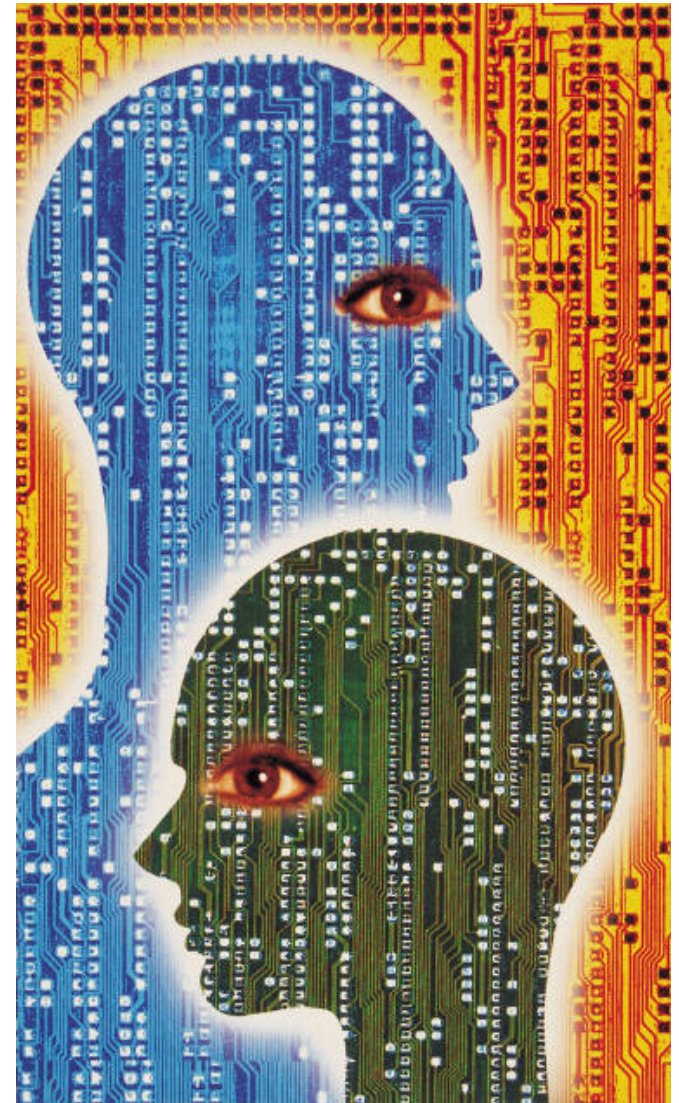


LEARNING TECHNOLOGY 101

By:

- Janet Clarey
- Richard Nantel
- Tom Werner
- Gary Woodill



Learning MANAGEMENT system
Learning Content MANAGEMENT system
Talent MANAGEMENT system

Learning Management System

= technology to manage **LEARNERS**

What does this person need to learn?

Who took which course?

Did the learner complete the training?



Did the learner pass the tests?

What should this person learn next?

Has this person qualified for certification?

Features: Learning Management Systems (LMS)

Launch courses

Learning paths

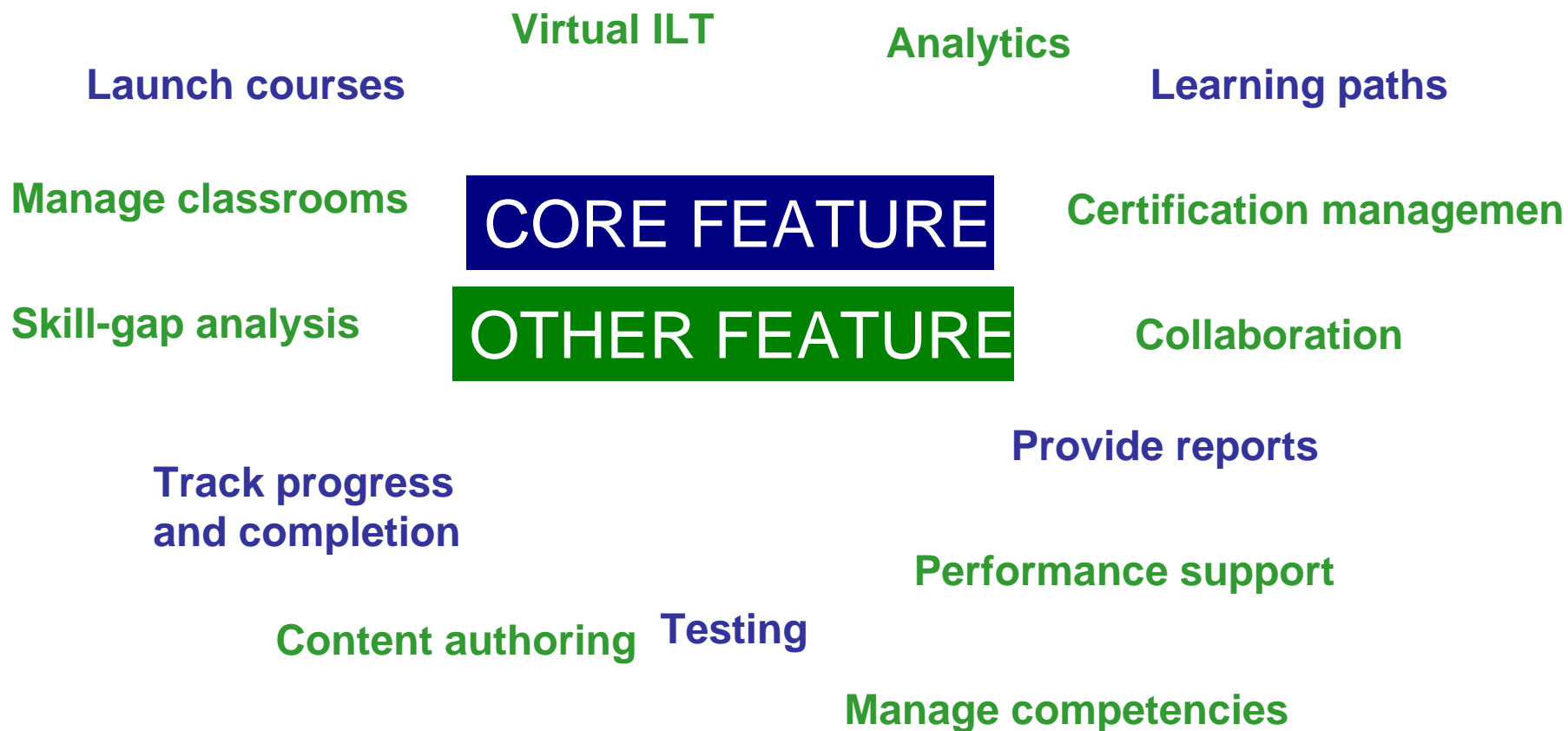
CORE FEATURE

Track progress
and completion

Provide reports

Testing

Features: Learning Management Systems (LMS)

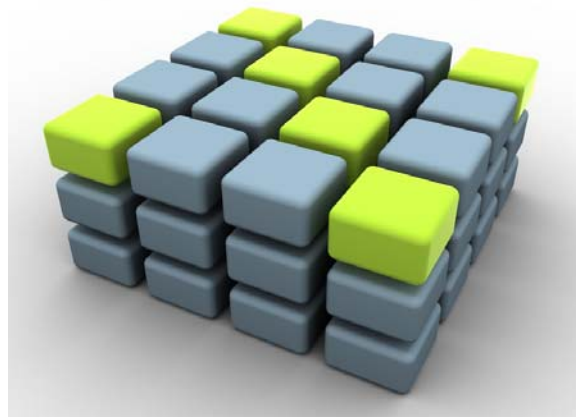


Learning Content Management System

= technology to manage **LEARNING**
CONTENT

How do I produce large amounts of content quickly?

How can I store, organize, and reuse existing content?



How do I create content in multiple languages?

How can I have multiple developers working simultaneously on the same content?

How do I create content to be delivered on different devices and in different formats?

Features: Learning Content Management Systems (LCMS)

Publish content

CORE FEATURE

Manage content

Features: Learning Content Management Systems (LCMS)

Content authoring

Publish content

Workflow management

CORE FEATURE

Adaptive learning

Dynamic pretesting

OTHER FEATURE

Manage content

Version control

Manage translations

Talent Management System

= technology to manage a **WORKFORCE**

How do we find
the right candidates?

How much should
this person get paid?

What benefits should
a person receive?



Is this person an effective
team member?

Who is the most
qualified person
for this position?

Who should replace
this person
upon retirement?

Features: Talent Management Systems

Talent Acquisition

Rewards management

CORE FEATURE

Performance management
(goal setting, etc.)

Features: Talent Management Systems

Talent Acquisition

Rewards management

Workforce management
(budgeting,
time tracking, etc.)

CORE FEATURES

OTHER FEATURES

Learning management

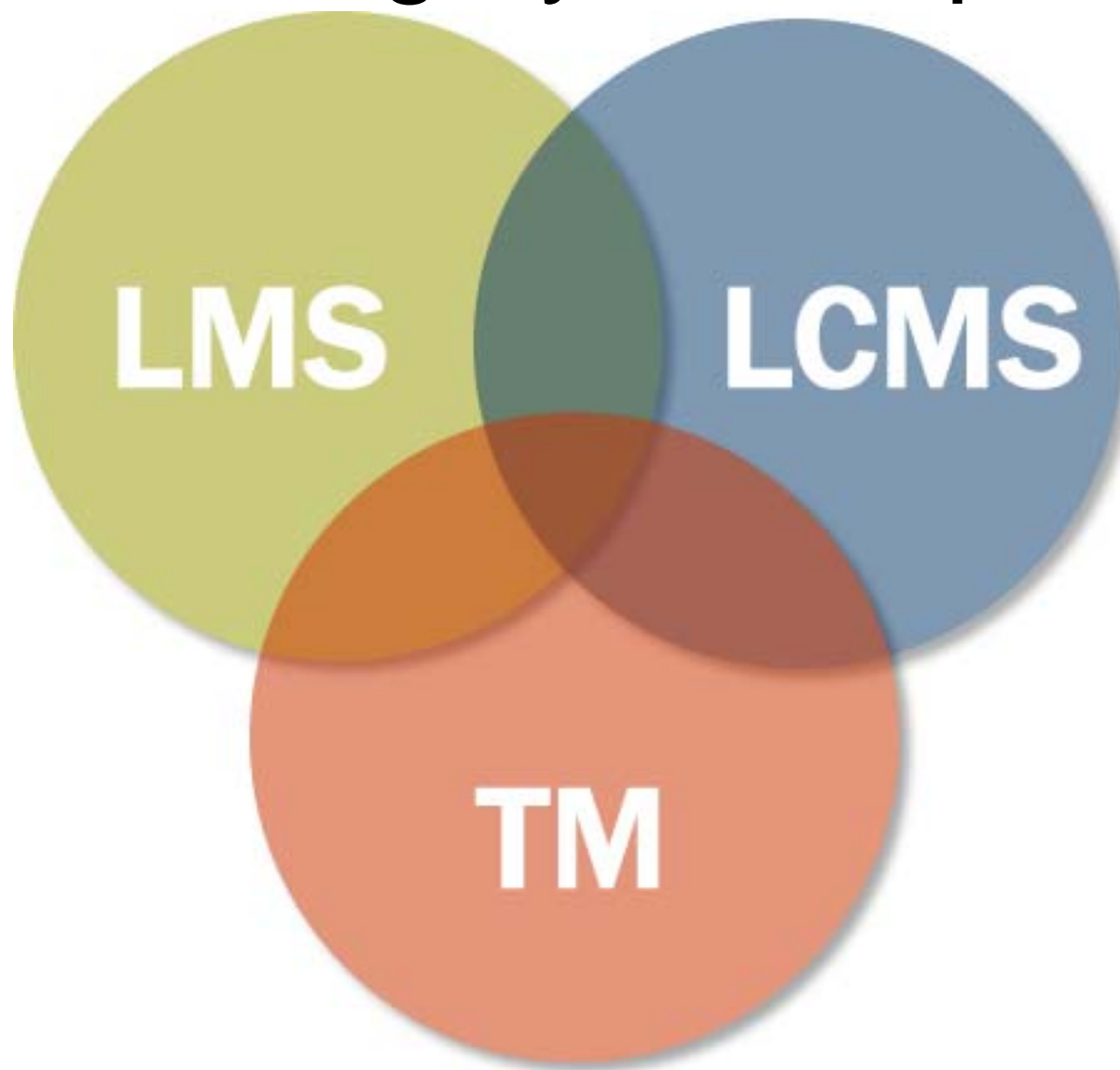
Talent planning

Performance management
(goal setting, etc.)

Blurry



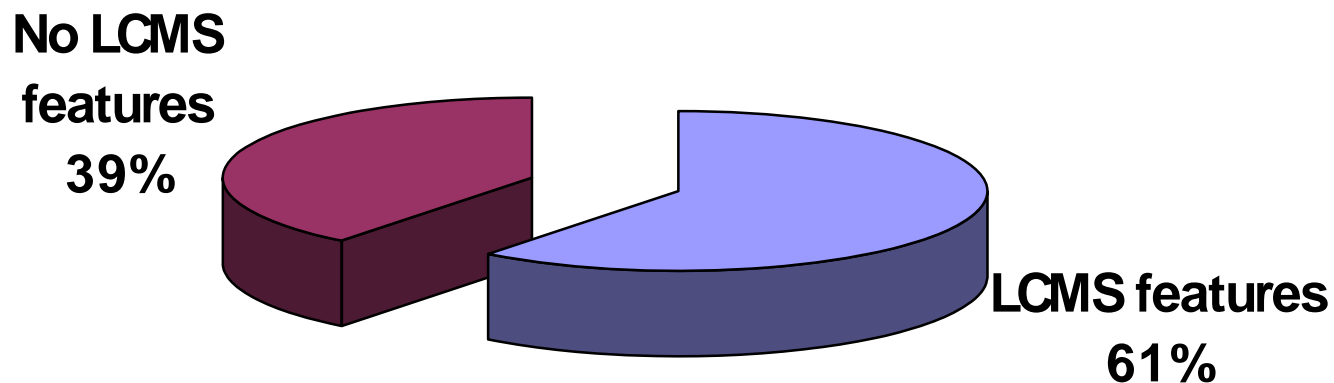
Category Overlap



Category Overlap

Out of 76 learning management systems in our research...

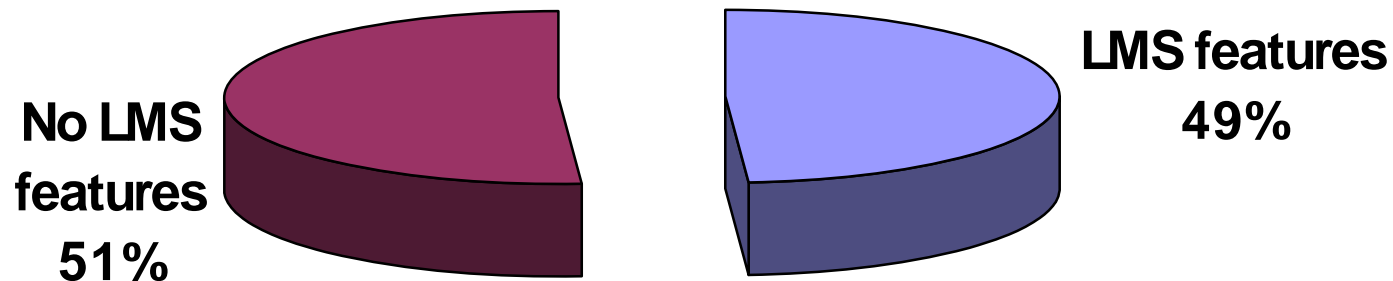
- 46 have built in LCMS capabilities



Category Overlap

Out of 47 learning content management systems in our research...

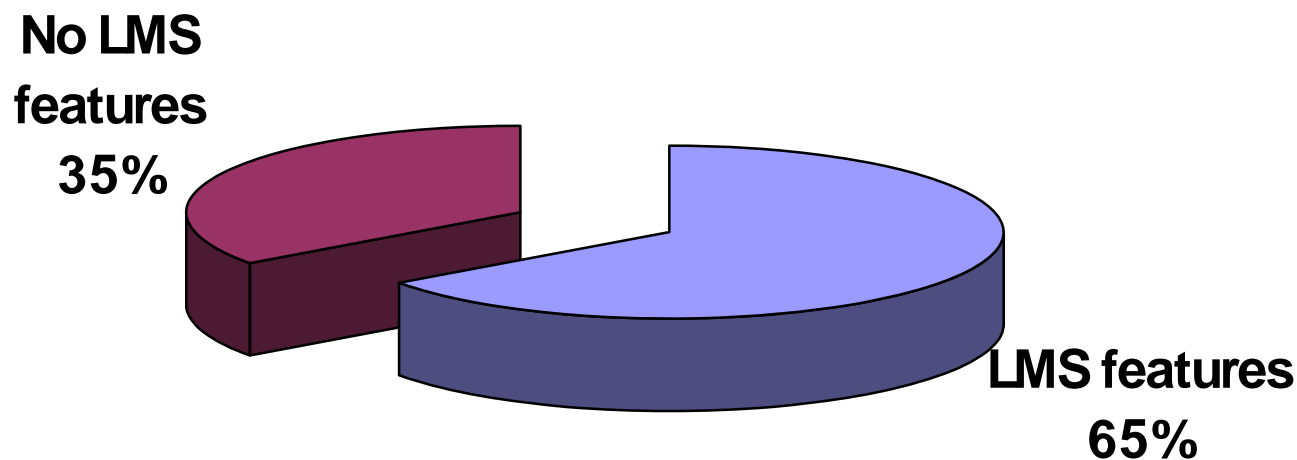
- 23 have built in LMS capabilities



Category Overlap

Out of 20 talent management systems in our research...

- 13 have built in LMS capabilities





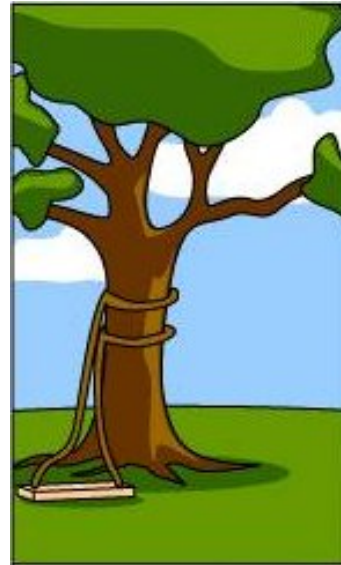
How the **Stakeholders** explained it.



How the **Project Leader** understood it.



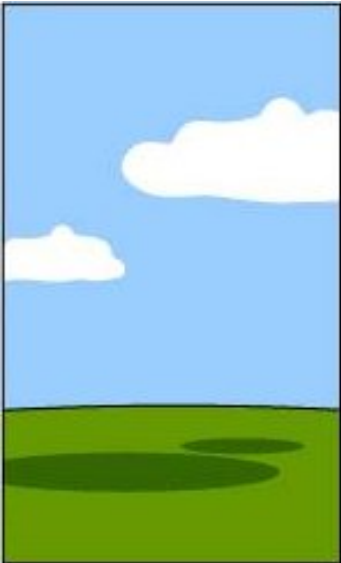
How the **Team** designed it.



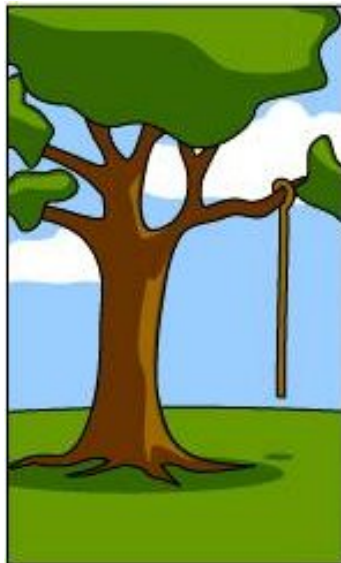
How the **Programmer** wrote it.



How the **Industry Analyst** envisioned it.



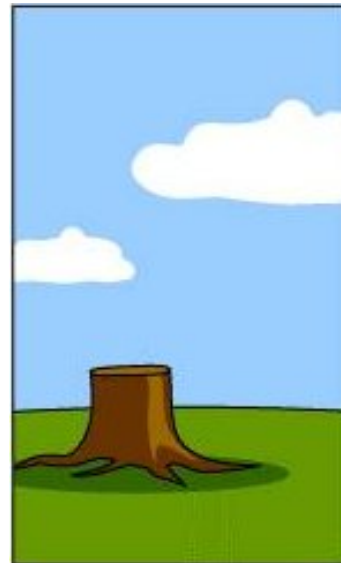
How the **Customer** explained it.



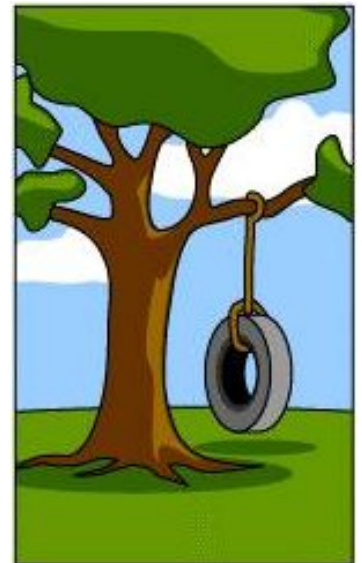
How the **Customer** explained it.



How the **Customer** explained it.



How the **Customer** explained it.



How the **Customer** explained it.

Use cases

Scenarios of what you want it to actually do

Use Case Statement (good example)	Feature Listing (bad example)
<p>Create an ad hoc report showing overall usage statistics for the previous 30 days, including:</p> <ul style="list-style-type: none">◆ Courses completed◆ Courses started but not completed◆ Course distribution by department◆ Total time used by all learners <p>Set up a distribution list for the newly created ad hoc report and set a time for automatic generation and distribution.</p>	<ul style="list-style-type: none">◆ Notification engine◆ Automatic routing of reports◆ Ad hoc reporting capabilities

20 Questions to Identify Needs

1. Hosted vs. locally Installed?
2. 80+ hours of e-learning content?
3. Off-the-shelf content?
4. Multiple languages?
5. Basic vs. advanced classroom management?
6. Skill-gap analysis, competency management?
7. Regulatory and compliance tracking?
8. Knowledge management?
9. Performance/HCM?
10. Reporting?

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9. Performance/HCM?
10. Reporting?

11. Collaboration?
12. Virtual classroom?
13. ERP connectivity?
14. E-commerce?
15. Systems requirements?
(database, server, restrictions)?
16. Off-line learners?
17. Multiple portals or single?
18. Specific use-case needs?
19. Buy-in from all stakeholders?
20. Budget / pricing sensitivity?

Top Ten List of LMS Requirements

1. Standards-based, e-learning launching and tracking capability
2. Open model for interoperability with third-party e-learning content
3. Freeform, ad hoc, customizable reports
4. Strong classroom management capabilities with full resource/instructor management
5. Experience and planned process for ERP/CRM (plus other business systems) integration

Top Ten List of LMS Requirements

6. Pre-integrated content development and/or content management capabilities
7. Extended "performance management" functionality, such as competency management, regulatory compliance tracking, 360-degree evaluation, OJT tracking, etc.
8. Quick, efficient implementation
9. Reasonable price
10. Financial viability of the LMS vendor

Top Ten List of **LCMS** Requirements

1. Novice-friendly, rapid development content authoring and/or content assembly tools
2. Well-defined model for importing Microsoft documents – PowerPoint and Word
3. Supports 3rd party content authoring tools such as Flash, Authorware, Dreamweaver, Lectora, Trainersoft, etc.
4. Strong adherence to standards and specifications (SCORM and AICC)
5. “Tested” Interoperability with third-party LMS

Top Ten List of **LCMS** Requirements

6. Well-defined model for reusing and re-purposing “learning objects” to create multiple, derivative versions of the same course, for different learners.
7. Adaptive learning through dynamic pretesting
8. Support multiple output types (most requested are print documentation, PALM, PocketPC and just-in-time help)
9. Revision control, archiving and file management
10. Workflow management