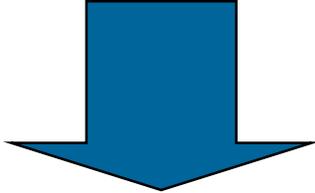


accenture

**Department of Education
SFA University/TDC**

April 25, 2001

- Sponsors



- Training Operations Conduct & Support (TOC&S)
- Curriculum Strategy & Coordination (CS&C)
- Development

accenture

Past Training Operating Model

On the continuum where was Accenture?



Centralized

Decentralized

Current Training Operating Model

Accenture's Response



Centralized

Decentralized



Training Operations Conduct & Support

Focused on implementing synchronous learning events

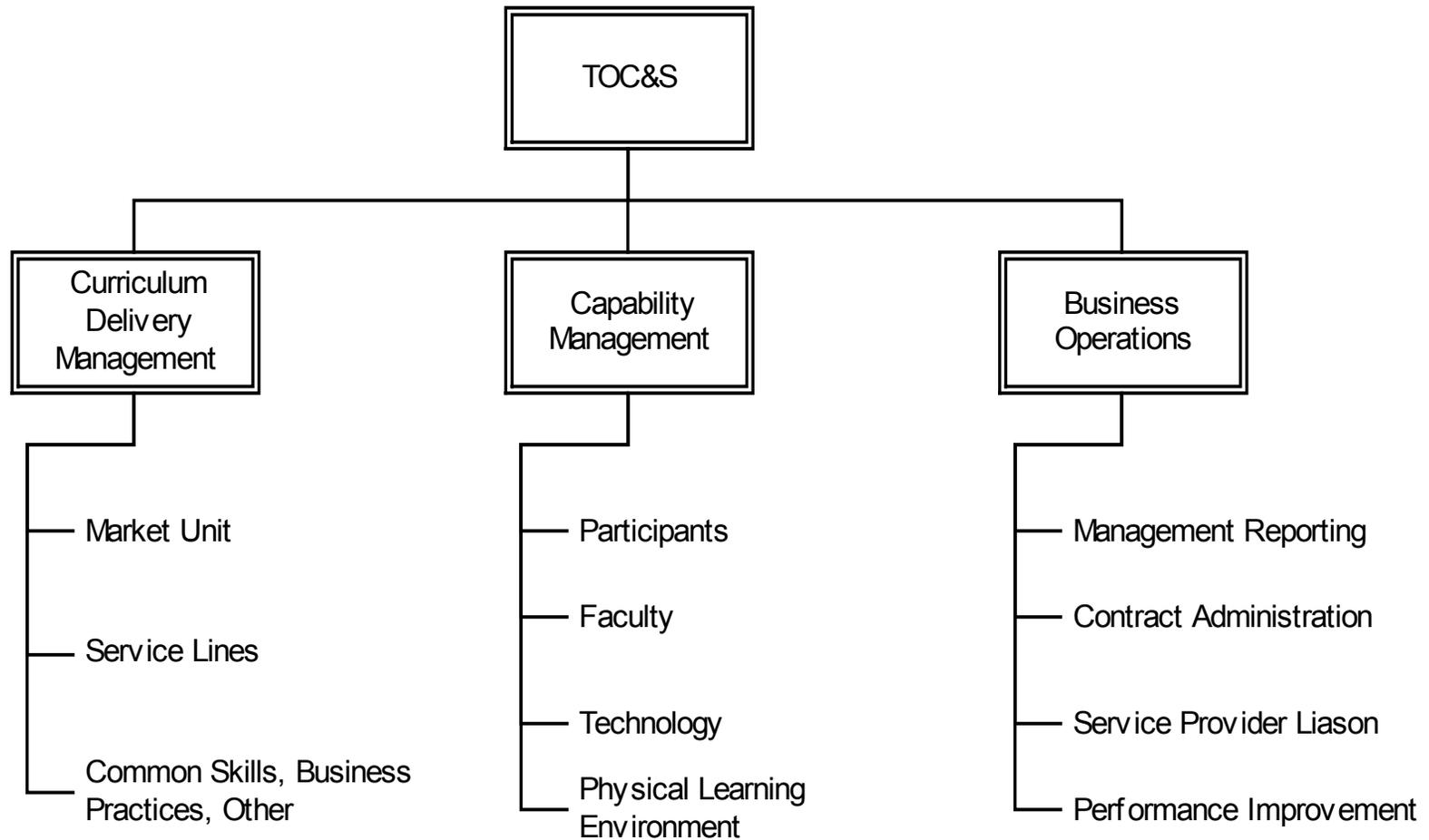
- Centrally conducted classroom sessions
- Local and regional sessions
- Synchronous eLearning sessions



Scale – Fiscal Year 2001

- Almost 900 Courses
- ~1,000 Classroom Sessions
- 800+ “Local” Sessions
- Over 400 eLearning Sessions
- 66,000 Participants and Faculty
- 270,000 Training Days

Functional Organization



accenture **Key Internal Groups**

- Human Resources
- Recruiting
- Technology Groups
- Client Group Schedulers



Key External Service Providers

Andersen

- Learning facilities management & support
- Hardware support
- Parts of registration processing & billing

ePeopleserve

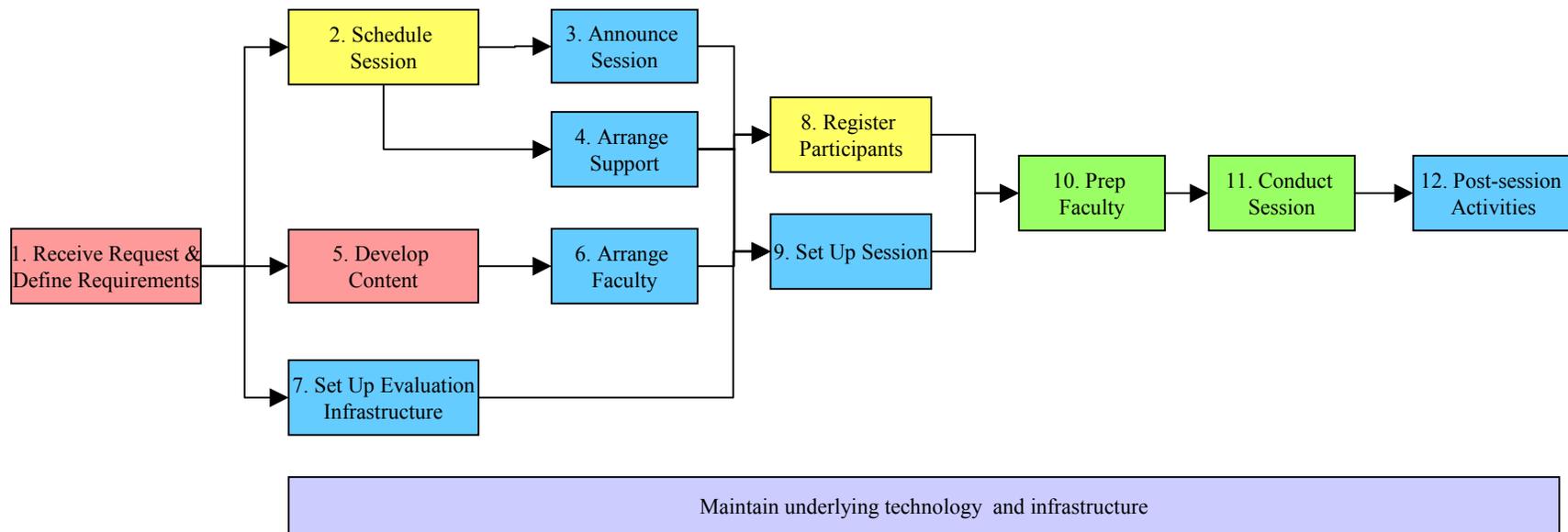
- Parts of registration processing
- On-site support for local conducts

Preferred Venues

- Facilities Management & Support

Contractors and Vendors

- Session Support
- Instruction



Receive Request & Define Requirements

Involve delivery group early in process

- Entry/Exit Criteria
- Scalability issues addressed early
- Understand and share learning objectives

Faculty Strategy

Support Requirements

Attendance Estimates

Set Tuition

Tuition

Direct Session Costs

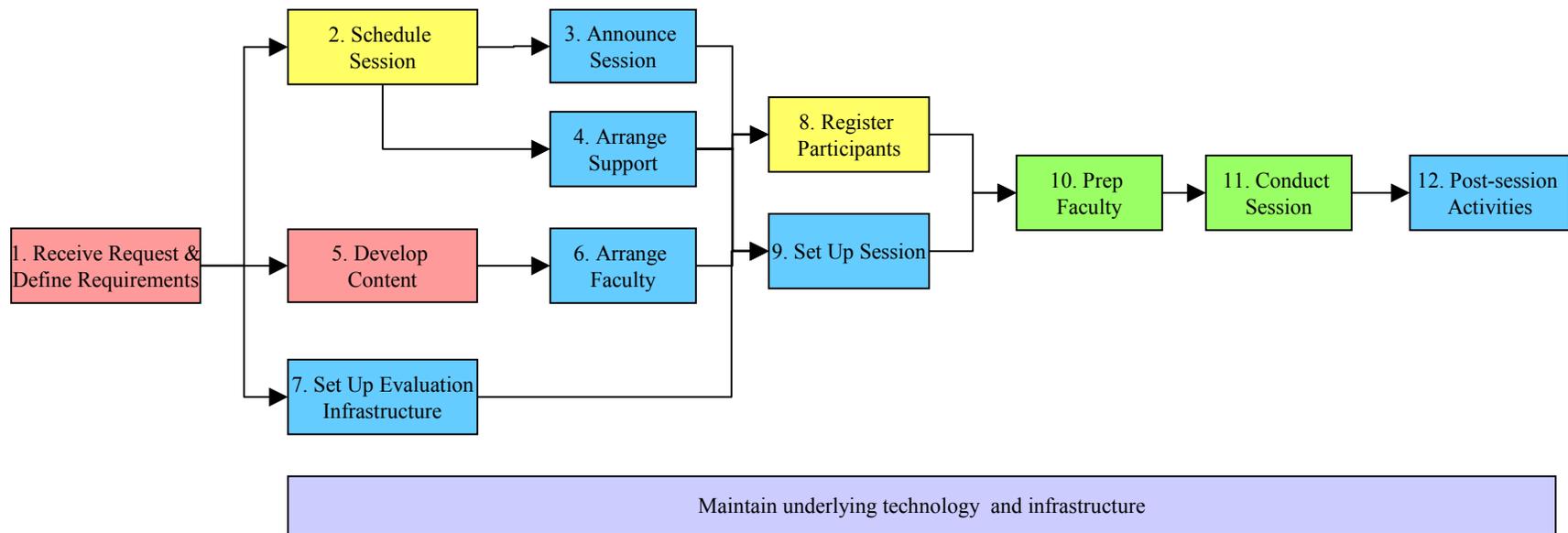
- Faculty time and expenses
- Materials
- Equipment
- Support time and expenses

Indirect Session Costs

- Load (infrastructure)
- Attendance adjustment
- Coefficient adjustment

Direct Charge

- Operational entity training budget
- Facilities and housing
- Participant time and expenses
- Transportation equalization



Balance Competing Objectives

- Frequency - Cost effectiveness
- Speed – Flexibility, lead time, availability

Consider Competing Events

- Other large meetings/deadlines
- Sessions targeted for same audience

Seasonality

- Weather
- Financial issues



Announce Session

LMS Makes Things Easier for Customers

- Update frequently
- One top shopping

Clear instructions on how to register

Clear who will be allowed to attend

Provide logistical information



Arrange Support

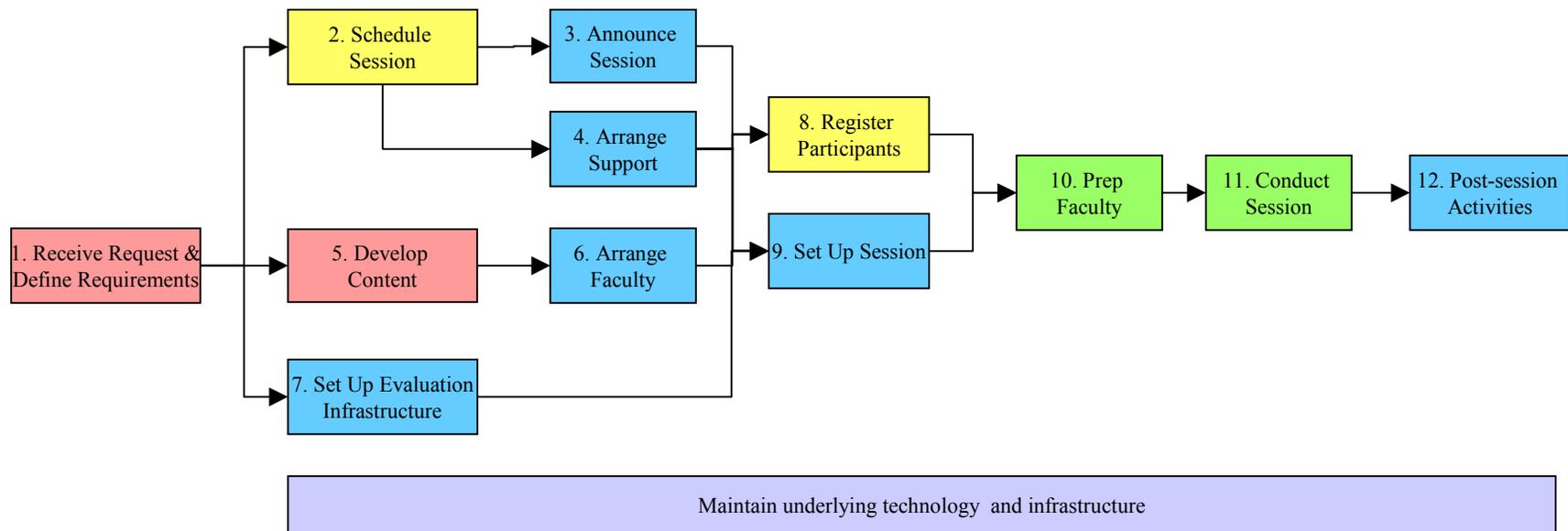
Increased Use of Outsourcing

- Shorter lead times
- Decentralization
- More but smaller sessions
- Time zones

Enabling Customers

- More flexibility
- Cost effective

eLearning Surprises





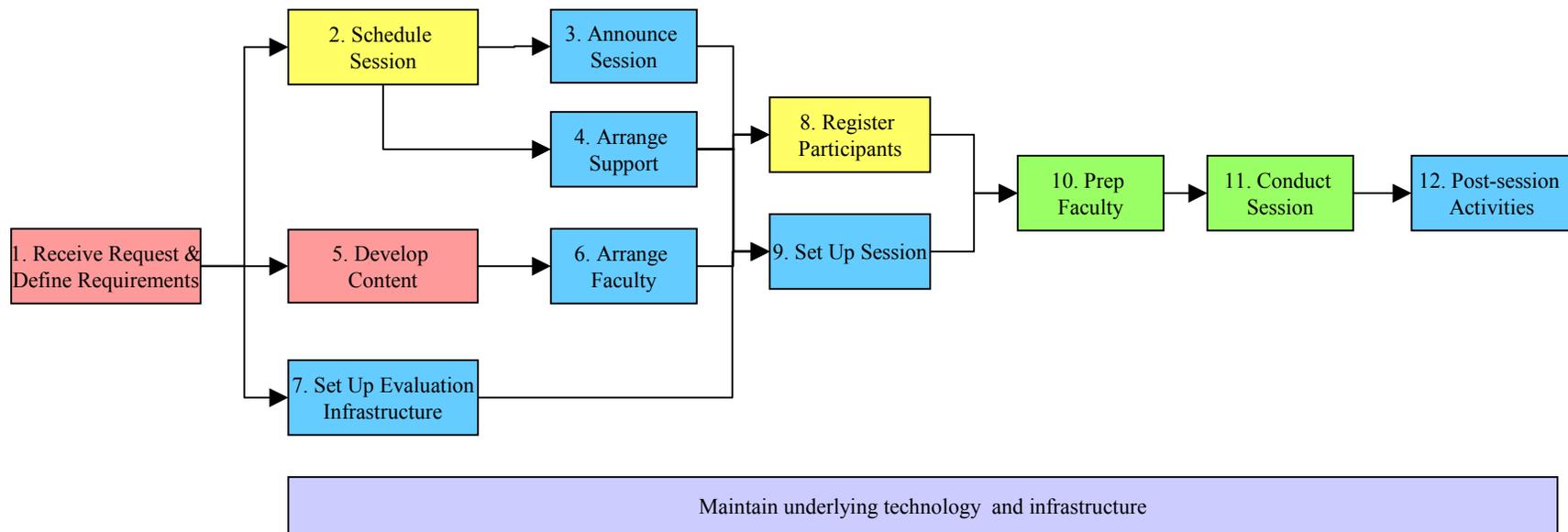
Develop Content

- Learning Coaches work on development teams to help design roles and faculty prep materials

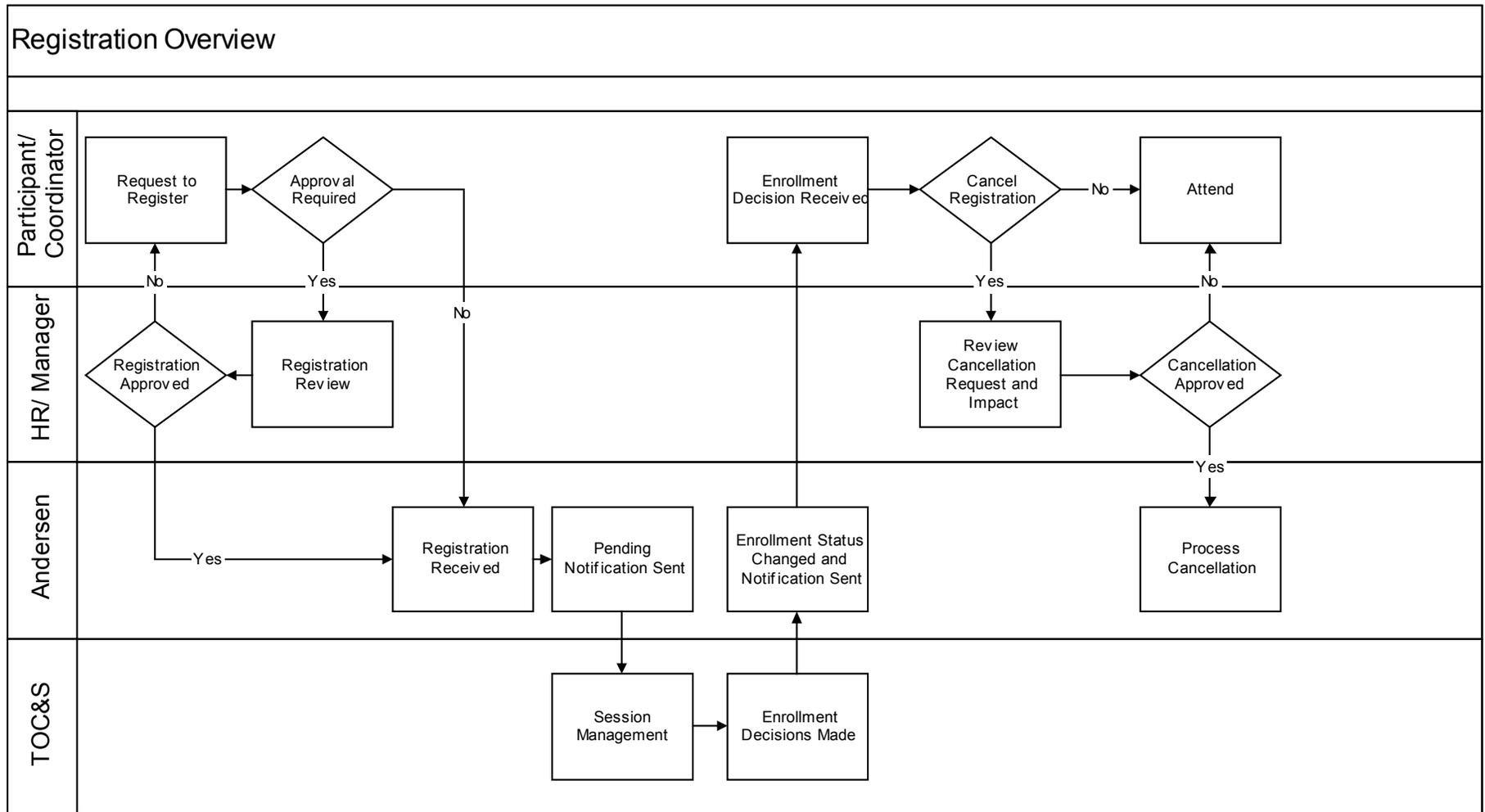
accenture **Arrange Faculty**

- Assignments to Market Units
- Pool/Volunteer
- Sponsor Identifies
- Outsource

- Work with evaluation group to develop questions and determine mechanism
- Moved from satisfaction rating to effectiveness against learning objectives
- Various strategies to avoid “over-surveying”
- Make summary information readily available to stakeholders
- Faculty memos, LC debriefs, Support Liasons



Registration Process





Key Registration Process Points

Approval Process

Registration Window

Confirmations of Status Changes

Session Management

- Session cancellation – break even
- Scale session & resources to session size (96% Target)

Enrollment Decisions

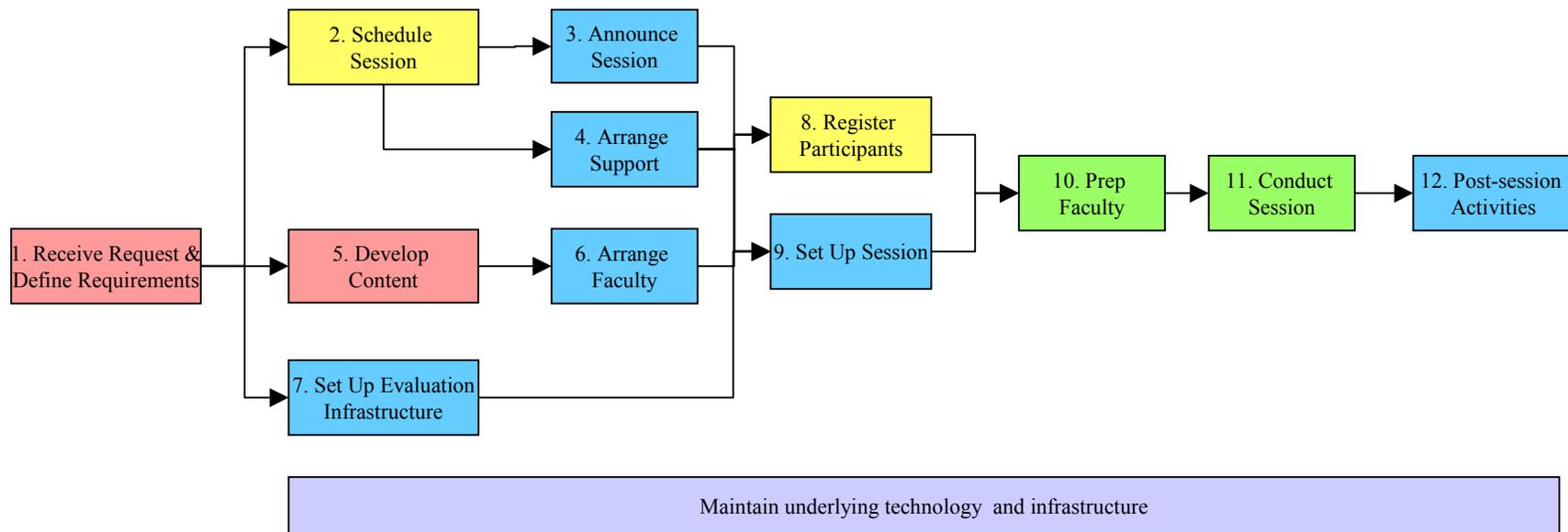
- Several factors – e.g. target audience, GEP, etc.
- First come-first-served small percentage

Cancellation Policies



Set Up Session

- Course-in-a box
- Enabling customers
- Outsourcing
- Still deploy on-site support most often



accenture[>] Prepare Faculty

Learning Coach Role

eLearning Roles

- Moderator
- Director
- Learning Coach/Facilitator

Extended Assignment Program

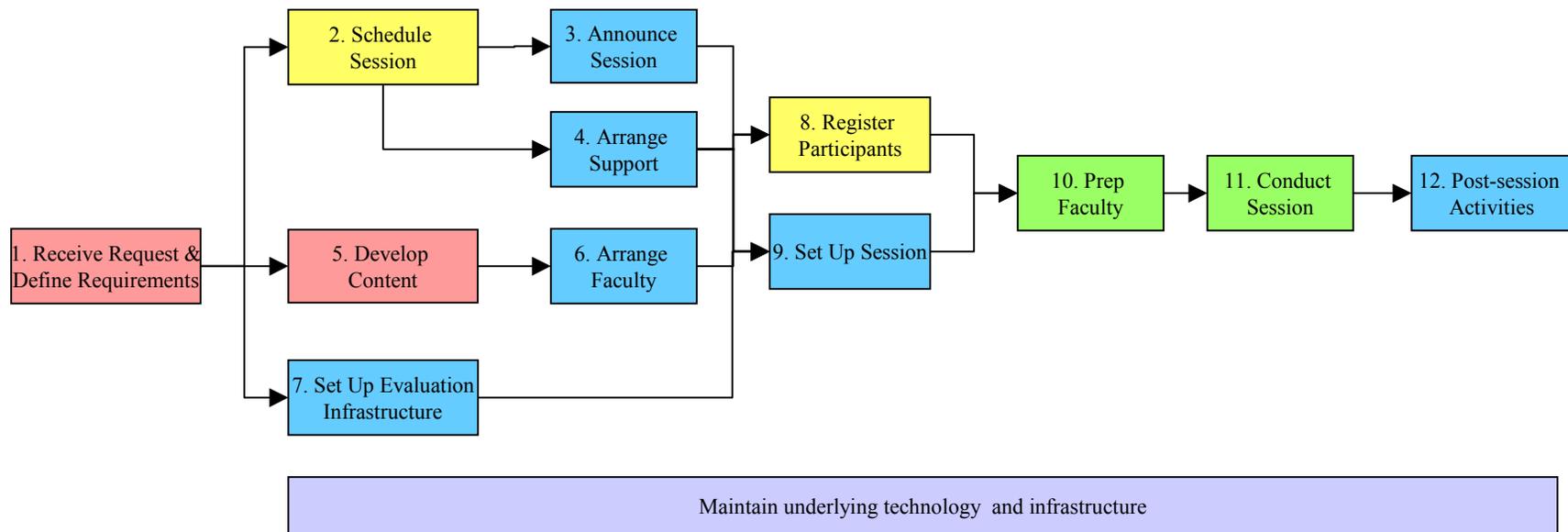
Certification



Conduct Session

- Troubleshoot
- Optimize Learning Environment

- Verify attendance information gets back into billing and LMS
- Conduct interviews with faculty
- Write/gather close down memos
- Pass continuous improvements suggestions to stakeholders
- Periodically analyze information for trends
- Monitor course/session budgets



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- What questions do you have?