

**Session Number: SU211**

# **Avoiding a Learning Technology Nightmare**

Panel Discussion  
Co-Presented by:

**Mr. David Brent**  
Chief Operating Officer  
Learning Solutions International  
*dbrent@lsicorp.com*  
[www.lsicorp.com](http://www.lsicorp.com)

**Mr. William Finegan**  
Director  
General Physics  
*wfinegan@gpworldwide.com*  
[www.gpworldwide.com](http://www.gpworldwide.com)

**Ms. Patricia Roué**  
Senior Customer Account Manager  
Eedo Knowledgeware Corporation  
*patricia.roue@eedo.com*  
[www.eedo.com](http://www.eedo.com)

## **Session Learning Objectives**

1. Use best practices from industry experts on steps to successful technology roll-out.
2. Analyze strategies to align your business goals with your software roll-out.

## Session Description

---

This panel provides an opportunity to interface with training experts who have integrated and supported a broad range of technology solutions in major corporations and government institutions. You will learn about successful learning technology implementation and what you absolutely must avoid to ensure your organization and department are successful with their learning technology roll-out.

## Steps to Successful Technology Roll-Out

---

### Initiation and Planning

Project initiation steps can include the following:

- Issue a Request For Proposal, evaluate proposals and award a contract
- Develop a Statement of Work
- Prepare a Project Charter
- Define Project Scope

Project planning identifies the tasks, schedule, resources and costs for a project. In addition, the following steps should be completed during project planning:

- Identify and analyze project risks
- Determine quality assurance plan
- Plan communication strategy
- Identify change management activities

### Topics for Discussion:

1. How important are project initiation steps in avoiding a learning technology nightmare?
2. What are the most common mistakes in this area?
3. What are the key priorities when planning a learning technology implementation?
4. What criteria should I use when identifying and evaluating vendors?

### Notes

## **Executing, Monitoring and Controlling**

These steps include the completion of the tasks in the project plan, and monitoring and controlling the following:

- Performance
- Schedule
- Scope
- Costs
- Quality
- Stakeholders
- Risks

### **Topics for Discussion:**

1. Where do most learning technology projects encounter execution nightmares?
2. What do I need to know about customization and change of scope?

### **Notes**

## **Align Your Business Goals with Your Software Roll-Out**

### **Defining SMART Business Goals**

- Specific – what should a specific learning technology implementation goal look like?
- Measurable – what are appropriate measurements?
- Attainable – what goals can be attained by a learning technology software roll-out?
- Realistic – how do I decide if the goals are realistic?
- Timely – how do I determine timelines for achieving the business goals?

### **Notes**

## Co-Presenters

---

**Mr. David Brent**

Chief Operating Officer  
Learning Solutions International  
*dbrent@lsicorp.com*  
www.lsicorp.com

Dave Brent, a founder of Learning Solutions International, serves as Vice President of the LSI Consulting group, a team with five decades of experience in the learning strategy and solutions marketplace. During his years in the learning marketplace, Dave managed and directed professional service teams in engagements for eLearning strategy, custom learning solutions, LMS selection and deployment, custom content development, and system integration services. Dave continues at LSI directing and managing a team of key consulting professionals.

**Mr. William Finegan**

Director  
General Physics  
*wfinegan@gpworldwide.com*  
www.gpworldwide.com

William Finegan has an MBA from the University of Baltimore and an undergraduate business degree from Loyola College in MD. He leads GP's Professional Services and Hosting Organizations, which currently hosts, in a secure environment, such customers as Motorola, USDA, NASA and ATF.

**Ms. Patricia Roue**

Senior Customer Account Manager  
Eedo Knowledgeware Corporation  
*patricia.roue@eedo.com*  
www.eedo.com

Ms. Roué is responsible for the implementation and ongoing servicing of Eedo's ForceTen LCMS and other products, working with customers such as MetLife, Boeing and Panasonic. Prior to joining Eedo, she gained extensive experience in enterprise application implementation, including 3 years as an e-learning technology consultant for the Canadian military, 8 years as an independent PeopleSoft HRMS consultant, and 2 years as a consultant with Price Waterhouse-Coopers.

## Job Aid – Project Risk Analysis

Risk Category	Risk	Probability Assign a numeric value Low = 1 - 3 Med = 4 - 6 High = 7 - 9	Impact Assign a numeric value Low = 1 - 3 Med = 4 - 6 High = 7 - 9	Priority = Probability x Impact	Mitigation Plan
Funding					
Technical Infrastructure					
Integration with Existing Systems					
New Content Development					
Legacy Content Conversion					
Project Personnel					
Stakeholders					
Vendors					
Schedule					