



TECHNOLOGY SIMPLIFIED



## Training, Education, and Learning Management Systems

Online training, education, and learning management has become increasingly popular in recent years, and for good reason. Such technologies provide a learning avenue for those that wouldn't otherwise have access. They offer an approach for standardizing training across distributed teams. They also enable people to increase their skills and continuously improve at their convenience while saving significant time and money.

Learning Management System (LMS) capabilities provide an effective mechanism for managing training and education. A LMS provides a consolidated courseware home and a means for managing enrollment, assessments and grades, course completion, certification, and recurring requirements, as well as scheduling resources. It provides comprehensive real-time status reporting for instructors and managers. A LMS typically includes courseware hosting and delivery, but may also be used to manage and administer offline training and education, such as traditional classroom and hands-on practical instruction.

Adopting an online training, education, and LMS involves a dizzying array of possibilities. You have to decide what's best to do online versus offline. Do you build a custom system from the ground up or go with an existing Commercial Off-The-Shelf (COTS) solution? What features do you really need? How will the system be used by teachers, learners, and managers? How will it be developed, tested, deployed, and operated? How do you construct an approach that balances cost, performance, and schedule while satisfying all stakeholder goals and requirements?

Intervise can help. We can help you navigate the possibilities and provide an effective solution. Whether it entails a comprehensive online system or hybrid on- and off-line combination, we can put together a solution that's just right for your needs. A few examples of our experience and capabilities are described below.

**Project:** Joint Education and Training System (JETS)

**Client:** IBM/US Air Force Air Education and Training Command (AETC)

**Description:** JETS is an online training and education courseware delivery platform and LMS consisting of multiple integrated applications running across several instances and environments. JETS is one of the top three most visited websites in the US Air Force with an active user base of over 650,000. Intervise provides LMS requirements definition, business rules and user role development, custom software development, the configuration and customization of databases and COTS applications, LMS subject matter expertise, and testing services.

**Project:** US Army Digital Learning Systems (DLS) Enterprise Management Services (EMS) Help Desk

**Client:** IBM/US Army Training and Doctrine Command (TRADOC)

**Description:** Intervise supported the Army Training Information System (ATIS) Help Desk, formally the DLS Help Desk, since inception. This Information Technology Infrastructure Library (ITIL) v3-based operation supported up to 14,000 phone calls per month providing application help desk and call center support for the Army Learning Management System (ALMS), Digital Training Facility (DTF) classrooms, and Deployable Digital Trainings Campus (DDTC) suites. Intervise was directly responsible for providing support via the Help Desk Manager, Supervisor, and Tier I-III help desk agents. The Help Desk Manager was responsible for all reporting

and presenting monthly system metrics to the Army and IBM team. ALMS is the largest user volume application in use within the Army today with the exception of the Common Access Card (CAC) access system. ATIS supports a mission-critical learning function for the Army, and the ATIS help desk is the first line of response for resolving systems and application issues. Through this experience, Intervise gained a unique understanding of the impact that performance disruptions can have on 1.8 million active users and the risks and opportunities that must be managed to ensure high levels of performance and quality.

**Project:** Health Insurance Exchanges under the Patient Protection and Affordable Care Act (ACA)

**Client:** IBM/Centers for Medicare & Medicaid Services (CMS), Center for Consumer Information and Insurance Oversight (CCIIO)

**Description:** Intervise supported CCIIO's needs to develop and provide technical support for a LMS enabling online training, testing, and registration for agents, brokers, and enrollment assisters, and assistance in processing Certified Application Counselor (CAC) applications. The system provides supporting services related to the program needs, and to revise and maintain CCIIO's training content. Intervise provided database development and administration, technical management, and consulting. Intervise serves as the database expert liaison between technical staff and management (both internal & client side) in regularly scheduled team meetings and conference calls. As the overall project evolved, Intervise provided technical recommendations and leadership for the modification, upgrade, and optimization of database systems.

**Project:** CMS Marketplace Learning Management System (MLMS)

**Client:** IBM/CMS

**Description:** Intervise provides Application Programming Interface (API) gateway subject matter expertise for the project, which includes designing infrastructure, installation, configuration, performance tuning, and customization of the API Gateway platform. Intervise also provides Tier II helpdesk support that involves interacting directly with users who reach out when they have issues or questions about training hosted on the MLMS portal. This training is a requirement for anyone who wishes to help consumers obtain insurance through the Affordable Care Act marketplace. Intervise assists with technical support, testing, training new agents, and conducting quality audits.

**Project:** Department of State Foreign Service Institute (FSI) LMS

**Client:** IBM/Department of State

**Description:** Intervise assisted in the planning, deployment, and operation of the Cornerstone On-Demand Learning Module. Specific work involved client configuration workshops, client training, and developing and managing the configuration of systems, programs, cohorts, and pages. This program consists of over 34,000 users, over one hundred distance learning courses, and nearly 2,000 Skillsoft courses.

**Contact us today!** If you're interested in online training, education, and learning management, please contact us. We can walk you through the options and institute a program for your specific needs

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