



...Implemented a robust, versatile Learning Management Solution (LMS)...

Success Story: Learning Management System

Summary:

TerpSys provides a robust training management solution allowing a large federal research agency to better manage its training functions and provide self-service functionality to trainees, instructors, and administrators.

Client: National Cancer Institute Center for Bioinformatics (NCICB)

NCICB, a large federal research organization based in Maryland, develops software tools and data collection standards to share with the cancer research community

Objectives:

- Provide scalable tracking, delivery, reporting, and follow-through functionalities for instructor-led and self-study training for a diverse audience of individuals and organizations interested in adopting tools and data collection standards
- Implement a robust, versatile Learning Management Solution (LMS) to meet needs of various users; migrate all existing training records to this single centralized LMS
- Create a public web site to serve as central catalog, registrar, and help resource
- Provide support, reports & system training to trainees, instructors & administrators



Challenge

NCICB required a centralized training solution for diverse technical and clinical audiences with varying degrees of computer literacy, scattered across multiple continents and time zones.

Major technical challenges which had to be overcome were assessing system capabilities; selecting, implementing, troubleshooting, and customizing the LMS; configuring the LMS to work with various firewalls, email, and file server systems; and integrating the LMS with key web sites and content repositories.

Business challenges included determining relevant data capture; developing and documenting key processes and policies; customizing functionalities to meet internal client rules; and creating an intuitive, user-friendly web site and catalog for trainees and instructors – both those familiar with training structure and offerings, and those who were not.

Solution

TerpSys leveraged its expertise in systems, training, project management and customer service to design a scalable training management solution and implement a comprehensive LMS.

We worked closely with NCICB, its customers, and other key stakeholders to gather requirements, brainstorm and evaluate options, and then select the LMS that best addressed current and upcoming training management needs. TerpSys chose Geometrix's Training Partner LMS for its scalability, customizability, tracking and reporting capabilities, and compliance with industry standards (AICC/SCORM). The public web site serves as "course catalog," "registration office" and "virtual classroom" for new and experienced users.

Since implementation, TerpSys has continued to work with client groups to refine the LMS, and develop policies, processes, work instructions, and other documentation in support of ongoing system enhancements.

Results

- Delivered a comprehensive training management solution to address dynamic client requirements, on time and on budget
- Providing ongoing support for full systems and application implementation, including server, network, web site, system security, and configuration management
- Generating customized reports for client management on current LMS use, user preferences and feedback, and potential system enhancements