



# TRAINING NEEDS ANALYSIS

Identify skills gaps, increase performance, maximize system capability



When an organisation invests in new software, be it an upgrade, a new module or a complete new core banking system, it's imperative it has the necessary internal skills to use the functionality as soon as it's implemented.

But, with large and complex functions across front, back and middle office, and team members having differing levels of skills and abilities, how do you get a clear view of where the gaps lie, and what training is required?

Ensuring that you have the correct level of skills and ability across your business is **critical to success**, and maximizes the returns on your software investment.

## WHAT IS TRAINING NEEDS ANALYSIS (TNA)

Temenos Learning Community's TNA provides a complex review of your training needs via a combination of off-site and on-site consultations.

The review consists of three main areas – **understanding** your business set up and objectives, **validating** your intended use of the Temenos product(s), and **assessing** the current level of knowledge and understanding of the individuals on your teams and identifying where skills gaps lie. The service then provides a comprehensive recommendation of the training and development needs of your resources across the organisation, along with a delivery model to suit your business.

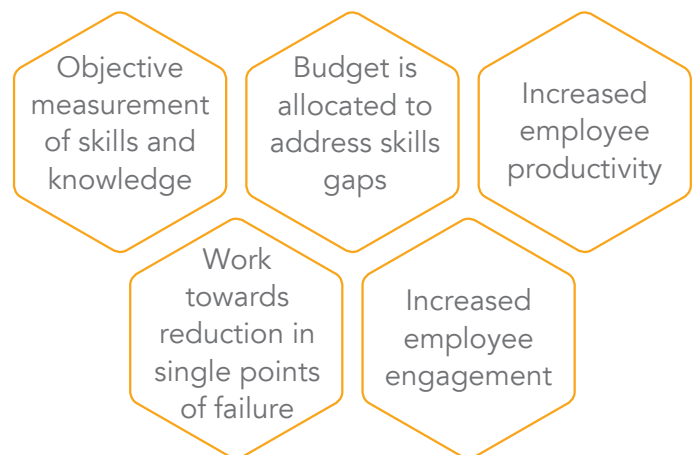
## SERVICE SUMMARY

The Temenos Learning Community will work with your key business and technical stakeholders and users to review the current training functionalities and knowledge levels within your organisation.

All Temenos clients and partners can benefit from our training consultants' 20+ years of experience and knowledge, gained from playing a part in over 1,600 implementations, covering over 150 countries around the globe.

The output from the TNA, based on checklists, working models and plans, along with fully documented meetings, will allow both the client and Temenos to develop a clear understanding of any steps and recommendations that need to be made to ensure your team has the optimal level of skills to exploit the

## WHY CARRY OUT A TNA?



## SERVICE DELIVERABLES

### Business strategy Support

- A TNA will highlight the skills required to reach the full potential of your software investment.

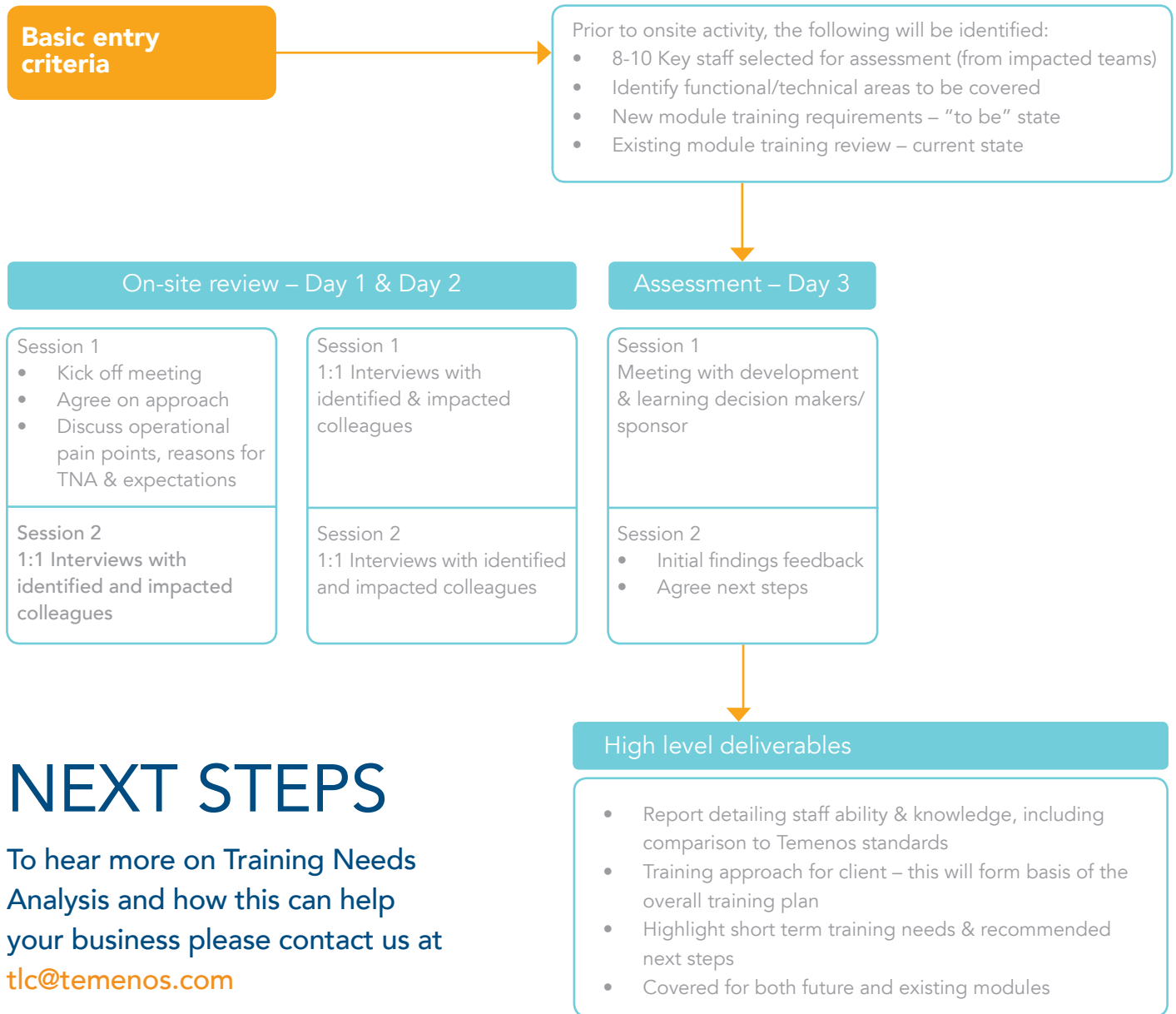
### Project-planning support

- Our skilled consultants can help you understand the level of knowledge required by both business and technical teams, contributing to comprehensive project planning.





# TNA – HIGH DELIVERY MODEL



## NEXT STEPS

To hear more on Training Needs Analysis and how this can help your business please contact us at [tlc@temenos.com](mailto:tlc@temenos.com)



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