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LMS Implementation and User Satisfaction Improvement Services

Introduction

Knowledge Engineering and Associates (KEA) can assist your organization successfully implement an enterprise-wide Talent Management or Learning Management System (TMS/LMS). KEA associates have a long history of successfully working with U.S. Federal Agencies in the implementation of human capital management and development (HCM&D) systems. KEA has supported implementation of new systems as well as upgrades of existing systems. KEA associates have worked with agencies such as USDA, DOT, NRC, HHS, and Education to successfully implement systems that not only go live, but are actually used.

Through targeted efforts, KEA has been able to **dramatically improve LMS user satisfaction**. A key factor to the successful implementation of a system is the recognition that a system is much more than just an IT product. A system includes the people and business processes that allow the IT product to perform. KEA takes a holistic approach in assisting organizations to successfully implement talent and training management systems. This holistic approach focuses on:

1. People: Who needs what for the system to be accepted and used?
2. Processes: How are things going to be done to allow the system to operate effectively?
3. Products: What is required of the product and what is needed to make the IT product work for your organization?

People

KEA can assist your organization by supporting the organizational change management aspects of your project. We will work with your organization to define the expectations of your customers: your employees. This information can be used during the product selection and implementation process to ensure an outcome that better meets your customers' needs.

KEA can also assist with the marketing of the new system by developing and executing communications and training plans for your new system. We have worked with many organizations to develop successful marketing campaigns that generate enthusiasm for the system. KEA's ready set of marketing resource templates aids in cost reduction and timeliness of delivery.

KEA's training plans include a mixture of performance support tools, online courses, and instructor led training. These materials address a variety of target audiences such as employees, supervisors, and various administrator types. The training and supporting materials can be customized to match your organization's specific business processes.

Processes:

Systems do not work without having well defined processes to support them. A key component of processes is the ability to measure their effectiveness. Without knowing where how things are today, you cannot know if the changes you make today have a positive impact on tomorrow or the magnitude of that impact. KEA can work with your organization to define metrics and ways to capture and utilize those metrics to monitor your program.

In addition, there are a number of business processes that need to be defined in order for the system to be successful. KEA using its experience with other organizations can help verify that you have the business processes in place that you need. KEA can also help ensure that these business processes follow the best management practices as they relate to HCM&D systems.

Product:

A key component of successfully implementing a product is providing the system what it needs in the correct format. A new system will need to be configured, have data imported, and courseware validated. Often time's things will need to be tweaked. KEA has worked with agencies to convert their data into the format that is required for their new system. KEA has also modified courseware to work in new environments. KEA's technical experience in conversions will dramatically increase success while reducing the work-effort for your organization.