

## UNITEDHEALTH GROUP TRAINING CASE STUDY



UnitedHealth Group (UHG) is one of the largest health insurance providers in the country, with over \$75 billion in annual revenues. Based in Minnetonka, Minnesota, but with operations nation-wide, the company required training in QuickTest Professional (QTP) for its IT personnel. Hewlett Packard's QTP is the leading software test automation tool in the field today.

In August, September, and October 2007, Telesis delivered nine classes to over 100 UHG employees, in four locations around the country. Telesis provided three day sessions on QTP 9.0 Intermediate and two day sessions on QTP 9.0 Advanced. Class sizes varied from seven to 13 students. Their backgrounds were quite diverse as well: QA, UAT, cross application testing, web architecture, information risk management, and reimbursement operations, among other functional areas. Student experience in their jobs varied from less than one year to over 10 years. All the classes were given by Jason LaForte, Telesis's Automation Manager.

After each class, the students submitted course evaluations, which Telesis reviewed carefully for feedback, before providing them to management at UHG. Approximately 98% of the participants agreed or strongly agreed that Jason LaForte provided a high quality learning experience and that they would take another course from him. Similarly, 96% of them agreed or strongly agreed that the course content met their expectations and was a worthwhile investment of their time. Last, over 98% of the students thought that the course content was appropriate. In August 2008, UHG asked Telesis to provide Intermediate and Advanced QTP training classes onsite on a quarterly basis.

Sample written comments included in the course evaluation forms are below.

### **Comments on Instructor Jason LaForte:**

*Jason is very passionate about test automation, and this shows in his presentation. He is great!*

*Instructor very knowledgeable.*

*Excellent pace. Jason did a great job of going over a lot of material in a short period of time.*

*Jason added his own experiences and tidbits which were helpful.*

*Instructor had good delivery, product knowledge, articulation and focus.*

*The instructor presented very well and was very knowledgeable about the subject.*

*The instructor was friendly and helpful with questions during the exercises.*

*Jason was excellent. Extremely knowledgeable. I thought he encouraged questions and participation.*

*Instructor kept my attention with his enthusiasm.*

**Comments on the classes:**

*Great real world examples and discussions.*

*The exercises helped to ensure we got the concepts.*

*The class was great. Very "hands on."*

*Overall it was a good learning experience.*

*The training was very effective.*

*The application was a good one for learning QTP.*

*This was much more helpful than the class given by QTP that I have attended.*

*Plenty of hands on real world examples.*