

Charter

LMS and Enterprise Processes Standardization Effort

Objective:

The purpose of the Learning Management System (LMS) and Enterprise Process Standardization Effort is to ensure consistency in use of the LMS through collaboration on enterprise process mapping, configuration decisions, user interface design, and data definitions, while still meeting the needs of the enterprise, LMS Stakeholder Organizations, OFM, and learners. This effort contributes to creating an enterprise mindset and helps realize the Results WA goals of effective, efficient and accountable government achieved through implementation of cross-agency collaboration, as described in Executive Order 13-04. Additionally this effort has a focus on aligning us for the future of One Washington.

Primary focus:

To collaborate with subject matter experts regarding LMS roles, processes, configuration, user interface, data definitions, and training related data within and outside of the LMS system. Develop standardized learning management practices so that stakeholder organizations and the state can have consistent, reliable data when developing workforce learning strategies. The purpose of this is to ensure:

- More accurate and consistent stakeholder and enterprise LMS data.
- Improved reporting of training related data.
- Improved compliance reporting
- Enterprise learning management and training processes that are efficient, effective, and identify accountable parties.
- Support and reports for learning/training related initiatives.
- Ability for system users to be proficient in the LMS regardless of their organization.
- Improve & optimize current LMS in hopes/preparation for system upgrade, if budgeted

Decision-making Process

- The group agreed that the team's primary decision-making approach will be collaborative, consensus-based, and that this approach will increase stakeholder buy-in to decisions, resulting in better support.
- We define consensus as "I am willing to publicly support this approach even if I'm not 100% in agreement with it – I can live with it"
- Exceptions:
 - When consensus cannot be reached, decisions will be escalated up through the Steering Committee for final direction
 - Considerations: for legal items like accessibility (where there is no distributed risk), DES will be the decision-maker
- All team members will advocate for agencies and those unable to attend that session
- Decisions will include input opportunities by providing a feedback loop (one to two) weeks before final decision made, whenever possible. Items due for final decision will be placed on agenda and circulated ahead of time

Membership

The core members of this group are:

- DES Business Owner
- DES Enterprise Technology Team
- Stakeholder Organization Organizational Change Coordinators (OCCs). OCCs were identified by Stakeholder Organization to help ensure the LMS Modernization effort is successful

Additional ad hoc members could include:

- LMS Executive Board Members
- Stakeholder Organization representatives based on topic to include Training Managers, HR, finance, and technical staff

Member Responsibilities**Business Owner Responsibilities:**

- Identify path forward for either an LMS Upgrade or LMS Optimization Effort (dependent on funding)
- Circulate assignments with time to report out artifacts and work products during standing meetings
- Identify, collect, and track Functional Impacts
- Develop, distribute, and track Readiness Checklists
- Create LMS Enterprise Process and Standardization Meeting Agendas
- Share Scribe responsibilities

Facilitator Responsibilities

- Develop activities to complete LMS Enterprise Process and Standardization Meeting Agendas
- Provide Business Owner with Agenda items
- Create Activities that support the Agenda
- Provide items to Business Owner to send to participants prior to meeting (spreadsheets, documents to review, etc.)
- Lead discussions regarding data definitions, enterprise processes, configuration decisions, and enterprise user interface.
- Share Scribe responsibilities
- Provide Business Owner with meeting artifacts

Organizational Change Coordinator Responsibilities:

- Actively participate in the discussions and in the decision making process related to the LMS Modernization effort to help ensure collaborative input from multiple perspectives. Agree to follow an enterprise mindset when making final process standardization decisions.
- Lead Stakeholder Organization participation on LMS standardization activities.
- Complete assignments prior to standardization meetings
- Complete or facilitate completion of checklists
- Assist in drafting data definitions, developing enterprise processes, making configuration decisions, and determining the enterprise user interface.
- Act as Stakeholder Organization liaison to help determine who should participate in the various topics that will be covered in the standing LMS Enterprise Process and Standardization meetings beginning in March 2019. Attend these meetings or designate the appropriate subject matter expert(s) for each topic.
- Help Modernization team members ensure multiple perspectives are considered by seeking feedback from peers in their organization and at other organizations.
- Champion LMS Modernization Effort.
- Facilitate sharing and adopting best practices and processes across the enterprise

Time Commitment:

- Standing Meetings – Monthly, two 4-hour meetings.
- Project Activities (course clean up, readiness activities, accessibility of old eLearnings, find originals of Flash-based courses, etc)
- Length of project.