

Learning Management System

Business Domain and Problem Description

The client uses SuccessFactors Learning Management System (LMS) to meet organizational training needs. The client needed a vendor to help strategize and implement best practices in achieving training organization's business objectives.

7twenty Solution Overview

720 Worldwide team with knowledge and expertise in learning domain helped client's utility and nuclear departments to deliver projects including LMS product version upgrades, LMS system consolidation during mergers.

720 Worldwide team has defined the roadmap for acquired companies go through the transition in consolidating their current training components like courses, online contents, qualifications and learning history into SuccessFactors LMS.

720 Worldwide team has leveraged project management framework and SuccessFactors product implementation framework to help training organization through implementations. 720 Worldwide team is currently managing the transition of LMS to cloud from the on-premise version

Key phases on all our LMS related projects included:

Planning and Assessment: Defined project plan for the Implementation phase. Activities included assessment of current state, develop project scope, schedule, resource allocation, risk and mitigation plan, project dependencies and assumptions, budget.

Design: Conducted functional configuration workshops, delta configuration workshops, connector workshops, conversion approach, integration workshops and report design.

Build: Product configuration, a build of conversion objects, integration routines, plateau reports, Hyperion reports, data cleansing routines and conversion reconciliation reports to validate the accuracy of conversion.

Testing: Developed Test plan and approach, test cases, test scripts, test data, executed mock conversions, reconciliation of mock conversion results, conducted several on-site test script execution sessions with business users, developed and reviewed testing closure reports for final approvals.

Deploy: Developed deployment plan that identifies tasks, task owner, task duration, cutover task start date and time and dependencies. Managed the deployment of solution to production and assisted business owners in a smooth transition during go-live. Conducted knowledge transition sessions to support team and relevant stakeholder groups.

Change Management and Training: Assisted client's change management team on stakeholder analysis, development of communication materials, roadshows, release of communications, etc. to prepare end user for the upcoming changes.

Developed training plan that identifies the scope of training, targeted user groups, training materials and mode of training. Developed training materials including job aids, administrator guides, train the trainer guides, computer based training videos. Training materials were customized to meet client's business processes. Conducted several five-day on-site instructor-led training to administrators.


Business Results


Best practice implementations, standardizations has enabled training organization with the strong foundation on Learning practices and processes.

Partnering with 720 Worldwide team on LMS projects has enabled the client to implement projects and achieve their objectives in a seamless and rapid manner.

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