



Ask Better Questions to Build a Better Learning Ecosystem

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 **eThink**





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Agenda

- Learn how a technology assessment can determine gaps and strengths in your current learning systems.
- Learn how to build a versatile learning ecosystem by asking the right questions when evaluating technology.
- Understand the different types of tools on the market that can address the common technology gaps and training challenges.



WE'VE GOT A SECRET...



■ What do you really need? Be honest

Who are my stakeholders?

*and rank order them



What are the organizational barriers to success?



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How are users learning right now?

**What existing systems do we need to
integrate with and what integration
options do they support?**





What resources do you have?

POLL:

- Rate the service level provided by your current LMS vendor

Don't Settle!

KEY SERVICE QUESTIONS

WHAT IS YOUR AVERAGE
TIME TO TICKET CLOSURE?

HOW HANDS-ON IS
YOUR TEAM?

WILL YOU HELP ME
WITH REPORTING?

WHAT COSTS
ADDITIONAL \$\$\$?

WHAT IS YOUR AVERAGE FIRST
RESPONSE TIME (NOT SLA)?



Learning Ecosystem





Learning Management System (LMS)



6000+

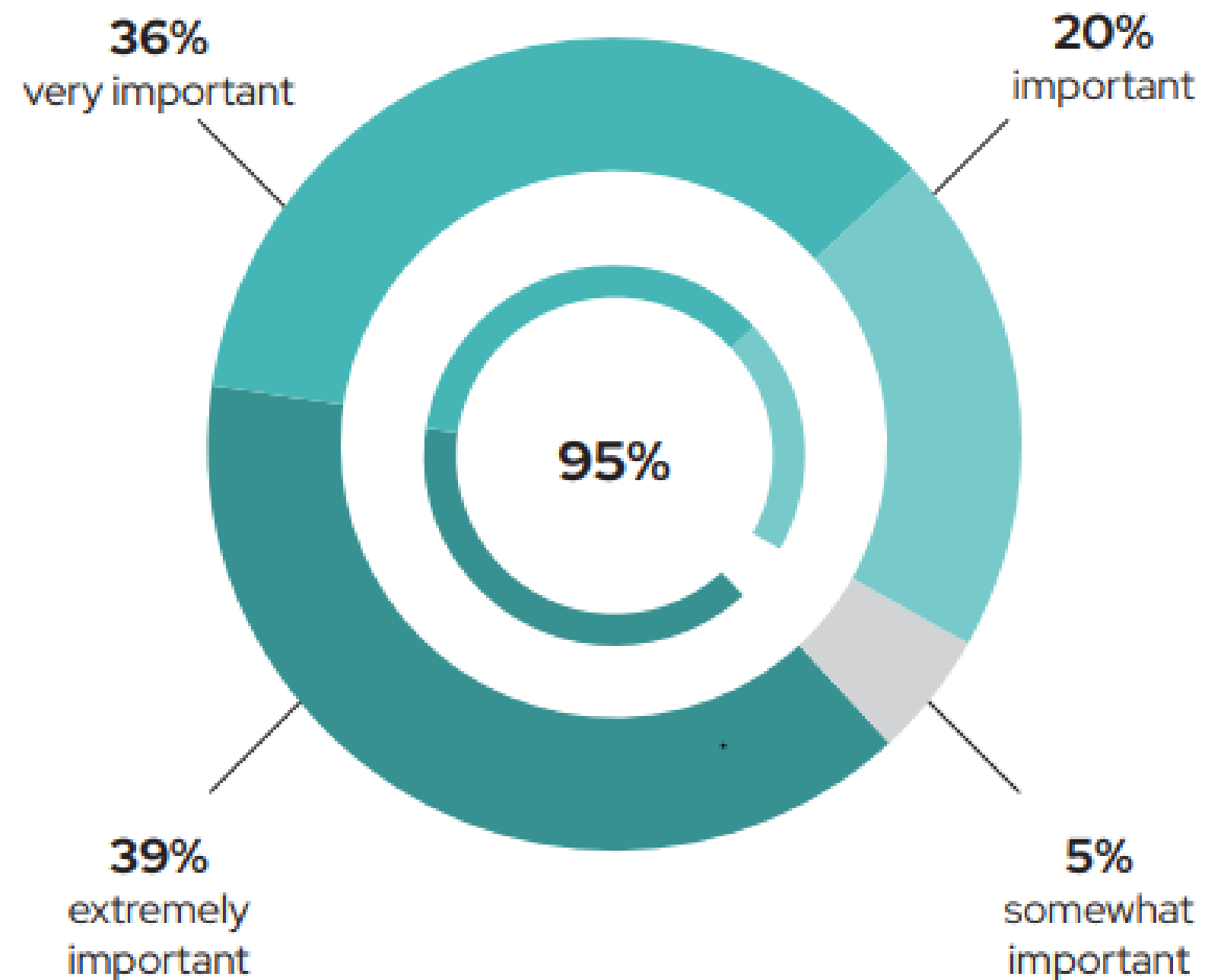
LMS VENDORS IN 2014

8000+

LMS VENDORS IN 2020



IMPORTANCE OF ENTERPRISE OPEN SOURCE



Learning Record Store (LRS)



Learning Experience Platform (LXP)



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Focus on user stories



Recipe for success

- Buy in from leadership
- Clarity and realistic assessment of who needs to be involved
- The needs assessment should assess strengths and weaknesses
- Remember that a learning platform isn't just a website
- Be willing to evolve your processes
- Why are we doing all this heavy lifting?

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Questions?

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