



U.S. Army Corps of Engineers (USACE) Learning Center

Business Case: US Army Corps of Engineers (USACE) Learning Center

The Challenge: To move management of the USACE PROSPECT program (which provides job-related training) online, and to expand its offerings of distance learning through the implementation of a learning management system.

The Solution: TRM implemented the USACE Learning Network (ULN).

❖ **The Result:** The ULN allows for delivery of just-in-time learning for USACE and other Federal Agency and DOD users. It provides access to online tuition-based training and tuition-free mandatory training. It provides the necessary access for online enrollment for the tuition-based classroom courses of the PROSPECT program, and provides greatly enhanced organizational management capabilities for the supervisors, training coordinators, course managers, and registrars. The ULN is also designed to help the USACE customers use automation to schedule and manage training within the organization.

The US Army Corps of Engineers (USACE) is a federal agency and a major Army command made up of approximately 38,000 civilian and military personnel. USACE describes itself as providing vital public engineering services in peace and war to strengthen national security, energize the economy, and reduce risks from disasters.

The sponsoring organization our project with USACE is the USACE Learning Center (ULC). The ULC is the center for learning and training for USACE. It is under the supervision of the USACE Headquarters Directorate of Human Resources. The ULC manages and implements the PROSPECT program, which for more than 30 years, has been offering a catalog of over 200 selected classroom courses worldwide. The PROSPECT program provides job-related training through technical, professional, managerial, and leadership courses to meet the unique needs of USACE and other government agencies. The ULC was seeking help in moving management of the PROSPECT program online and to expand its offerings of distance learning through the implementation of a learning management system.

TRM has been the prime contractor for USACE in implementing this corporate learning management system by completing development, testing, fielding, and sustainment of the USACE Learning Network (ULN).

The ULN provides the widespread capability for delivery of just-in-time learning for USACE, and other Federal Agency and DOD users. The content on the ULN is designed to build organizational as well as individual competencies by aligning training to organizational goals. The ULN provides access to online tuition-based training as well as tuition-free mandatory training. It provides the necessary access for online enrollment for the tuition-based classroom courses of the PROSPECT program, and provides greatly enhanced organizational management capabilities for the supervisors, training coordinators, course managers, and registrars. The value at USACE was immediate because the ULN is also designed to help the USACE customers use automation to schedule and manage training within the organization.

The ULN consists of a combination of the right software (Oracle iLearning and Seertech's iLearning PLUS) and technical expertise. We took the out-of-the-box Oracle iLearning 4x product and have brought USACE up to version 5.2. USACE can run SCORM 2004 compliant courses and deliver ADA Section 508 compliant courses. We partnered with Seertech to add their iLearning PLUS product to the USACE Learning Network. This has been an invaluable addition to the technology and now enables USACE to meet the needs of a very diverse enterprise of learners.

Our project with USACE included all business/functional analyses, design, configuration, development, testing, training, implementation, and general management and coordination necessary to stand up a USACE-wide learning management system capable of serving the large number of USACE employees and contractors.

TRM support for USACE in creating the ULN has included:

- Conducting a system assessment for configuration of the ULN.
- Developing the detailed project work plan.
- Installing Oracle iLearning environments at the data center and coordinating patch upgrades.
- ULN configuration, including establishing self-registration, classroom and online course enrollment, and tuition payment coordination.
- Developing content templates
- Proof of Concept including development, systems testing, and testing by a cross-section of Army Corps of Engineers users.
- Linking the ULN to pertinent Corps and Army systems.
- Migration of content from the Corps' Virtual Campus and the Learning Network to the ULN.
- Training Corps personnel in the administrative use of the ULN.
- Providing ULN online tutorials.
- Transitioning the ULN management to the Corps, while providing initial Help and administrative support.
- Assisting in content development for delivery on the LMS.
- Participating in In-Progress Reviews, and provided monthly reports.
- Gathering requirements for continued functional configurations and interface enhancements for the ULN.
- Implementing the top priorities for each enhancement's development cycle.

In the learning management component, we have completely integrated the management of learning for organizations across USACE, including contractors and other outside organizations. To account for the inherent complexity in the USACE organization structure, the ULN provides role-based access from anywhere in the world and a three-level enrollment approval process to fully support USACE's capabilities management goals. The ULC required that the ULN include self registration for USACE and non-USACE users, and the ability offer and manage entire PROSPECT catalog. The ULN needed to provide

complete online courses and online components of blended classroom courses. It needed to give instructors better management and communication capabilities and course managers control of course content and seat allocations. The ULN is designed to track certifications and competencies and provide full reporting for learners, managers, training coordinators, and registrars. Email notifications support enhanced management and communications across the three levels of enrollment approvals and all major processes (self registration; enrollment authorization; tuition payment).

The ULN has provided a mechanism for USACE managers and training coordinators to address new hire needs, to support the performance management process through Individual Development Plans (IDPs) and Mission-Essential Task Lists (METLs), and to provide a mechanism for greatly improved visibility and management of performance data.

TRM has also supported Organizational Change Management at the ULC by assisting the lead organizations with tackling a very large, complex task: delivering and managing mandatory and elective online training and providing an enterprise-wide LMS to support self-enrollment, three-level tuition based course approval, and Corps-wide classroom course session enrollment.

Numerous enhancements are planned including linkage to the Automated Training Management Program (ATMP) and links to the Defense Civilian Personnel Data System (DCPDS) and the ULC's Training Management Information System (TMIS) databases. The ULC is preparing both new and revised courses for delivery via the ULN.

TRM demonstrated our ability to implement an enterprise LMS for the 38,000 employees at USACE, migrate existing courseware and content to the LMS, create and train on new content development processes for online, blended, and ADA (Section 508) compliant courses, perform the organizational change management tasks and train the support personnel of the existing training program on the new business processes with the LMS to optimize their customer service to their students.

TRM and its partner SeerTech can help you with your training and LMS implementation needs, too.