

## Development of computer-based training and learning management system

### The Customer

The Customer is a Commission on Teacher Credentialing. The major purpose of the Commission is to serve as a State standards board for educator preparation for the public schools of the State, the licensing and credentialing of professional educators in the State, the enforcement of professional practices of educators, and the discipline of credential holders in the State.

### The Challenge

The Division of Certification, Assignment, and Waivers of the Commission was facing challenges in managing the training needs of its employees on the credentialing process. The Division has approximately 65 employees at both the technical and analytical levels and experiences annual staff turnover resulting in the hiring of approximately 15 new staff per year. Using a completely manual training process, it would take approximately 18 months for an employee to fully learn the credentialing process.

The Division wanted to develop and deploy a series of computer-based training (CBT) modules to support the training needs of employees and external stakeholders on business processes and information systems used to support the State's teacher

credentialing process. The objective was to provide an online training platform to the stakeholders and expedite the training process.

The Commission engaged AgreeYa to develop a set of computer-based training modules to support the training of new employees. Specifically, AgreeYa was contracted to assist the Commission in:

- Designing and deploying a computer-based training program that would provide the user with a seamless learning experience
- Reviewing existing training material and requirements documentation for additional training modules
- Developing a prototype for an online Learning Management System (LMS).

### The Solution

The AgreeYa team analyzed the training requirements and developed a customized approach to developing the CBT modules and LMS prototype. The CBT modules were developed using Adobe Captivate 2.0.

The AgreeYa team worked with the Commission staff to understand existing course material and training processes. The course material was grouped based on

specific audiences, and the process was edited to reduce the learning time. AgreeYa also created a prototype for the LMS.

### The Results

The Commission deployed the CBT modules within four months of project initiation, making the modules available on their website. The modules enabled new employees to receive timely and consistent training on the use of systems, processes, and policies and procedures required to successfully perform their jobs.

### The Technology

The project was completed using Adobe Captivate 2.0 and HTML.

### AgreeYa's Application Development and Management Services

Through customized application development and management, AgreeYa helps organizations automate and optimize their unique business processes and achieve better integration between those processes and organizations' departments.

AgreeYa's technology experts work closely with customers to determine their exact software goals and offer customers a "start-to-finish" approach. Our

### About AgreeYa Solutions

Founded in 1999, AgreeYa Solutions provides an industry leading blend of technology, business consulting, and outsourcing services to provide its customers with flexibility, agility, and expertise required to excel in today's business environment. Headquartered in Folsom, California and with its global operations from NOIDA, India, AgreeYa provides services to all major industry segments of the global economy, including consumer business, energy, health care, government, manufacturing, telecommunications, banking, and financial services.

AgreeYa has been providing high quality solutions and services to customers such as Acer, Alcoa, Allergan, Daimler Chrysler, Deloitte, Fujitsu, Gap, HP, Kaiser Permanente, Lucent, Mitsubishi, Nissan, State of California, State of North Carolina, State of Washington, and Verizon. For more information about AgreeYa Solutions, please visit <http://www.agreeya.com/>.

consultants are certified in technologies such as Microsoft, Oracle, IBM, and LAMP. Our technology strength provides us the ability to mix and match technologies to increase performance, accelerate the delivery schedule, and reduce software license and maintenance costs. And by utilizing our CMMI Level 5 software development processes and PMBOK-based project management guidelines, integrated with our onsite-offsite-offshore (O<sup>3</sup>) delivery model, we provide a "high quality - high ROI" solution to meet the specific needs of our customers.



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