

GENERAL PHYSICS CORPORATION

GP's e-learning Solutions


Capture the power of learning and put it to work for your organization.



Leading the World to Better Performance

www.gpworldwide.com/elearning





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Online training that supports your business objectives

General Physics Corporation (GP) creates your competitive advantage by deploying business-critical learning at optimum speed, reach, and effectiveness. As your e-learning advocate, we concentrate on blending the most appropriate learning content with leading-edge technology and proven instructional design. In short, we focus on human performance, and making a real difference in your people.

Our expertise enables us to deliver cost-effective, timely solutions to fit your specific needs, providing the framework necessary to determine, develop, and integrate the elements that ultimately make up your complete e-learning solution.

Your e-learning Advocate

From analysis to custom content development, GP offers the complete learning solution:

- ▶ E-learning Business Case and Learning Strategy
- ▶ Knowledge Management Solutions
 - Integration
 - Customization and Upgrades
 - Outsourced Administration Services
 - Hosting
 - Call Center Support
- ▶ Custom Learning Content
- ▶ Human Capital Strategy Management

e-learning Business Case and Learning Strategy

Planning makes the difference.

As your partner, GP ensures your success by conducting a complete analysis and creating an e-learning strategy.

► Business Case

GP applies a systematic approach to analyzing and documenting the costs and benefits of the proposed capital investment of your e-learning software. This approach establishes a baseline; identifies alternatives; determines costs, benefits, and risks; evaluates economic impact; compares alternatives; formulates recommendations; and finally, outlines how to measure the success of your e-learning initiative.

In addition of making the case for the technology, the business case also looks at content and the anticipated cost savings of migrating your training to a blended solution. The benefits and savings would be calculated on:

- **Student Training Day Cost Avoidance.** The conversion of classroom-based courses to web-based will free-up training resources, and reduce training expenditures by reducing total student days.
- **Savings from Compressed Learning Time.** There are significant savings derived from the compressed learning time of online coursework versus instructor-led courses. For computation, content developers typically calculate that every 2 hours of classroom instruction can be completed in one hour on-line.

► Learning Strategy

The Learning Strategy is a critical first step for establishing a clear vision of your organization's e-learning goals, and a realistic plan to get you there. We recognize that training is typically part of a larger initiative so we examine your IT infrastructure, cultural readiness, training needs, and business processes to create a learning architecture that blends the appropriate level of classroom and web-based learning. Our objective approach ensures unbiased recommendations, free from the influence of technology providers.

- **IT Infrastructure Assessment:** Through a detailed analysis of your current state of enterprise technology and capabilities, we identify your corporate systems — Human Resource (HR), Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), security, email, and scheduling — in order to map out the needed integration.
- **Cultural Readiness Assessment:** This critical step determines the cultural readiness of your organization to migrate to web-based training, creates a strategy to build an e-learning culture, and identifies barriers to implementation and utilization. We then develop an appropriate change management strategy to ensure the success of your e-learning initiative.
- **High Level Training Needs Assessment:** This phase reviews the competencies of the learners within the enterprise and identifies any performance gaps that require attention.
- **Business Process Assessment:** This assessment identifies the various business processes in your organization and provides recommended business process changes to align with the new learning architecture.



Knowledge Management Solutions

The core of an e-learning solution is the Knowledge Management software including:

- ▶ Learning Management System (LMS)
- ▶ Learning Content Management System (LCMS)
- ▶ Content Management System (CMS)

These provide the capability to manage courses, track learner performance, define competencies, and control training logistics. GP can guide you through the process of selecting, integrating, customizing and hosting enterprise-wide technologies. In addition, we provide direction regarding requirements, such as managing competencies and content, conducting assessments, and scaling to your organization's growth model.

▶ Integrating your Technology

GP's team provides expert installation services for leading LMS/LCMS/CMS software. This typically involves system integration, content integration, web interface design development and data migration. GP works closely with you to discuss the system design, the look and feel of the web interface and any other requirements you might have.

At the completion of the system integration, GP creates a user acceptance plan that will guide you through the technology's functionality using real scenarios. Each test targets a particular function of the software, making sure that the entire system operates as intended.

GP then delivers a one-day knowledge transfer session to your subject matter experts, providing user manuals that address any custom functionality that was added to the software.

▶ Customizing and Upgrading your Technology

GP can be called upon to customize and upgrade your technology applying the same procedures and standards that are used in integrating a new system. First based upon an analysis of your current system, GP will build a design document which will act as a roadmap for the changes. Next comes the development phase where the changes are integrated, change scripts are run, and the data is monitored for accuracy and integrity. Once the development phase has been completed, the system is thoroughly tested.

▶ Technology Outsourced Administration Services

GP is an established provider of outsourced administration services. Our tools and quality processes are a solid foundation for innovative and flexible solutions. Our outsourced administration offering includes:

Registration Management ▶ assisting employees with navigation through the registration process as well as providing manual registration support as needed

Batch Enrollments ▶ processing batch enrollments whether received electronically or manually

Reporting ▶ managing standard, ad hoc and customized report requests

Course Catalog/Set Up ▶ adding curriculums and courses, assigning courses to appropriate curriculums and maintaining courses, curriculums and course assignments. GP works with customers in various ways to ensure the course information is updated and refreshed on a regular basis.

► **Technology Call Center Support**

GP can provide 24x7 multi-language help desk support. Our customer service specialists provide support for inquiries such as password resets, requests for course and schedule information, registration and transcript support, navigation and functionality, system and content troubleshooting and issue management.

► **Single Sign-On**

If your organization requires you to login to your LMS with a separate user name and password than the one you use for your overall network, then Single Sign-On will be a much-appreciated service among your learners. When GP hosts your LMS, we can work with your LMS vendor to customize, integrate and configure your servers and firewalls to allow users access to the system using the same, single sign-on you use to access your corporate or agency network. Then we can monitor and maintain the system to ensure that password information is always up-to-date.

With Single Sign-On, you can improve the user's experience with your LMS, because there is no longer a need to memorize additional passwords. One login to your corporate network is all it takes to access your LMS. In addition, your LMS can now share the same network password security rules as your organizational network. Single Sign-On is just one of the ways GP helps make workplace learning easier, more accessible and more attractive for your employees.

► **Custom Reporting**

You don't need to be limited to the reports available on your current LMS. When GP hosts your system, we're in a perfect position to help modify existing reports or create new ones to capture the exact data you need to meet organizational requirements. Our in-depth understanding of your system—combined with our extensive knowledge of custom integration, available tools, reporting trends and best practices—assures you of getting the reports you need.

► **Technology Hosting**

Our hosted solution encompasses the application, infrastructure, and expertise needed to successfully deploy, maintain, and support your technology. We offer numerous hosting solutions that provide a scalable, secure, and fully managed model at a reasonable cost.

GP services include 24x7x365 monitoring, 99.5% uptime and data backups. The hosting facility has power backups, controlled access, and scalable architecture and bandwidth.

The U.S. Office of Personnel Management (OPM) has certified that GP's hosting services are in compliance with the National Institute of Standards and Technology standards for information technology security.



e-learn

Custom Learning Content

While a sound and scalable e-learning architecture serves as the foundation for effective learning, it's the content that delivers knowledge to the end-user. GP takes a systematic approach to designing and developing web-based courses using our time-proven Ready2Role™ methodology. We first develop a content strategy and apply our proprietary methodology to determine the best delivery method and specific technical requirements.

▶ **Content Strategy**

The content strategy creates the standardized process flow for evaluating and selecting all training content. Your content needs are determined by your business learning objectives. After evaluating those objectives, GP establishes evaluation criteria and standards, based on instructional design principles and the technology requirements of the e-learning software. Courses are developed in the appropriate media, as determined by the up-front analysis.

▶ **Customized Content Design and Development**

Our proven Ready2Role™ web development process allows us to create content in an efficient manner. Because of the storyboarding development database structure and online development server, you can review your content throughout each phase, ensuring that the courseware meets your exact specifications.

GP maintains a talented and experienced staff of professional courseware developers. This includes Subject Matter Experts, Instruction Systems Designers, Storyboard Developers, Programmers, Graphic Artists, Audio/Video Technicians and Quality Control personnel. We maintain leading edge web development facilities with in-house broadcast quality video production. Our services include all phases of the process, from providing instructors and subject matter experts, to designing courseware, writing storyboards, developing media, programming, and implementing the proprietary courses into your LMS/LCMS/CMS.

▶ **Blended Learning Solutions**

The key to blended learning is selecting the right combination of media that will create the optimum learning experience. All media types are potential options: classroom training, on-the-job training, Web-based courses, Webinars, CD-ROMs, video, and simulations. You'll receive recommendations for a blended learning curriculum based on your goals and selected course topics, as well as our experience, observations of best practices and instructional design expertise.

Align with our Strategic Management of Human Capital

One of the greatest challenges facing organizations today is how to optimize their human capital. Whether we're helping you improve your hiring and retention processes, enhance your leadership capabilities or develop results-oriented management practices, GP can lead your organization toward innovative, effective and strategic human capital management.

With more than 30 years of experience bringing people, processes and technology together to maximize performance, GP can help you:

- ▶ **Achieve strategic alignment with your goals**
- ▶ **Optimize workforce planning & deployment**
- ▶ **Improve leadership & knowledge management**
- ▶ **Develop a results-oriented performance culture**
- ▶ **Inspire and educate your workforce for peak performance**
- ▶ **Establish organizational and departmental accountability**

Case Studies

Case Studies

Case Studies: How GP could work for you.

Case Study

Making an educational LMS implementation as easy as 1-2-3.

One of the largest providers of educational materials in the U.S. needed a method to deliver web-based courses on a worldwide basis with the ability to track student registrations and student records. The interface and content would need to provide an entirely distinct look and feel to its diverse client base while retaining a singular system to manage that information. In addition, the solution required faster than normal turnarounds due to the client's dynamic marketplace and customer focused initiatives.

Solution: GP installed a LMS and integrated a library of over 4000 courses for online deployment. We then created individual "storefronts," which contained selected courses and other of the client's products and services. The first storefront, with the customer's look and feel, was operational within 30 days of the contract award.

Case Study

Helping a water treatment company treat their customers better.

One of the world leaders in water treatment and process improvement services had developed a curriculum of 75 courses that were primarily instructor-led classroom events addressing sales theory, selling skills and product line information. The training was costly and inefficient because the sales professionals were required to travel to and from a classroom, reducing their customer interface time. The company was also introducing new products at an accelerated rate and the classroom training was not being delivered in time to support new products in the field or new sales professionals.

Solution: GP evaluated the 75 courses and determined that they could be re-purposed for computer-based training (CBT) or Web-based delivery and still be instructionally sound. We then consulted with our client and determined that a two-phased approach would be optimal. In the first phase, GP used many of the elements of our Ready2Role Web Development Process™ to create over 150 hours of CBT that was deployed to sales professionals in the field via CD-ROM. Then, in the second phase, we repurposed the CD-ROM's for Web deployment. This solution quickly and cost-effectively got our client's sales force out of the classroom, allowing them more time to spend with customers.

Case Study

Implementation and hosting for a high-level government agency.

In a time when staff and monetary resources were scarce, a cabinet-level federal agency needed an innovative, yet still secure, means of reaching employees with the right training, at the right time, and in the right place. In order to do so, the solution required the implementation of a LMS in a secure hosting facility.

Solution: Drawing on our strategic partnership with NTT/Verio, GP provides secure co-located hosting facilities to customers that are concerned about data security. These facilities have received Certification and Accreditation (C&A) from the U.S. Office of Personnel Management (OPM) related to the hosting of Learning Management Systems. The OPM C&A certifies that GP's hosting services are in compliance with the National Institute of Standards and Technology standards for information technology security. Through our hosting, the government agency was able to preserve their existing staff resources for mission-critical efforts, while still accessing a cost-effective, secure solution.

Selected List of Clients

Government		Commercial	
Agriculture	LMS Integration/ LMS Hosting and Call Center Support	Aventis	Custom Content Development
Bureau of Alcohol, Tobacco, Firearms and Explosives	LMS Hosting and Custom Content Development	BMW	LMS Customizations
Energy	LMS Integration/ LMS Hosting and Call Center Support	Ciena	Custom Content Development and LMS Administration
Homeland Security	e-learning Business Case and LMS Integration	Corning	LMS Administration
Internal Revenue Service	LMS/LCMS Integration/ LMS/LCMS Hosting	Ford Motor Company	Custom Content Development
Justice	e-learning Business Case and LMS Integration/ LMS Hosting	GlaxoSmithKline	Custom Content Development
NASA	LMS Integration/ LMS Hosting	John Hopkins University	Custom Content Development
National Science Foundation	LMS Integration/ LMS Hosting and Call Center Support	Johnson & Johnson	Custom Content Development
Transportation	e-learning Business Case, Call Center Services and LMS Integration/ LMS Hosting	KLA Tencor	Custom Content Development
Treasury	LMS Integration/LMS Hosting	Nalco	LMS Administration and Custom Content
Veterans Affairs	LMS Integration/LMS Hosting	Sandy Spring Bank	LMS Administration
		Sun Microsystems	Custom Content Development



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