



June 22, 2009

To whom it may Concern:

The Office of the Chief Information Officer employed Sector Learning Solutions to develop and deliver “*Advanced Communication and Collaboration Suite*” (ACCS) training from July 2008 to March 2009. The ACCS project was very high profile project with a focus on transforming the way people communicate, and business is done, in government, and the broader public sector. This training included participation from the very top level of government, and included Ministers, Deputy Ministers, ADMs, Executive Directors, Directors, and their assistants.

The training we contracted Sector to develop included overview sessions on new Tablet PC’s, Vista, OneNote, Office Communicator, Live Meeting, Groove, and Office 2007. When we started the project, very few people were familiar with these tools; as such developing training was a challenge. Sector did an outstanding job of working with the OCIO team to produce training materials that worked well, in a very short timeframe.

As for the classroom experience, we had another trainer planned to be the main trainer for this important project, but when we saw Sector’s trainer, John Meckbach, in front of the class, the decision was made immediately to use him as our primary trainer. Throughout the course of the project John Meckbach and Gerry Brimacombe provide in-class training and 1-on-1 personal tutoring (the latter being primarily for senior government executives) for over 180 people. The post-class review scores were consistently very positive, in spite of the challenging materials, with an overall average score of 4.25 out of 5.0 for instructor performance.

If further clarification is required I invite you to contact me at Kieran.Harrop@gov.bc.ca.

Respectfully Yours,

Kieran Harrop,
Director, Business Engagement
Strategic Initiatives Branch
Office of the CIO
Ministry of Citizens’ Services