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- Upton R. Shimp
Division chief, DAC Training, and
Directorate Officer,
Stream International

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Delivering Training All Over the World, in Multiple Time Zones and Multiple Languages, to Increase Safety and Security

Business Challenges:

- Develop Web and computer training products
- Certify instructors and multimedia designers
- Deliver certification training to war-fighters
- Evaluate training materials and learning activities
- Disseminate high-level research throughout the organization

Solution:

The DAC chose the SumTotal Talent Development Suite, including the TotalLMS, TotalLCMS, and TotalPerformance components, in a hosted environment as a flexible, cost-effective solution.

Results:

- Deployed in half the time as typical enterprise-wide initiatives
- Delivers training globally in multiple time zones and multiple languages
- Reaches 75,000 students, with as many as 800 online at any given time
- Offers a real-time, 360-degree view of skills, training, and performance
- Significantly reduces the time and cost of readiness
- Enables rapid response to changing political situations



Company:

Defense Ammunition Center

Solutions:

Learning Management,
Learning Content Management,
Performance Management

Industry:

Government

Countries:

USA and Global

Products:

Talent Development Suite[™]
(TotalLMS[™], TotalLCMS[™],
TotalPerformance[™])

Business Challenges: Delivering Training Rapidly

The DAC needed to improve its ability to rapidly produce, deliver, track, and quickly adapt critical training and information in response to swiftly changing political situations where its personnel are deployed. DAC's learning environment encompassed both resident instructor-led classes and CD-ROM based instruction. Its student population is geographically dispersed across the U.S. and overseas in support of the current operations in Iraq and Afghanistan. The DAC's ammunition training is also evolving from an instructor-led model to one based on distance learning products that use multimedia technologies.

The DAC needed an industry-leading partner to provide training solutions to enable the DAC to develop Web and computer training products, certify instructors and multimedia designers, create a methodology for evaluating instruction, and conduct hazardous and energetic material research.

The DAC also determined that Sharable Content Object Reference Model (SCORM) capabilities were necessary in order to develop and deliver certification training to warfighters, evaluate training materials, and disseminate high level research throughout the organization.

Solution: E-Learning and Content Management

The DAC chose the SumTotal Talent Development Suite, including the TotalLMS, TotalLCMS, and TotalPerformance components, in a hosted environment. SumTotal provided the DAC with a flexible, cost-effective solution that implements the best learning content management system (LCMS) and learning management system (LMS) platform in the industry. The SumTotal solution also allows the DAC to incorporate knowledge management features, enabling images, video, research studies, and checklists to be handled as knowledge objects incorporated within the LCMS/LMS system and delivered to members of the ammunition community.

The DAC selected SumTotal based on its proven history of providing mission-critical solutions with comprehensive expertise in front-end assessment, understanding of Department of Defense (DoD) SCORM technology and the rapid evolution of compliant courseware, and industry expertise within the DoD. These elements were identified by the DAC as being integral to successfully accomplishing this project.

In addition to managing front-end assessments of customer requirements, SumTotal had experience in creating training metrics and establishing learning methodologies, ensuring a prompt delivery of rough-order-of-magnitude (ROM) course formation estimates and an overall return on investment (ROI) of new courseware and training curriculum. Also, the company is familiar in partnering with academic and government entities and offers a thorough understanding of the LCMS and LMS industry, including product features, functions, capabilities, and trends. Finally, as a team, SumTotal and SI International had shown the ability to adjust project and solutions based on ever-changing requirements caused by the global war on terrorism, knowledge of the DAC's role in munitions management, strict adherence to project milestones and deliverables, and consistent and accurate documentation of all aspects of the project.

SumTotal, with its partner, SI International, immediately began to satisfy the DAC's requirements. Within days of being awarded the DAC project, the SumTotal/SI International team assessed DAC SCORM specifications and in-depth requirements. This assessment

was conducted onsite at the DAC in order to allow all instructors, designers, and DAC managers to contribute. Next, the team started training and implementation of the LMS and LCMS modules, the collaboration center, and the knowledge management portal.

The implementation plan also included a test of DAC distance learning products for standards compliance, content creation/instructional design methodology analysis, and raw media asset inventory. Simultaneously, the team established a methodology for the appraisal of instructor-led and Web-based courseware, and assembled high-level resources from government, industry, and academia to study, assess, analyze, and report on DoD munitions issues across the Ammunition Community of Excellence.

In addition, SumTotal and SI International partnered with Oklahoma State University's College of Education to evaluate the DAC's current training systems and design a methodology and plan for ongoing assessments of the DAC's future training methods. This included an analysis of current classroom presentation techniques, and provisions for the implementation of Level 3 evaluation techniques—which determine the long-term effectiveness of DAC training by measuring how well students transfer the skills, knowledge, and attitudes presented during their training to the workplace.

At the end of the implementation, the team converted the existing DAC learning and knowledge content into SCORM-compliant assets and created new Web-based courseware. The final implementation phase consisted of a pilot program utilizing SCORM-compliant curriculum and establishing log-in authentication via a coordinated LDAP server.

Results: Reduced Cost and Increased Readiness

The process of defining and implementing an enterprise-level solution for organizations of the DAC's size takes upwards of one year. SumTotal and SI International determined the appropriate LMS and LCMS specifications within ninety days and fully-implemented the new SCORM-complaint DAC courseware within six months. The solution will be offered to about 50,000-75,000 students over a period of three years. Within the first year alone, a total of 10,000 students will be able to take of advantage of the DAC's new e-learning courses, with as many as 800 students being online at any given time.

Unlike many implementations, the DAC will do a gradual ramp-up. Learners, familiar with CD-ROM usage, will slowly take more courses online as each course is transferred and made available solely through the SumTotal solution. And, to encourage more usage, SumTotal has added the capability for other military users to set up accounts on their own. "SumTotal's experience and expertise implementing learning solutions within Department of Defense agencies are vital in assisting us with the transformation of our learning initiatives," said Upton R. Shimp, a division chief in the DAC Training Directorate. "SumTotal's in-depth understanding of the DAC mission was also instrumental in the creation of this partnership. We look forward to working with them to improve the effectiveness and mission readiness of our organization." Using the SumTotal Talent Development Suite, the DAC will be able to significantly reduce the time and cost of readiness due to the ability to rapidly produce, deliver, track and quickly adapt critical training and information in response to the changing political situations where its personnel are deployed.

With SumTotal's comprehensive functionality, the DAC will be able to gain a real-time, 360-degree view of the skills, training records and performance of their personnel. The robust, scalable platform enables them to deliver information all over the world for both large-scale and local initiatives, in multiple time zones and multiple languages, ensuring that

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all personnel have acquired the knowledge they need to do their jobs and to increase safety and security for themselves and their teams. SumTotal will also provide the DAC with a more effective means of tracking and managing its current training assets and allow for the rapid development and delivery of customized training to meet future contingencies.

About The Defense Ammunition Center

The Defense Ammunition Center (DAC) provides ammunition-training, explosives safety instruction, and logistics support to U.S. Department of Defense (DoD) military and civilian personnel, other federal agencies and military students from allied nations. DAC's primary focus is to support ammunition readiness for the 21st century war-fighter as well as to support the Global War on Terrorism.

About SumTotal

SumTotal Systems, Inc. is a leading provider of proven talent development solutions that automate and integrate learning, performance, and compensation to drive business results on a daily basis. Our solutions strengthen and develop employee skills to accelerate time-to-market, close skill gaps, and reduce the risk of business disruptions. With more than 1,500 customers and 18 million users worldwide, we have increased performance at some of the world's best-known companies, organizations, and government agencies. Our category leadership and applied insight help us understand the critical success factors for businesses of all sizes.

For more information

For more information please call +1-650-934-9500 or toll free at 1-866-SMTOTAL, or visit us on the Web at www.sumtotalsystems.com.

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