

An abstract graphic on the left side of the slide features a green background with white and blue lines, dots, and arrows, suggesting a network or data flow.

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BOSTON, MA | SEPTEMBER 6-8, 2016

Session date/time: [Sept. 8- 11am - 11:45am](#)

Session location: [Martha's Vineyard B](#)

Session Title: [Getting Ahead of the Puck](#)



Getting Ahead of the Puck

Our Journey in Adopting the LCMS

Patrick Selby - Learning Systems Manager
9/8/2016



"I skate to where the puck is going to be,
not where it has been."

-Wayne Gretzky



Some background on our team

10k internal students, 100k external customers

We have about 16 people in our group.

- 5 Instructional Designers
 - 5 Program Managers
 - 6 Customer Trainers
 - Elearning and Content Vendors
-
- +/- 40 Products



Did You Know?

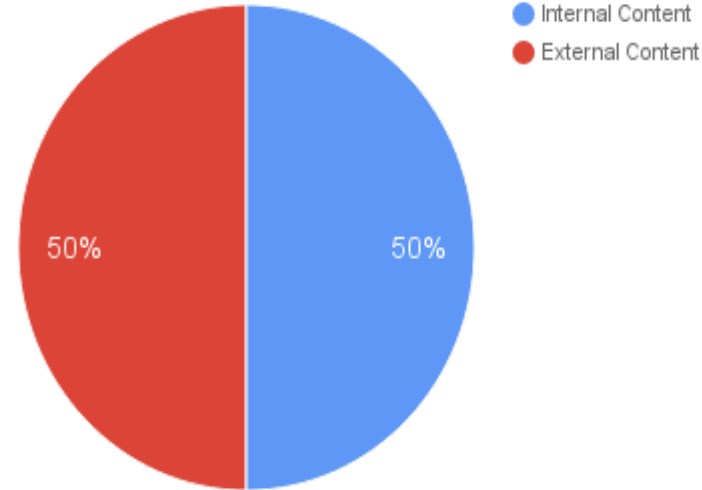


Beginning in 2000, the ADAM Program from LexisNexis has helped recover 159 children through April 2016.

Learning Content

- The LCMS manages content for both internal and external students
- Modified rapid development model
- Projected Shelf Life
- Reusability

Content (Elearning and ILT)



Lets back it up 10 years, to the year 2006

- Department had been just formed.
- Lots of training was happening around the company
- Lots of informal training
- Lots of tools
- Lots of webex's



It was a mess:

Too many things and too many processes



We had a process:

For most types of learning



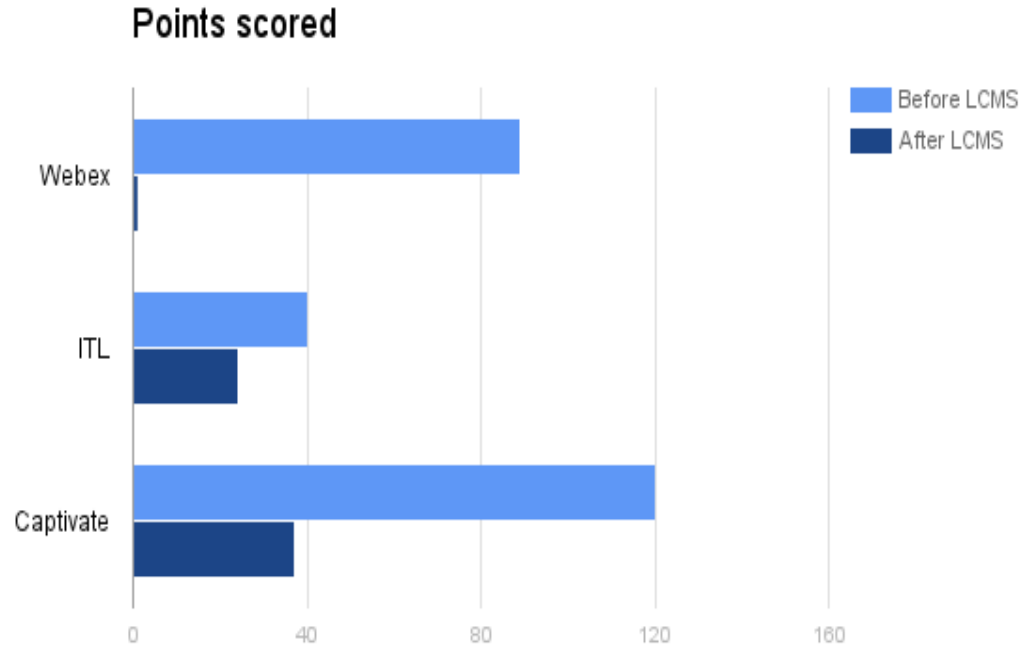
A different process for everything: Made it different because everything was different. And was handled different

All of these tools were being used...

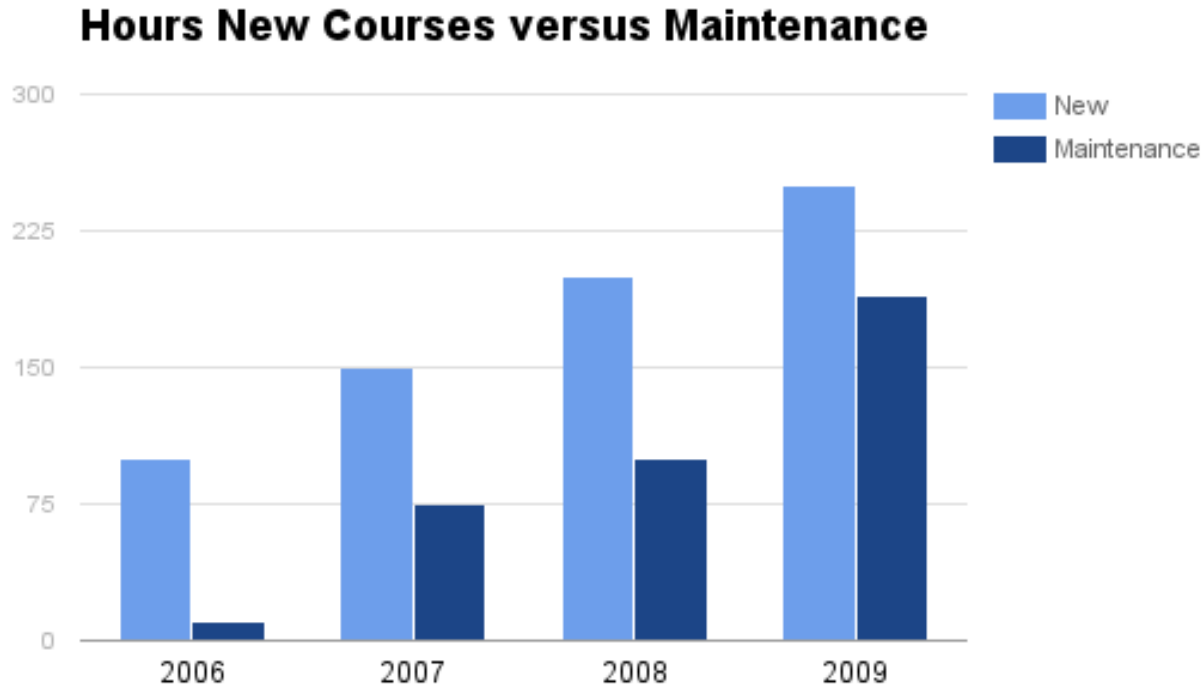
- Elearning
- Adobe
 - Captivate version 1
- Webex
- Travaix Lectora
- Adobe Elearning Suite
- Virtual Classroom
- Recording Software

Each tool follows a different process

- Some content was easy to produce
 - Webex
- Some tools took a lot of time.



Content was so popular we ended up creating so much content



New development tools come out 2008

Move to new LMS

- Move to new authoring tools
 - Captivate 3

Increased demand for more training

- Even more sales training
 - Fewer people

LCMS Adoption

Purchased originally by another department for a smaller scale
Adoption started in 2009

Fully implemented at the end of 2009.

It was hard.

Failure

- Lost a group who were not able to adopt the more regimented process
- Lost ability to do simulations
- Too much content was one off [Blackbox]

35% of courses were not able to in be imported

“We learned more from our **failures** than the things that went right. “

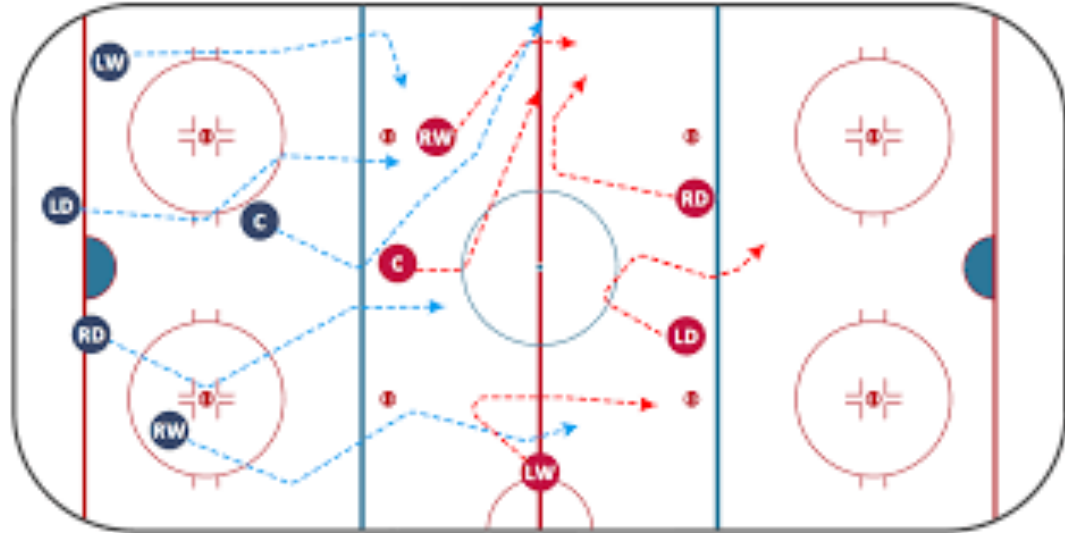
Changing Strategy or Pivot Point

- Creation of Master Courses and Templates:
 - utilized for internal and external
 - consistent user experience
 - increased rapid development time
 - reduced maintenance/update time
- Vendor access efficiencies
- Internal process streamlining

Future State: Wish List

2016 and beyond

- Cloud based Server
- Browser Agility
- Single Sourcing
- xAPI



Changing - 2016 onwards

Cloud Based server

- Less reliance on outsourced IT services
- Moving our production servers to the cloud
- Take advantage of other cloud based services like video streaming
- Leverage external content
- Use the LCMS to serve content to be consumed by other Customer LMS systems.
- Keep Production and Authoring in Sync

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Have some type of cloud adoption

Future Dreams: Browsers Demographics on the Move - HTML 5 support

- We are seeing a shift in the browsers that our customers are using.
- Increased support for the proliferation of desktop and mobile browsers

Preferred Table Style		

Browser Stats	Today	Last Year
IE	60%	62%
Chrome	31%	27%
Firefox	6%	7%
Safari	3%	2%
Text	##	##

Browsers are on the move

1. The biggest winner is Chrome
2. Followed up with Firefox

2016 versus the same time period in 2015



Future Dreams: Single Sourcing

- Single sourcing: deletion of an object will not notify you if it is linked in another course or location, so if you delete that object, you potentially remove from other courses. We have had to learn this the hard way and rebuild several courses after an object has been deleted, as well as pay additional development time to an outside content vendor for re-development of their courses. There needs to be a way to identify all the links for an object and/or prevent deletion if they are in a locked or production status.

Future Dreams: xAPI

Informal Learning

- Why can we only track inside the LMS?
- What are students taking that hasn't been created by us?

Add QR to add this to your learning record. Take it to a page that is framed and can allow adding to the LRS

LCMS as an Informal Content Creator

- Track and connect learning to your users in various forms:
 - Streaming video
 - Documentation

“Anticipating where the puck is going to be, where the market is going to be, fast flexible conservative, strategic.

Q&A



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