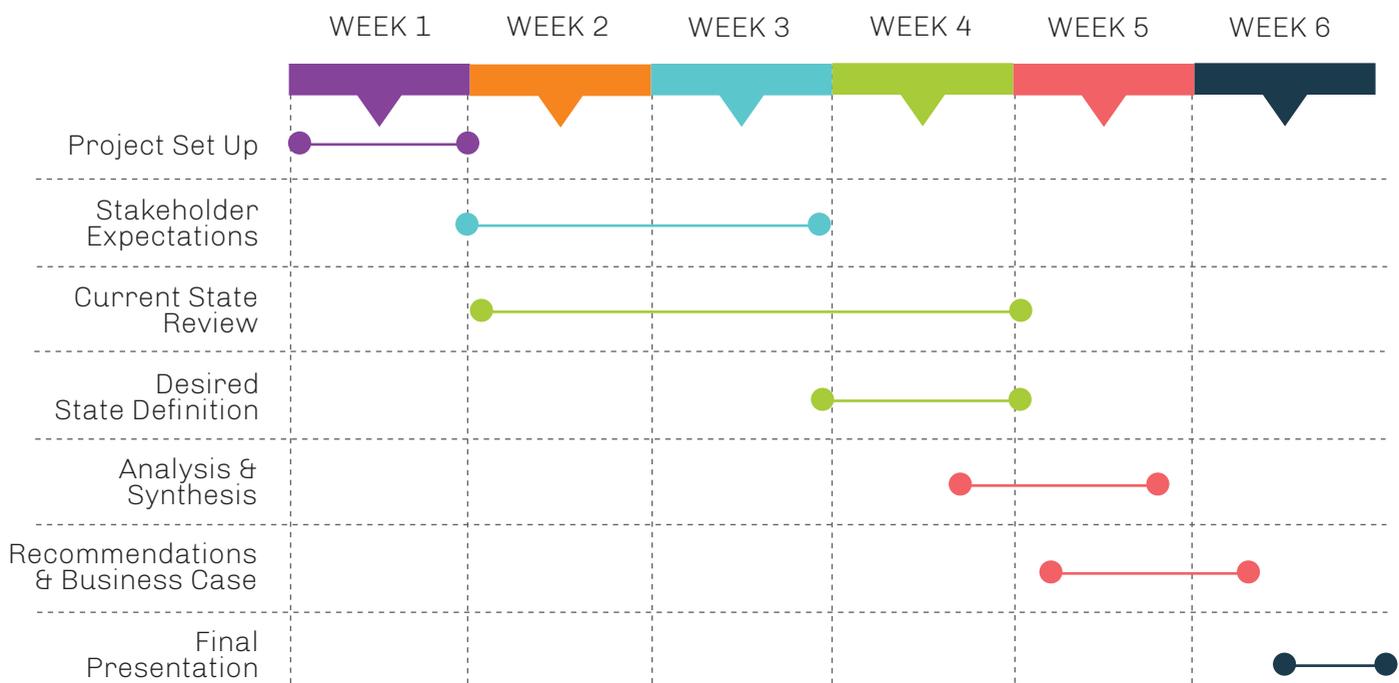
The assessment delivers detailed information on the current state of training delivery, a clear picture of the desired future state, and a comprehensive set of actionable recommendations for making fact-based decisions about transitioning to the desired state. Recommendations include road maps for:

- Improving the cost-effectiveness of training delivery
- Moving fixed costs to variable costs
- Optimizing the staffing to efficiently manage demand variations
- Enhancing learner experience
- Standardizing delivery capability across the organization
- Outsourcing model to improve effectiveness and efficiency while ensuring business continuity and retention of proprietary knowledge as required
- Rebadging the current trainer staff, if required

After the Opportunity Assessment, if your organization decides to work with NIIT on implementing the recommendations, then NIIT's implementation and delivery teams will be able to engage with a seamless handover from the consulting team.

# Timelines

The Training Delivery Opportunity Assessment typically takes 3–6 weeks depending on the scope and complexity. The figure below shows a representative timeline. The process includes studying the data for the current training delivery operations, conducting interviews to define the desired state and synthesizing and collating the data to present recommendations.





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