



The Use Case for a Learning System

Description

experience you will ever have when looking at or The Use Case. Probably the least fun system)LMS, LXP, EXP, Learning Platform, sgiarC considering any type of learning case, is, to define at least at the very early Javalinas R US, etc. (. The basics of any use the conversation to continue. The majority of stages, whether or not you qualify, for of what you espouse. Now, if you want employee vendors will continue, regardless only does customer training, then the initial learning only, and you go to a vendor who if you want employee learning for esac esu ejection)politely(is understandable. Ditto to a vendor who only works with associations. retail operations and talk

an experience a while back with one vendor, who you, based on ,deifilauq-erp had then, and only then, did you get to talk to a your use case. If you passed the first round, you, is not at the expert level of Considering the person pre-qualifying salesperson. displeasing and unsettling. The vendor is Skill customer training, I found this extremely information/demo ?denepah Jar. The way this recall tñac) Filling out a request for more other service out there, where you have to go their terminology(. I tried to think of any you can even get to talk to the salesperson. For thru pre-qualified with a person, before the longest time, I was stumped.

Then it dawned on me. Credit Cards. You are but still have to pass the ,deifilauQ-erp so really you are not pre-qualified. From our application process, before you get qualified, technologies, content providers and so on, l industry, including learning systems, learning industry, let alone training, ever had to go have never in my 23 years in the e-learning this whole angle was around a use case. through a pre-qualified approach. Nevertheless,

What is your Use Case

When I talk to folks at trade shows, via readers out there, for my use case there, I will then inquire some case is. They will provide the information, and questions, just a few on what their use systems out there for that use case. Plenty each time, I will tell them, there are learning any, which they are surprised, and state they surprising, since there are so many found be unexpected for folks to look for all of them rather to many out there, and it would not of, or someone said you should check them out and focus on the ones they are aware that solution is known.

The basics really is that you want to train your employees or customers or members. Or your students to learn. Perhaps you want them to learn new skills or you want all about upskilling, or reskilling or acquiring train them around new skills. Perhaps it is based on their interests) a novel idea, I know and rarely sought, sadly. Knowledge

When I ran training at numerous companies, honestly. I knew what I wanted, what I was retort was never in-depth, it was the basics irritated when a vendor would ask for further looking for, and readily admit got know more. As if, that information would be the information because they just desired to for them. I never sought out systems that as apply to the basics did deal breakers such and eyeing one that I knew was for employees seeking a system for customer training, features and look at ones that lacked anything only. Or seek out a system with NexGen web site, or a reach out along those lines this could be achieved by just a read on their via e-mail around a few questions.

Nowadays you just get by with a use case that are the more about the use case. They push for it. Angle basics. The vendors really need to know work it, are able to apply their system around it, and the ones who know how to like magic. Still that specific use case.

With my clients, I always stress that they need everything. Ambiguity is the downfall for so to assure that the vendor clearly understands realize down the road, that by not being clear many people who pick a system, only to of a contract in our industry is very difficult enough, they made a mistake. Getting out the only options, besides telling others that Thus, stewing and griping within yourself, are they system is perfect.

is very detailed-driven and seeks reporting trying to accomplish. One of the managers The other manager tends to be overwhelmed, around XZT) you put in that information(. and only seeks reports around attendance.

In the latter, a Each of these examples provide the vendor with crucial information. will you will need a way to send different types of vendor should immediately recognize that the managers. One manager wants a lot of detail thus it may be reports, for each of often will they multiple reports; the other an attendance report. A vendor may ask, how daily, weekly, monthly, etc. need the reports Then you, can respond, or if you unsure, the manager says differently, then weekly seems ask. My gut would say weekly, and until that because manager B is overwhelmed, a weekly to work. I could equally ascertain out every other week, would suffice. Manager A daily report, or a report that goes reports, with a comprehensive one weekly nevertheless, most folks just want weekly. A wants would be provided in the scenario With the above scenario, the details Manager ti again, the vendor should be able to get

angle, well, you can assist from s h a r a S With challenges around the multiple managers Again, this is just a the skills standpoint by providing specific reports around the skills. so go further when you can. scenario angle

him living in the stone age) sorry Bob(, I The Bob scenario is easy to figure out. Besides there right now, at many companies that are like can tell you, there are plenty of folks out could present this information. A vendor might Bob. If a vendor is strong in skills they when follow-up around what specific skills but again, you could go more in-depth building out the scenario.

to learn a variety of new skills, for their job Similar could be around Dallas, who wants is unsure what content/courses they will need to role. Currently, they work in sales, and the usage of Salesforce and how to apply it to learn these new skills. The skills include their job when receiving leads.

a vendor can gather a lot of information here. Again,

- If you need integrations or seek integration tell the vendor in the use case. This is IMO, because it deals with technical information that is different from criteria always send them ahead of time) with the use crucial for any vendor. If possible, other platform, especially what data you will case(, any details you have around the other system. Vendors will know the common ones need to go into or out of the Oracle, SAP, Lawson and Salesforce for example. ADP, Workday, PeopleSoft,

heard of ZambaPeanuts. Thus, the more you can. However, they may not have one, than provide the name, and what you want provide, the better. If it is a common Always be very clear and detailed. Remember not to do with your system, tied to it. ambiguity.

who will use the system in a calendar year. In any use case, identify the number of people as much as they want, as often. Think this way one username, one password. Access content they want each month. If you do not know they want, and consume as much common with these numbers, give an estimate. i.e. on the user base. The latter is very. Because you want to grow that audience. But you customer training or client training. here, and not pie in the sky. How many would should have a baseline. Go conservative of your budget here. For employees, way too you feel comfortable with providing. think size each year. always seek a three-year deal. many people provide the same user base probably will hire more people within those next ignoring or forgetting that your company same numbers of few years. Thus, there will be you hope an increase. Nobody sits at the year. So, why would you think that way for your? gninrael employees every

?metsys Have another

able to provide in the use case the following. State it in your use case. Right up front. Be

- ? dne When does your contract
- data to be moved from that system to the new Data could be ?metsys Will you need taken, their profile information and so forth. what content they have completed, or know this, so get it out of the way early. How. Again, be specific. Vendors will want to 0,000 ?revo many people will need to be moved. People in forms of data. If you have 2,250 are taking content, but you want all the employees in the system, but only to archive inactive users. A vendor worth their 0,000 in, then you will state you want they say, will not charge you for the inactive when you want to buy seats. salt, as)some vendors call them licenses(.
- you feel is important for the vendor to know. Any other pertinent information that you need to be integrated with; the content. You could mention the other system(s) (continue with)strongly recommend stating so(, providers you have and want to process for making a decision)relevant(, next implementation timeframe)a must!(, in the use case. tñod essential. If you steps know some items, then note this

Example for the beginning of the Use Case

market)greeting cards(, that will need to train. We are a company in the consumer goods

we have VoodooDog LMS and their contract ends in our 15,004 employees. Currently, the data covering blah blah, is moved over to three months. We want to make sure that At this time, we are using Workday Modules ABCDEF, our new learning system. for ABCSD, and WidgetMania as our CRM. SharePoint

blah. As such, once we select a system, sign our timeframe to select a new system is blah)if applicable(, we will need the system to be a contract, and sign-off on the project plan etc., in the system taking) with our employees/customers/students/members, live courses(by X.

Our focus for the decision will be based on:

- Meeting our use case(s)
- what we seek to achieve in the next three years Understanding us, and
- commitment and processes with our audience and Alignment with our learning culture sñoitazinagro
- Forward-thinking approach with your system
- mechanisms you will provide in sñynapmoc Your philosophy around support, and the case there is an issue
- will receive and on-going training The level of training our administrators

support is the #1 reason why people hate And you want to add whatever else. Remember your expectations. Training is vital. After all, their system, so make sure you are clear with and training business, so if you think it nor important for tñsi you are in the learning vital, you need to change departments. I am fully aware those admins, which might be you, uh, or sales, or product, or HR, and those folks that learning systems could be in marketing, methodologies. Thus, training is CRUCIAL. know nothing around sound L&; or Training

use case, not in the decision-making process, Never tell a vendor your budget)not in the in your town(. The vendor will likely ask ñnot in general conversation over the weather system for your audience and leave it at that. tell them it is about finding the right

Bottom Line

than what you are used to. It may be some case approach is very likely far different This do it, tñac out of the box, you will say, nope, do it, and I need to say we want a tñow First off, every system is going to say they are modern system with AI and blah blah blah. is very early for .tñera modern, even if they Secondly, a vendor may not have AI now)it else(, and thus could get cut out, early on because ñour industry, let alone everywhere

AI, they will mention it to you at some point they do not have it today. If a vendor has checked they may state it on their web site during the conversation;

want a system that offers a Creator component. One thing I would note though is you add their own content, create their own content. Creator means that the end-user can upload it via a mobile device, share it whether in the system (ideal) or externally, either and communicate with those in their cohort (ideal, or group) or share content with others, you want to make sure that the system offers a school, but works (or community, and contextual learning approach and experience.

is the WHAM and SLAM in a good way (for the mention Creator because to me, this is what the Tik Tok, Instagram, YouTube audiences in the industry to move forward, that aligns to Creators dominate the world, outside of our own see and experience every day. learning/training space.

Again, this to me, which is really specific functionality, rather apply by the way. It goes into your use case easy to

above. If I am a vendor, I am using as a key term, if I can do all the

a vendor will always have a use case themselves. Because

Just nobody every asks them.

E-Learning 24/V

Category

1. learning platform
2. LMS
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Tags

1. learning management system
2. learning platform
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