



Memorandum

To: Anne Teresa, SFA
Vicki Wilson, SFA

CC: Linh Nguyen, Accenture

From: Howard Weitzner, Accenture

Date: May 15, 2001

Subject: Deliverable 29.2.1b Training Services Summary

Purpose

This memo summarizes the results of Training Services provided to SFA University during the period April 16 – May 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:

- Planning for LMS requirements and software selection
- Corporate university conference and follow up initiatives
- Process team support
- SFA University skills catalog

Planned Initiatives

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

- Corporate university follow up initiatives
- Process team support
- SFA University skills catalog
- Evaluation and assessment tools
- eLearning strategy

Description of Initiatives

Planning for LMS requirements and software selection

Subject: April 15 Training Services Summary Deliverable

LMS activities focused on planning for phase 1 prior to the establishment of the LMS task order and 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.

During Phase 1 of the LMS task order, requirements will be confirmed, funding and sourcing options analyzed, software selection completed and the implementation and cost estimates revised. The team kick off was conducted to establish roles and timeframe. Standard requirements were gathered and the preliminary list of LMS providers identified.

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.

Corporate University Conference and Follow-Up Initiatives

A custom developed workshop on Corporate Universities was delivered to a select group of SFA University staff on April 24 – 25 at the Accenture training facility in St. Charles, IL. The purpose of this conference was to apply industry best practices to SFA University. The topics for the conference focused on (conference presentations are attached with this deliverable):

- Overview of Accenture approach to education
- Shift from learning to performance strategy
- Training operations (logistics, infrastructure)
- Alternative delivery channels for training (eLearning, collaborative working, knowledge management)
- Evaluation and assessment

In addition to the knowledge transfer, the conference produced a list of topics for further discussion. Follow-up meetings have prioritized these topics into specific initiatives. Future deliverables will address the results of these initiatives and plans for further implementation. The initiatives are as follows:

- Align SFA University as strategic partner for channels and business units
- Development of “learning circle” to manage training process

Subject: April 15 Training Services Summary Deliverable

- Evaluation of current training programs
- eLearning strategy and infrastructure development

Process Team Support

Support a team to improve the process of APS Processing with the Schools channel. The purpose of this team is to improve SFA University's relationship with the Schools channel, improve the efficiency of APS Processing and establish a best practice for SFA University to partner with the channels and business units. The team charter with roles and results identified has been drafted and is pending review. Future deliverables will include status and results of the team's efforts.

SFA University Skills Catalog

The skills catalog identifies the functional skills employed by SFA University personnel and the primary tasks associated with each skill. The Skills Catalog has been revised and completed from a previous version and is pending review prior to submission to Human Resources. The primary skills identified include:

- Communication Management
- Contract Management
- Learning Design and Development
- Office Administration
- Planning and Budgeting
- Product Knowledge
- Survey and Measurement
- Technology Planning
- Technology Design And Development
- Training Administration
- Training Delivery

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. An initial analysis of course information was based on the SFA University Annual Report on Training and

Subject: April 15 Training Services Summary Deliverable

has identified some quick hits. Quick hits include those courses with low content complexity, high volume of participants, frequent course sessions, low course fulfillment and the need for consistent content for all users. The business case to move courses to alternative delivery channels will be reviewed in context of an overall eLearning strategy.

- Measurement of course effectiveness will help SFA University to manage training from a performance perspective and validate the value of training. Effectiveness along with cost management are key metrics in establishing a ROI for training. The “learning circle” proposed as a follow-up to the Corporate University conference will provide context for measuring course effectiveness.
- 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. Further development of cross-sharing of data is planned as part of aligning SFA University as a strategic partner with the Channels and business units.
- Standardization of course materials will streamline course logistics and setup. The “course-in-a-box” concept uses checklists and pre-packaged materials to ensure all SFA delivered courses have all materials needed to deliver the course without the need for significant administrative support for each session.
- A strategy for knowledge management for SFA University will help share and integrate processes/information. The SFA University knowledge management strategy should be aligned with, but not subordinate to, an overall SFA knowledge management strategy.

Attachments:

- Accenture Education Overview
- Accenture Training Operations
- Alternative Delivery Channels