



Merrill Lynch Technology Training Program

Client

Merrill Lynch

Business Need

- Technology training for Technology Analyst program
- Training in multiple tracks (application development, infrastructure and business analyst) and multiple locations
- Training over 100 analysts from North America, EMEA and APAC
- Establish and build core technical, business and professional skills within the context of Merrill Lynch standards, policies and practices

Benefits

- **Engaged in career and learning.** By experiencing end to end development and the challenges of working with a team against deadlines trainees transitioned from the passive consumption of information favored in school environments to active engagement necessary for successful careers and project results.
- **Strengthened technical and business skills.** The training program focused on both technical and business skills. Whether building technical or business skills, analysts focused on how they could best apply what they learned in the Merrill Lynch environment and learned the value of good communication in making technology projects successful.
- **Built networks.** The intense working environment fostered good working relationships between the new analysts that continued beyond the life of the program.

Business Solution

IT Mentors worked together with Merrill Lynch to develop a project-centric learning solution with projects based on true Merrill Lynch needs with sponsors from the business. We created an intense, complex and fast-paced training environment that challenged each analyst to become an active participant in the learning experience.

By providing a program that blended traditional instructional strategies and assessments with targeted technical assignments we were able to simulate real world issues and through ongoing assessments challenged analysts to do their best work at all times.

The technical training consisted of instructor-led training, hands-on labs and team assignment project work. The purpose of the team assignment project work was to unify many of the technologies taught, to promote team-working skills and to expose the associates to important parts of the software development life cycle.

Other aspects of the program included regular presentations by analysts to peers and managers, ongoing knowledge measure and skills assessment, live seminars and guest lectures on specific topics and custom workshops and one-on-one mentoring.

Solution Overview

CLIENT

Merrill Lynch

BUSINESS NEED

Technology training for new analyst graduate program

IT MENTORS SOLUTION

Project-centric learning solution

BENEFITS

Analysts engaged in career and learning

Analysts strengthened technical and business skills

Analyst networking