



IT Staff Training

The Challenge

- Current market demands on skilled resources impacts daily operations as well as new projects for most IT shops. In this example the client lost this knowledge around the core offerings of Millennium for system maintenance.

The Solution

- Knowledge transfer is a critical part of every maxIT consultant's process. In this particular case the newly hired IT worker had no healthcare IT background or specific knowledge. The maxIT consultant developed a personal program including training documents, solution specific training exercises, and video tutorials to help this resource quickly become a contributor in a Millennium Solutions Environment.

The Results

- The client resource mastered skills ranging from how to create a user and understand the complex and robust role based security options to how to navigate and query the "backend" database. This significantly shortened the ramp up time for this key resource that would impact all Cerner Millennium Solutions (the very definition of "Core")