Enterprise Learning Management

Overview and Case Study

Abstract/Executive Summary

- PeopleSoft Enterprise Learning Management (ELM) takes the delivery and management of training to the next level. Offering a wide variety of training delivery methods, self-service capabilities, and integration points, ELM plays an integral role in the talent management lifecycle. This presentation will outline key features of ELM and its implementation at the State of Indiana.

Presenter

- Chris Chastain

  Zanett Commercial Solutions

Agenda

- State of Indiana Overview
- ELM Implementation Summary
- Looking Ahead
- ELM Key Features and Integrations
- Positioning for Success
- Wrap-Up / Q&A

About Zanett

- Full-lifecycle Oracle-related services provider – we help organizations **plan, build,** and **manage** their IT investment
- $50 M in revenue, 200+ delivery professionals
- Over 300 successfully completed projects
- Nasdaq: ZANE

State of Indiana

- Comprised of 249 agencies
- Employs over 35,000 people
- PeopleSoft HRMS 8.9
  - Core HRMS
  - Position Management
  - Benefits Administration
  - Talent Acquisition Manager
  - Candidate Gateway

State of Indiana

- PeopleSoft ELM 8.8
  - Indiana Office of Technology
  - Indiana Department of Correction
  - Indiana Office of Inspector General
  - Indiana Department of Child Services

Business Challenges

- Improved facilitation of both state-wide and agency specific training initiatives
- Need for on-demand delivery of training
- Provide for better compliance tracking
- Eliminate paper-based processes
- Reduce personnel time requirements
- Position for strategic roadmap in talent management

Talent Management Lifecycle

ELM Implementation Summary

- Four phases deployed to date:
    1. Indiana Office of Technology
    2. Indiana Department of Correction
    3. Indiana Office of Inspector General
    4. Indiana Department of Child Services

ELM Implementation Summary

- Project team composition (for each phase)
  - One Project Manager
  - One ELM Functional Consultant
  - One ELM Technical Consultant
  - Two to Six State SMEs

Indiana Office of Technology

- Inaugural implementation of ELM
- Deployment of state-wide training for Information Resource Use Agreement compliance training and acknowledgement (required for all State of Indiana employees AND contingent workers)
- Previously paper-based results tracking
- Deployed web-based training module through ELM

Indiana Office of Technology

- Benefits
  - Made IRUA training available "on-demand"
  - Eliminated need for travel to office locations for some personnel
  - Automated attendance, scoring, and completion functions
  - Provided single source of truth for reporting and monitoring agency compliance

Indiana Department of Correction

- Deployment of annual in-service training required by all DOC staff, state-wide

- Comprised of 14 individual courses

- Previously required administrative enrollment into training administration module

- Previously required instructor-lead sessions, manual attendance, scoring, and marking of completions

Indiana Department of Correction

- Benefits

Tasks	Before	After
Courses to Set Up	14	1
Enrollment	Administrative	Self-Service
Instructor Class Time	1-3 Hours (Per Session)	0 Hours
Calculating Scores	Manual	Automated
Marking Attendance	Manual	Automated
Capturing Results	Manual	Automated

Indiana Office of Inspector General

- Deployment of state-wide training for Information Resource Use Agreement compliance training and acknowledgement (required for all State of Indiana employees AND contingent workers)
- Previously paper-based results tracking
- Deployed web-based training module through ELM

Indiana Office of Inspector General

- Benefits
  - Made ethics training available "on-demand"
  - Eliminated need for travel to office locations for some personnel
  - Automated attendance, scoring, and completion functions
  - Provided single source of truth for reporting and monitoring agency compliance

Indiana Department of Child Services

- Deployed ELM to track all instructor-led training for DCS employees state-wide

- Previously paper-based (were not using training administration module of HRMS)

- Enrollment, attendance, scoring, and marking of completions was all manual processes

Indiana Department of Child Services

- Benefits
  - Online catalog of training
  - Self-service and mass enrollment
  - More robust reporting
  - Full integration with HRMS data
  - More efficient administration and scheduling

Looking Ahead....

- Full transition to ELM for all training
- Manager self-service
- External learning capabilities
- Integration of ELM with Competency Management
- Integration of ELM with ePerformance Management
- Integration of ePerformance with Merit Compensation

Talent Management Lifecycle

Integrations & Key Features

- Integration: HRMS
  - Organizational Data
  - Job Data
  - Person Data
  - Competencies
  - Performance Management

Integrations & Key Features

- Integration: Financials
  - Internal and External Cost Tracking
  - General Ledger
  - AP / AR
  - Billing

Integrations & Key Features

- Integration: Learning Content
  - Internally Hosted Content
  - Content Vendors and Management
  - Webcasting

Integrations & Key Features

- Key Features:
  - Employee Self-Service
  - Manager Self-Service
  - Courses and Programs
  - Licensure and Certification
  - Supplemental Learning
  - External Learning
  - Flexible Enrollment and Security

Integrations & Key Features

- Key Features (Continued):
  - Group Functionality
  - Prescriptive Learning
  - Prerequisites and Recommendations
  - Learning Plans
  - Surveys
  - Many More…..

Positioning For Success

- Integration Broker
- Web-Based Content Compliancy
- Content Integration
- Catalog Structure and Security
- Learning Environments
- Learner Groups
- Delivery Methods
- The Evolution of Talent Management

Talent Management Lifecycle

Wrap-up / Q&A

- Questions?