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Activity Information

Activenet Trainer

Understanding the Opportunity:

## Before moving forward, we must understand what is required of this system and how it will benefit our staff.

# Problem:

Our current training system is troublesome. In our current system, we have meetings twice a month in which we advise staff of the features and procedures we use to complete tasks within our system. When we send staff back to their respective locations, they may forget what some of what they just learned or side step particular functions that we see as required by the department (mainly in policy).

Some of the mistakes are caught. Unfortunately, they are caught when another staff member views the respective account and finds an error. Other times, the error occurs while a staff member is trying to do something completely different. When these errors occur, they must call or email an administrator to the system (1 of 5 people, all of which must be informed).

Once contacted, the exact issue must be described to the administrator as well as the steps the staff member took to come to their current issue. This usually takes a few minutes. Then, once the problem is stated, the steps to resolve the issue must be explained to the staff member. This is sometimes a troubling step because the staff member may not retain the new information.

The process is endless. The same five administrators are seen to fixing the same issues on a daily basis with staff all over our organization. Different issues, on different days, circulating in an infinite loop.

# Proposed Solution:

Training should be simple. With LITMOS, it can be. LITMOS is a system that matches exactly what we are looking for. Using this system, we can have multiple users throughout our organization, create several classes and submodules, review statistical information, and see the progress of our staff as they progress through the training.

In addition, the training modules can start from a broad overview of training topics such as customer account creation, to POS (Point of Sale) training and guidance, to facility reservations. The courses we create can have several modules, with particular staff designated to particular modules.

LITMOS allows for several question and information types. Within the courses, we can provide surveys, assessments, document handling, discussion boards with fellow staff, and embedded documents created on other sites.

We can start our staff based on their current experience and provide them access to more in-depth training modules as they proceed.

This system solves our issue of needing to contact the administration staff on a consistent basis. With the guides and tools we create with this system, we can allow staff to first check their course and find the information which pertains to their current situation.

We understand that this service will not eliminate all administrative calls, but it would be a start in the right direction in getting our staff the information they need, within a faster time frame.

Project Scope and Constraints

## Understanding that all staff must be able to access the training information at all times, the information provided must be well implemented and thought through.

# Scope:

There are several items that must be completed within our project. Project Scope is an elaborate contribution and is broken down in a second document. Some of the modules needed can be seen below from my preliminary plan:

# Constraints:

Project Feasibility

# Operational:

We are currently limited to 1 hundred active licenses of LITMOS due to budget concerns. In our case, we must effectively use all licenses while still enabling all staff to be trained in their respective area. We will complete this task by inactivating users that have completed their training for the current period and activating those as their turn becomes available.

Because some staff will not have access to our system while they are inactive, they will not have the tools they need to refer to the material that they have previously learned. As a workaround, once the staff member completes a module, they can download the module as a PDF document with OCR text for easily searching appropriate content.

At the end of the course, the staff member can download the complete guide for their reference which will contain specific information and images that may help them before they pick up the phone to call us at the administration office.

# Technical:

We don’t have to be concerned with additional hardware or software costs because each workstation already has a dedicated computer with compatible software for our program.

# Economic:

The additional cost to create this system relies on the staff that is required to create it. Although I can create the materials myself, it would be wise to create a team of those in similar positions, whom have similar front desk experience, to help create the modules and act as moderators for each center when creating “in-general” tools.

For each staff member on the project, we must consider the additional cost, if any they will have as they participate in the project. We must work smart and efficiently to achieve our goals and to minimalize our associated costs. The majority amount of time spent on this system will be creating the modules themselves, and therefore, we should reuse data and images when we can.

To overcome some of the cost challenges, we should consider having the staff members associated with the project working during their already-scheduled shifts. That way, the employees involved will not need to be scheduled any extra time in planning or main development.