

Learning administration is essential to the success of your e-learning initiatives. Yet too often, complex and time-consuming administration tasks are relegated to internal personnel whose skills would be better invested in defining the direction of learning programs.

Now SumTotal puts expert learning administrators within your reach, so you can focus your valuable resources on strengthening core competencies. The SumTotal Learning Administrator Service helps provide centralized administration, establish best practices, and define reporting and metrics—so you can improve service levels, reduce your costs, and maximize the overall benefits of your LMS implementation.

Expert technical resource frees you from complex administrative chores

SumTotal will provide you with a certified administrator whose background encompasses deep technical and product expertise. Your dedicated resource will help oversee the day-to-day management of your learning application to ensure the TotalLMS™ environment is aligned to your specific business goals.

Your LMS administrator will perform tasks such as:

- Tier one user support
- Detailed strategy development for e-learning, including specific and actionable recommendations that help manage the change to a blended learning approach
- Collaboration with your LMS Project Management Team in the development of a project charter document for the LMS implementation
- Technical requirement definitions and configuration design for the LMS/LCMS based on existing procedures and the potential integration of third-party courses
- Coordination with SumTotal regarding technical implementations and upgrades
- Web content updates
- Process-related administration, including:
 - Roster management
 - Catalog management
 - Compliance monitoring with status updates
 - Consultation on data issues
 - Support for the regular data interface and management of ad hoc data imports/updates
 - Post-implementation changes to the process, such as:
 - Impact analysis
 - Consulting support

SumTotal LMS Administrator

Higher service levels and lower costs demonstrate serious return on your LMS investment

By working with a SumTotal LMS administrator, you'll enjoy the benefits of a more centralized approach to learning administration. Your expert technical resource helps you restructure learning functionality into a true, integrated business process, where learning is managed according to the top priorities of the business. In addition, by providing process maturity and cleanup, we help you rapidly and cost-effectively improve productivity, so you can focus on growing your learning initiatives to deliver a more powerful business impact.

The SumTotal LMS Administrator Service also gives you greater control over the output of your learning organization by enabling you to achieve higher service levels. Because we bring system experience, global focus, and customer service to the relationship, your learning executives can spend less time engaging in tactical issues and more time on aligning learning with strategic business priorities.

Ultimately, the additional support for your learning operations can dramatically boost the return on your LMS investment. As we lighten your administrative burden, your costs decrease while service quality and productivity rise.

Prerequisites

Customer:

- Access to the LMS system with Administrator privileges
- Provide documentation to the SumTotal resource on existing processes
- Documented organization structure and responsibilities
- Define & document internal change management procedures

SumTotal:

- Administrator with full functional knowledge of all licensed modules
- Provide direct line access with US telephone number
- Administrator to work client business hours
- Ability to travel to client location with 2 weeks notice

For more information, please contact us at totalknowledge@sumtotalsystems.com or toll free at 1-866-768-6825 ext. 5603 .