



## Memorandum

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**From:** Howard Weitzner, Accenture

**Date:** May 3, 2001

**Subject:** Deliverable 29.2.1a Training Services Summary

### **Purpose**

This memo summarizes the results of Training Services provided to SFA University during the period March 1 – April 15, 2001. The results were delivered through supporting materials and working sessions with SFA University staff. The work effort addressed improvements to SFA University's training services, processes and systems.

### **Initiatives this Period**

Specific initiatives addressed during this period included:

- LMS business case
- Corporate university conference

### **Planned Initiatives**

During the period April 15 – June 15, the following initiatives may be addressed, but not limited to:

- Corporate university conference
- LMS follow-up to secure funding for LMS phase 1
- Support process teams
- Develop needs assessment processes and capabilities
- Create eLearning strategy

### **Observations/Recommendations**

During the period April 15 – June 15, the following observations were identified and will be reviewed to determine the potential impact/value for SFA University:

- Alternative delivery channels may reduce costs of training delivery. The opportunity to move some courses to eLearning or consolidate under-utilized courses should provide cost reductions. The SFA University Annual Report on Training should be used as a

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basis for analysis. Quick hits will include those courses with low content complexity, frequent course sessions and consistent content for all users.

- Reduce unit costs of training services through the analysis and streamlining of process steps. Deliverables, contracts and processes should be reviewed to maximize productivity.
- Additional data sharing across SFA would streamline training identification and empower both employees and customers. For example, the frequency and type of errors and inquiries in the channels should be analyzed. This information may then be linked to specific courses which are designed to provide the necessary skills and knowledge.

**Description of Initiatives**

*LMS Business Case*

A business case was developed which demonstrated the need for implementing a Learning Management System (LMS). A Learning Management System (LMS) supports the administration, delivery and integration of training throughout SFA and its external partners. The LMS for SFA University will enable SFA University to provide additional training services to internal employees and external customers while reducing costs and increasing customer satisfaction.

The business case proposed a phased implementation. During Phase 1, requirements will be confirmed, funding and sourcing options analyzed, software selection completed and the implementation and cost estimates revised.

Specifically, the business case addressed the following:

- LMS project description and scope
- Implementation schedule by phase
- Technologies used
- Benefits of implementation
- Projected costs
- Alternatives
- Risks
- Schedule and Milestones

The written business case (attached) and summary presentation (attached) were successfully delivered to the DSG and IRB for approval and funding. The IRB approved in principal the need to proceed with Phase 1 of the LMS and will authorize work to begin

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once funding is available. Through the integration of SFA University staff on the business case effort, SFA University staff developed skills and knowledge that will be necessary for the successful implementation of the LMS.

Prior to funding approval for Phase 1, follow-up discussions will focus on exploring options to partner with the Training and Development Center (TDC) and/or outsourcing the LMS to an external partner, such as the Transportation Virtual University (TVU) at the Department of Transportation.

*Corporate University Conference*

A custom developed workshop on Corporate Universities will be delivered to SFA University staff on April 24 – 25 at the Accenture training facility in St. Charles, IL. The purpose of this conference is to apply industry best practices to SFA University. The topics for the conference are in the process of being finalized but will be based on the needs of SFA University and may include:

- Training philosophy
- Establishing a learning organization and culture
- Running a corporate university (operations, infrastructure)
- Alternative delivery channels for training (eLearning, collaborative working, knowledge management)
- Training logistics (registration, tracking and fulfillment)
- Managing the training lifecycle (competencies, skills, curriculum, courses, LMS)
- Evaluation and assessment

This deliverable includes initial scoping of the conference and conference planning. Future deliverables will include the development of detailed conference presentations as well as the conduct of the conference. During and after the conference specific actions for SFA University will be identified to implement relevant best practices.

Attachments:

- LMS Business Case
- LMS Business Case IRB Presentation