

Like the Mayans and Aztecs, the Incas believed...



Content Solutions

Simulation Development.



Introduction

The challenges to rollout the enterprise wide applications, apart from the initial setup, have been in the areas of adoption, training, quality of training, and time to train. The rollouts also become ineffective for the want of adequate finance. As enterprises go global across multiple locations, managing these rollout issues become difficult. The pressures to deliver ROI on these applications thus increase. The need for enterprise wide uniform adoption, sustained use and rapid training for these systems then become the key to the success from both the operational and business standpoint.

LearningMate understands the challenges of these rollouts. More than 50% of these enterprise wide application rollouts are not successful because of inefficient training practices and limited adoption.

Some of the key factors affecting unsuccessful rollouts are:

- The quality and consistency of training methodologies
- The time taken for adoptions
- The cost factor

The LearningMate Solution Business Case

The solutions include:

- Quality rollout training delivered in the shortest possible time
- Deliver consistent training across geographies
- Create once and deliver multiple times thereby effecting huge savings in costs for roll outs
- Manage the delivery of the right and appropriate training to the user groups expected to use the software
- Impart personalized training to user groups and individuals
- Measure the effectiveness of training and follow up with remedial measures and responses
- Follow up training with performance support on the job to enable quick adoption
- Edit and implement the changes in the application or it's use in the roll out training modules
- Communicate the changes across the user groups spread distributed across geographies

LearningMate Simulation Model

LearningMate has defined its Simulation Model based on its understanding of the Simulation market.

Pre-assessment Module

For any training to be successful assessing the knowledge level of the learner is critical. The learner's knowledge analysis defines the breadth and depth of training that needs to be imparted to each individual. Objectives of each module are mapped to a set of relevant questions that are able to gauge the knowledge levels of the learner. Customized learning paths can then be defined and the modules can be structured in a way that the learner either takes the entire module or relevant sections of the module.

Overview Module

The overview module provides an understanding to the nature of the business and how it is conducted. The module helps to understand the workflow and the processes involved in the business execution. Apart from that, it also gives an overview of the application that the learners are being trained on, how it has been configured to work and how it ties in with the business.

Process Appreciation Module

This module defines the context for users or user groups. It introduces various user groups that are a part of the business process and will work with the application. Roles are defined for each user group, with respect to the application, to define the broad process maps for each user group and how each user group will operate in the context of the overall framework.

Use Case Modules:

These modules help in defining the transaction comprehension through defined use cases for each user group. Use cases definitions need to make the user aware of the different kinds of transactions that they may be expected to handle in a day to day context. For each use case, the user should be aware of what are the activities and points of decision in the use case scenario.

Example:

In case of an employee working in the BPO unit processing, mortgage requests may be required to process different kinds of requests from high value high risk

deals, that require special underwriting skills, to low value low risk deals that may not require higher authorization and may be processed using a different method.

As against this, a bank employee working at the cash desk in the front office, may be required to understand how to process a deposit, a cash remittance, or a vault balancing transaction at the end of the day.

Guided Simulation Modules

These modules are screen to screen guided tour for first level knowledge. For each use case, the user will be guided to process the transaction using the relevant part of the application. Familiarization with the features of the application and commands in general to be used, is the first step. The self guided simulation can be an entire transaction, where actions on the screen play before the user, who adopts a passive role.

The guided simulation can be in an interactive mode and guide the user to perform actions like clicking and entering data on screen. Usually, a combination of the two methods is the best. The aim of this step is to provide the user an awareness level feel of the application and the screens that the user will use on the job.

Unguided Simulation Modules

After passing through the guided simulation modules this module ensures confidence building and proper comprehension. The idea is that of hands off buddy training where the learner is corrected for incorrect actions. A set of similar use cases, as in the guided mode, is presented and the user is asked to process the transaction without guidance. If during the process of the transaction the user makes an incorrect entry or gives an incorrect command, then the system prompts the user to correct the action

Assessment Modules

Finally after the student has undergone the simulation, there is a need to test the understanding and the mastery. It is important to track the understanding of the users and determine their mastery over the application. The mastery module can have user scenarios presented and the user would be expected to process the transaction without correction by the system. The progress report for each user and the level of mastery can be collated and a corporate wide MIS can be generated to assess the effectiveness of the roll out of the application. This

module may get synchronized with the enterprise wide Learning Content Management System.

This essentially completes the traditional simulation training, however, to add to this, LearningMate also recommends a Performance Support System.

Performance Support

In this part of the training, learning objects are integrated with the application to support and enhance performance. Primarily, being a follow up to the training that has been imparted, the learning objects become available on the job to the user. They are available on demand or through a trigger of a relevant action that the user may perform while using the application, for example: an incorrect entry. As each object is stored as an individual granular asset, it can be tagged with relevant meta-data and made available whenever required. This is like your buddy guiding you on the job and helping you get up to the required speed. The learning management system and business process application have to be integrated for this to happen.

Rollout Solution Types

The rollout solution types include the following levels:

- Level One - includes simple interactive guided simulation mode through instructions, no unguided simulation practice, tracking and assessment options. No performance support option included.
- Level Two - includes guided and unguided simulation modes with correction and validation, no assessment and tracking or performance support.
- Level Three - includes guided and unguided simulation, with assessment and tracking options.
- Level Four - includes guided and unguided simulation with assessment tracking and performance support.

Milestones of Rollout Training

System Study: Typically takes about 6 to 8 weeks to understand the overview, processes, and use case diagrams for each module.

Solution Design: Includes designing the use cases, transactions, assessments, and performance support model, to cover the scope of the roll out.

Solution Implementation: Includes screen to screen storyboarding for the overview, process, and simulation modules. This can be done once the application is complete and available.

Solution deployment, testing, and tracking: Includes deploying the solution using the hardware and software, and tracking the progress of the rollout across different regions.

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