Next Generation Learning Strategies for Government

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Jason Marceau, VP, Meridian Knowledge Solutions   **July 15, 2015**

ABOUT THE PRESENTERS

Ed Cohen, CTO, 9Lenses

Ed Cohen has more than 30 years of experience in e-learning and more than 15 years of experience in the learning and performance field. In 1993, he founded Sensory Computing, which merged with Plateau Systems in 1998. From 1998 until 2011, Ed was the chief technology officer and helped manage and grow the company until it was purchased in 2011. During his time at Plateau, Ed published dozens of articles and routinely spoke at learning conferences on trends within the industry. He is currently the chief technology officer of 9Lenses, based in Sterling, Virginia.

Jason Marceau, VP, Meridian Knowledge Solutions

As vice president of strategic accounts, Jason brings more than 15 years of project management leadership to work, achieving optimal client results. Through the development, growth, and nurturing of Meridian's large, strategic accounts, he has helped the company increase and maintain its customer retention rate, win back-to-back industry awards, and increase revenue and profitability annually.

NEXT GENERATION LEARNING STRATEGIES

#1 Selection process

Point Solution vs. Enterprise Decision

How does this align with strategic plans?

Important to look at future needs along with current

There are times when a point solution is the right answer

#2 Run selection process

Outsourced vs. In-House

Both options have pros and cons

Project size, benefit/ risk to broader organization

Internal resource expertise/ availability

#3 Process gone wrong

Signs of a bad implementation

Key project team members not involved in the selection process

Methodology not clearly understood by teams

Requirements, assumptions, boundaries not validated upon kickoff

Lack of executive support

No clear schedule, milestones or measurements

Key SME resources not available when planned

#4 Overlooked considerations

Essential integration, security, scalability

Key to bring IT into this process

Review API set and documentation in advance

Ensure security blessings and start early: long lead times

Hosted vs. On prem: free resources and CAPX spend

Fed hosting vs. commercial hosting: long procurement timelines can impact scale

Have clearly defined performance requirements: validate with performance load test

#5 Don't price your vendor out of business

Tips to manage vendor relationships

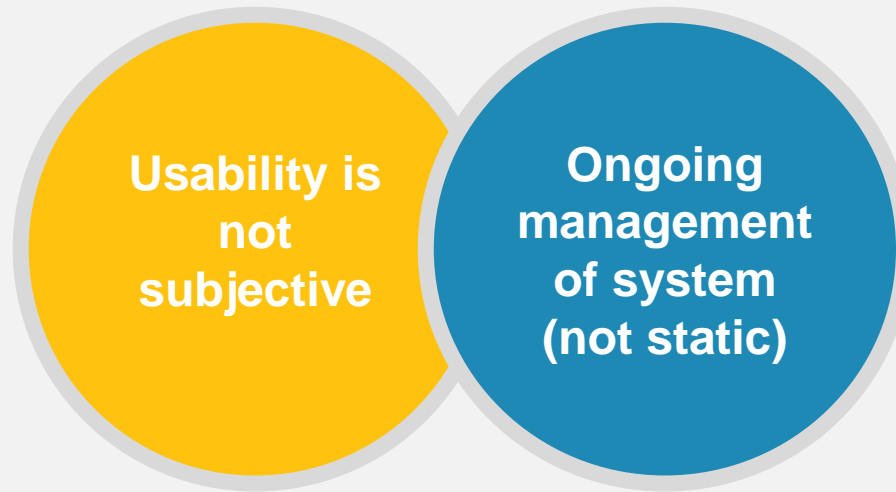**What is a targeted spend based on "like" implementations /migrations?**

What did it take to get it done?

Don't try to change how the software works

#6 Organizational readiness

Change Management

Tell them what is coming, what to do during the transition and how they will be supported after

Usability is not subjective

Ongoing management of system (not static)

QUESTIONS?

For more information on next generation learning, visit www.meridianks.com to access whitepapers, videos, case studies and more.

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KNOWLEDGE SOLUTIONS

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