Implementing Multi-tier Administration for Lotus LearningSpace

Judith Favia, Product Manager,

InterTechnologies Group, Minnesota Department of Administration

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Civics 101

- Minnesota State Legislature passes spending bills to run state programs and services

- State agencies within the Executive branch actually run state programs and services

- State agencies are fairly autonomous

- **Department of Administration**: Oversees common administrative services across state government
  - Human Resources
  - State Payroll
  - Technology: InterTechnologies Group
- **Department of Human Services**: Administers human services programs
  - Economic Assistance
  - Health Care
  - Adoptions, etc…

Minnesota Department of Human Services

- Largest state agency with over 6,000 employees
- Largest state "health plan": $3B annual health care budget
- Decentralized programs and services administration
  - DHS defines policy and acts as central administrator
  - County governments ("Counties") act as front-line administrators with primary contact with clients

Department of Human Services: Health Care Training

Over 20 full-time trainers train 2,000+ county and state employees on complex health care programs and systems

- State-wide

- Varied student experience levels

- Required training

Department of Human Services: Health Care Training

DHS is rolling out policy training online using LearningSpace

- Save on travel costs

- Offer more flexibility to students

- Offer more training with same resources

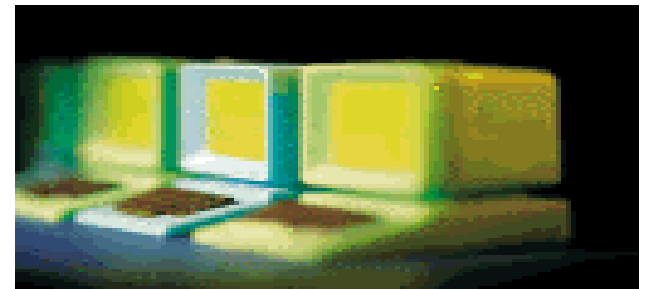- Provide online reference resource

InterTechnologies Group

- Data center and application service provider
- Provide a shared infrastructure for state agencies to use to meet IT needs
- InterTech does not do application development
- No requirement to use InterTech - not a centralized IT administration
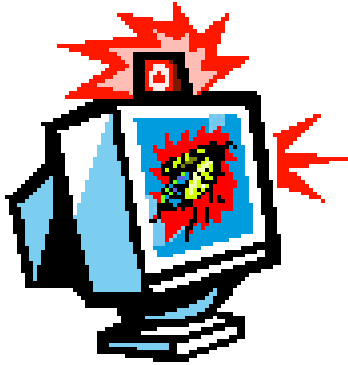- Products/solution sets are developed to meet multiple agency needs

- InterTech would set up the LearningSpace server

- State agencies would be able to host their own courses on that server

- Costing would be based on a per user subscription that would cover both licensing and CPU time

- The more agencies using the server, the cheaper the subscription per user

The Reality

- LearningSpace 4.0 released with new infrastructure requirements
- New collaborative architecture raised scaling issues

- InterTech did not want to be in the business of centrally administering enrollees and reporting
- Agencies wanted control over their own "curriculum domain"

LearningSpace 4.0

- Web based learning management system able to incorporate any HTML content

- Course content flexibility

- Administrative flexibility

- Good reporting tools

- Install LearningSpace

- Train the trainers

- Develop registration infrastructure

- Develop DHS wide online learning standards

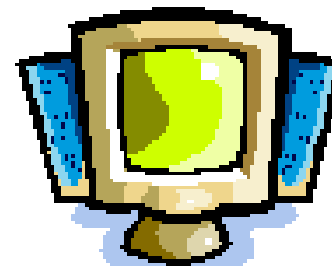- Course development and delivery milestones

Department of Human Services: Online Learning

Contracted with InterTechnologies Group to provide:

- Lotus LearningSpace server hardware
- Lotus LearningSpace server software
- Web content hosting
- LearningSpace technical administration
- LearningSpace licenses

Department of Human Services: Online Learning

The Department of Human Services provided:

- Train the trainer sessions on how to develop and teach online courses
- Audience assessment
- Course assessment
- HTML course content in Dreamweaver
- Course content integration with LearningSpace
- Course instruction
- Joint administration

A New Administrative Model

- Create security profiles to protect the server
- Provide a planning framework for agencies
- Plan for server scaling as collaborative and media usage increases
- Set up a two-tier administrative role
- Develop multi-level customer care process

LearningSpace Administration

User Types that correspond with system and course permissions:

- **Administrator**
- **Sub-administrator**

Custom-developed user-types

- **Author**
  - Ability to create and modify LearningSpace course
- **Instructor**
  - Instructor access to course, ability to set-up discussion databases
- **Student**
  - Access to take course, including collaboration features

LearningSpace Administrator

- Establish User-Types and appropriate permissions
- Set-up courses on the content hosting server
- Set-up FTP access for course authors
- Trouble-shoot server, network issues
- One person at InterTech
- Works with Domino administrator on infrastructure

LearningSpace Sub-Administrator

- Set up additional course classes on LearningSpace
- Assign user-types and roster students/other users
- Register students
- Run student progress reports
- Coordinate online training administration with traditional live stand-up training
- 1-2 people in the training units at DHS

Lessons Learned

- Planning and assessment are best done before courses are rolled out

- Administration and infrastructure are as important to your success as course content

- Any benchmarks for usage levels are better than no benchmarks

- Look for multiple resources to assist you with each phase and with each task focus

e-Learning Matrix

- IBM's <u>Plan It</u>, <u>Create It</u>, <u>Deploy It</u> phases
- Three areas of focus - <u>Infrastructure</u>, <u>Administration</u>, <u>Course/User</u>
- Tasks in grid by phase and focus
- Customize resource grid for your specific business environment

e-Learning Matrix: Plan It

	Infrastructure	Administration	Course Content
Plan It	√ Technical requirements √ Assess options √ End to end network √ Staffing	√ Assess access requirements √ Admin budget √ Registration	√ Assess offerings √ Assess audience √ Course budget and timelines
Create It			
Deploy It			

e-Learning Matrix: Create It

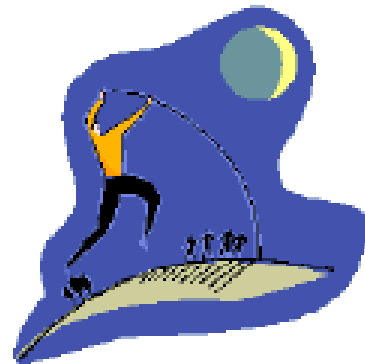|	Infrastructure	Administration	Course Content
Plan It	√	√	√
Create It	√ Hardware √ Network √ Security √ Documentation	√ Admin training √ Registration policies √ Permissions √ Curriculum plan	√ Curriculum design √ Developer skills √ Course format √ Course requirements
Deploy It			

e-Learning Matrix: Deploy It

	Infrastructure	Administration	Course Content
Plan It	√	√	√
Create It	√	√	√
Deploy It	√ Testing √ Change mgmt √ Maintenance √ Software upgrades	√ Communication to users √ Password setup √ Maintenance of profiles √ Admin reports	√ Course testing √ Schedule for FTP √ Reporting and problem solving

Project Business Goals: 2002

- Install full production infrastructure with test and failover servers at InterTech

- Roll out production courses to counties

- Upgrade to LearningSpace 5.0

- Customize LS interface for the state of Minnesota

- Integrate LS registration with Registrar databases at DHS

Keys to Multi-Tier Administration

- Be sure that the training entities understand the three elements - infrastructure, administration and content

- Build standard procedures at the root server administration level

- Provide user-friendly documentation to the sub-administrators

- Share lessons learned!

And in conclusion . . .

- Good Luck!
- Keep in touch

Judith Favia, 651-215-0611

judith.favia@state.mn.us