

# CHANGE MANAGEMENT AND TRAINING SOLUTIONS



FYB is an Information Governance specialist.

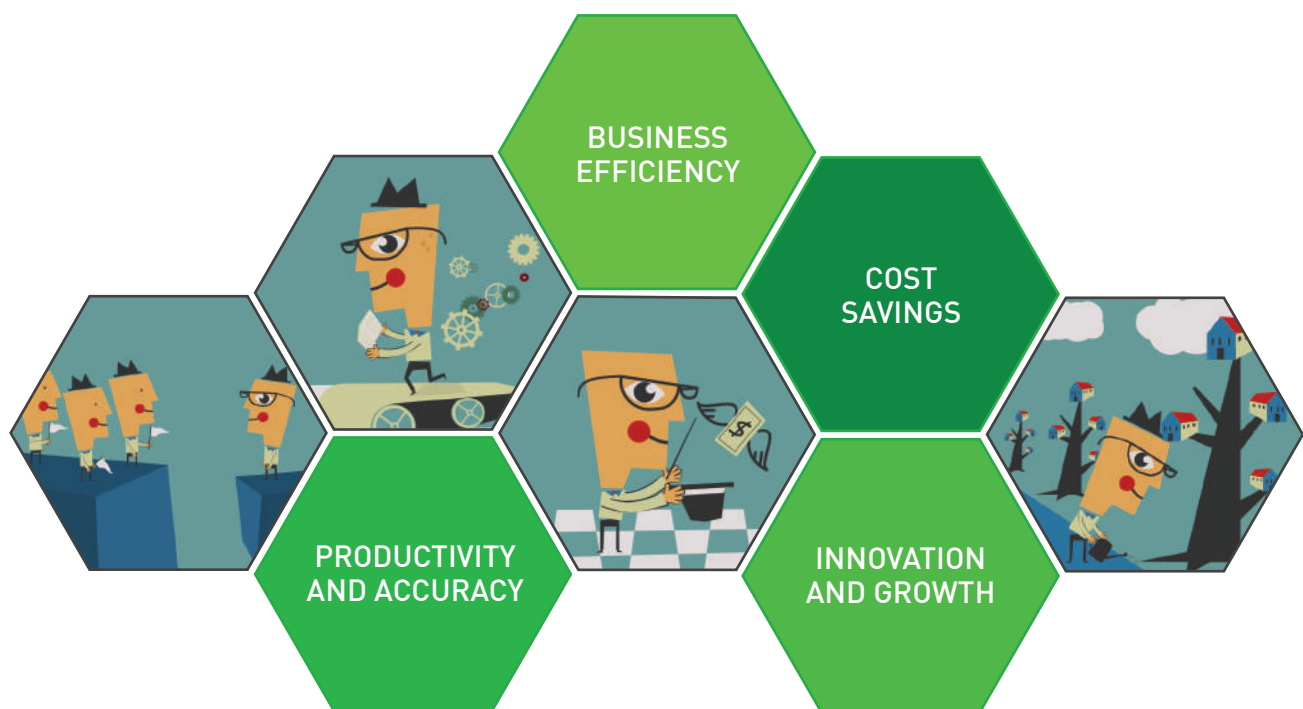
Our expertise is centered on the delivery of integrated Information Governance solutions that address our customer's unique information, business efficiency and records management needs.

We help you appropriately balance **Control** and **Agility** in line with the needs of your business or government organisation.

FYB provides six streams of Information Governance solutions:

- Audit and Compliance
- Policy and Procedure
- Information Control
- Business Efficiency
- **Change Management and Training**
- Support and Maintenance

Our Change Management and Training stream provides solutions to businesses and organisations with the following needs:



## E-LEARNING MODULE DEVELOPMENT

We can assist with achieving training and communication objectives for your information governance and records management programs by developing web based e-learning modules tailored to your unique requirements. This enables you to provide a consistent training and communication message to overcome the limitations of time, distance and resources.

Each e-learning module enables you to track the progress of your staff's learning where results can be managed through your SCORM compliant learning management system or via an online dashboard.



### INFORMATION CONTROL TRAINING

Our information control training will provide your staff with knowledge for effectively understanding, using, maintaining and supporting your Business Classification Scheme and Retention and Disposal Schedule / Authority.

Most importantly, your staff will be provided with practical knowledge in applying these tools effectively across your organisation.

### ONSITE COACHING AND SUPPORT

Our team is able to provide onsite coaching and support for real-time, organisation specific issues that are experienced with the use of your information governance tools, solutions and systems.

Coaching and support empowers your staff in the broader support of your organisation and can be provided as one-on-one support or small groups and is a flexible solution tailored to suit your needs.

### RECORDS AND ARCHIVING TRAINING

Our records and archiving training provide hands on practical solutions for the appraisal, sentencing, retention and disposal of records. Our training approach balances efficiency and compliance, and supports the processes that protect, manage and leverage your information.

The training can be adjusted to meet the priorities of your organisation and to support the implementation of your archiving and disposal strategy.

### SYSTEMS TRAINING

We are accredited to provide training in all our business application solutions; including HPE Content Manager, Intelledox Infiniti, inMailX and EzeScan. Our training is tailored to support your specific needs for policy, processes and procedures.

Training can be provided for users with different needs including; technical, administrators, archiving and desktop users. Our suite of training services in this area can be delivered to meet the needs of both novices and power users.

Our process for the provision of these solutions involves a range of tasks that challenge your business practices and engage your staff. Processes can be tailored to meet the needs of your business.

In addition to the solutions outlined above, FYB provides bespoke solutions to meet the Information Governance needs of businesses and government organisations. For further information on how FYB can provide solutions to meet your business objectives, please contact us.

FYB.COM.AU | 1800 392 392     