

# iTrain design and develop online LTC4 assessments for DLA Piper



iTrain produced quality online assessments to ensure the quick delivery of the DLA Piper LTC4 programme.



## Project Overview

DLA Piper engaged iTrain, technology training specialists and LTC4 Training Vendor Members, to design and develop online assessments for 7 LTC4 Learning Plans. These were: Working with Legal Documents, Collaborating with Others, Managing Documents & Emails, Time and Billing, Data, Reports and Exhibits, Working with Clients (CRM) and Presentations.

DLA Piper had previously deployed the LTC4 Working with Legal Documents Module to over 1400 Lawyers on a one-to-one basis. Due to the success of that project, DLA Piper wanted to extend the LTC4 programme to incorporate Support Staff and enhance their secretarial skills development programme.

Lawyers and Support staff would be able to complete the assessments at their own convenience or the assessments could be incorporated into a more formal training session.

Although DLA Piper have a large internal IT Learning team, existing projects and commitments meant they did not have the time to dedicate to this project.

## About DLA Piper

DLA Piper is a multinational law firm located in more than 40 countries throughout the Americas, Asia Pacific, Europe, Africa, and the Middle East.



*“Working with iTrain has been a real pleasure. Everyone we worked with was efficient, knowledgeable, delivered at an extremely high quality and, most of all, were wonderfully personable. We are looking forward to working with them again soon”.*

**Neill Morley, Customer Experience & Training Manager at DLA Piper**

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## The Solution

iTrain designed the assessments to work within DLA Piper's existing eLearning platform. A variety of questioning-styles were used to maintain learner engagement. The questions relating to LTC4 competencies were supplemented with additional questions to meet DLA Piper's standards and best-practice guidelines.

The assessments were designed not only to test competency, but to also increase knowledge. Learners had access to hints, eLearning videos and reference articles throughout.

DLA Piper were also undertaking a major project to replace their current time recording system with Intapp Time. The LTC4 Time and Billing assessment was designed by iTrain to support that rollout. iTrain also assisted in the development of the eLearning modules for Intapp Time, which included LTC4 assessments to test and enhance knowledge throughout.

iTrain exceeded DLA Piper's expectations, successfully completing the project in a matter of weeks.

## About iTrain

iTrain are technology training experts.

We provide onsite and remote training, training material development, consultancy, project management and support services.

We specialise in supporting software rollouts and skills development programmes.

We can provide assistance to your internal training team, or we can be your training team.

The logo for iTrain, featuring a lowercase 'i' with a yellow dot and the word 'Train' in a bold, sans-serif font.

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