



Global Knowledge™

*Vital military IT resource guarantees its international deployment capability with tailored training from Global Knowledge.*

## RAF strikes the right note with upskilling programme

*Flexible, onsite training programme from Global Knowledge keeps RAF Strike Command technical team up-to-speed for rapid deployment anywhere in the world.*

A modern military demands the very latest technology and RAF Strike Command based at High Wycombe is ensuring its technical support staff has the necessary skill to maintain and support a deployed computer network anywhere in the world.

The Strike Command technical team has responsibility for supporting the IT requirements of military personnel at bases both across the UK and in locations worldwide, from the Gulf region, Kosovo and Afghanistan to Cyprus, Gibraltar, Ascension Island and the Falklands.

Training is seen as a strategic imperative. In April 2005 RAF Strike Command put out to tender the provision of its Microsoft training to support its move to Windows 2003. The objective was to ensure the capabilities of all technical support staff kept pace with evolving technology as Strike Command upgraded its PCs and server infrastructure with the latest Fujitsu Systems equipment.

### Flexibility

As the largest Microsoft Certified Partner for Learning Solutions in Europe, Global Knowledge was ideally placed to win this business. But it required more than just Microsoft expertise, as Global Knowledge account manager Damian Bells explains: "In order to meet Strike Command's very specific requirements a team led by Sgt Phil Devine sought not just a professional training company to provide the required quality and expertise, but a learning solutions provider that could be flexible in delivery and timescales."

Global Knowledge was selected on its ability to deliver on several essential criteria:

- Quality and continuity of the training programme delivery
- Cost effectiveness
- The offer of a seamless integration into the RAF infrastructure to deliver training sessions
- Flexibility of the training resources.

### Teamwork

Global Knowledge worked closely with the RAF Strike Command and their IT vendor Fujitsu to create an upskill training programme for the deployed technical teams. This training was delivered in 40 continuous weeks to over 400 delegates. Scheduling and organisational skills were essential to ensure the week-on-week training sessions for 12 delegates at a time corresponded with the often changing time constraints of the delegates. "We had a very big spreadsheet," notes Damian.





The rolling schedule of courses created by Global Knowledge to meet the needs of this specific contract not only covered the core Microsoft requirement but also delivered specialised events as required. The core courses delivered were:

- M2208 - Updating Support Skills from Microsoft NT4.0 to Microsoft Windows Server 2003
- M2272 - Supporting Microsoft Windows XP Professional Desktop Systems
- M2279 - Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- M2400 - Implementing and Managing Microsoft Exchange 2003

In addition, the specialist training courses required to fulfil specific needs included:

- M2596 - Managing a Microsoft Systems Management Server 2003
- M2287 - Managing your Infrastructure Using Microsoft® Operations Manager 2005
- M2283 - Migrating from NT4 to Windows 2003 Directory Services
- M2071 - Querying Microsoft SQL Server 2000 with Transact-SQL
- M2072 - Administering a Microsoft SQL Server 2000 Database

As part of the solution, Global Knowledge also wanted to ensure that RAF Strike Command could quickly set up a classroom environment as and when it was needed. The learning solutions provider created a complete remote classroom solution where PCs and set-up guides were permanently on hand to equip the training room.

Global Knowledge also created and provided a classroom build server so that the instructors could set up courses for the next week quickly and easily. The classroom facility included a fully equipped training room, 24-hour equipment failure swap-out and remote support.

### Ready for anything

Members of the RAF Strike Command IT support team run a 24-hour help desk and provide remote technology fixes for systems and equipment deployed across the globe. There is no room for any downtime. Microsoft Exchange 2003 is used extensively in the RAF Strike Command deployed teams and these teams must be capable of using and maintaining this technology, whether remotely or in one of the military 'theatres' across the world.

The onsite delivery of a tailored upskilling programme enabled Strike Command to provide its technical support team with the requisite Microsoft skills and knowledge to ensure that any problems with a vital communications resource could be speedily resolved. The RAF demanded a learning solution delivered over an extended period and Global Knowledge demonstrated its flexibility and readiness to adapt to the very specific needs of this client.

“Global Knowledge provided us with a high quality and cost effective solution that allowed us to deliver a flexible training programme into the RAF infrastructure both quickly and efficiently”

Sgt Phil Devine,  
RAF Strike Command

**For further information please contact Global Knowledge**

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