

# 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

AgreeYa is a global systems integrator delivering competitive advantage for its customers through software, solutions, and services. Established in 1999, AgreeYa is headquartered in Folsom, California, with a global footprint and a team of more than 1,700 staff across offices. AgreeYa works with 500+ organizations ranging from Fortune 100 firms to small and large businesses across industries such as Telecom, BFSI, Healthcare, Pharma/Life Sciences, Utility, Technology, Public sector and others.

AgreeYa has received considerable recognition in the industry for its technology leadership, quality processes, and customer success that includes Microsoft Gold partner, SEI CMMI, ISO 9001:2015. We engage with our customer as a trusted partner to live our motto "...building our future on your success".

AgreeYa's software portfolio includes QuickApps (award winning suite of SharePoint web apps and pre-built templates - [www.quickapps.agreeya.com](http://www.quickapps.agreeya.com)), Site Administrator (gain insight for improved compliance and governance of your SharePoint environment - [www.siteadmin.agreeya.com](http://www.siteadmin.agreeya.com)), Recovery Manager (solution for rapid and scalable SharePoint content restores - [www.recoverymanager.agreeya.com](http://www.recoverymanager.agreeya.com)), BeatBlip (simplify software test automation - [www.beatblip.com](http://www.beatblip.com)), and Cogent (comprehensive end-to-end case management solution for collections and law firms - [www.cogentcollections.com](http://www.cogentcollections.com)).

As part of its solutions and services offerings, AgreeYa provides intranet/portal, content management, and collaboration, cloud and infrastructure solutions, business intelligence and big data analytics, product engineering, application development and management, independent software testing, and staffing (IT, Non-IT, and risk/compliance/AML) solutions.

For more information, visit [www.agreeya.com](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.



## Global Headquarters

605 Coolidge Dr., Folsom, CA 95630 USA

Phone : +1 916 294 0075, Toll Free: +1 800 AGREEYA, Fax : +1 866 886 1555

Email : [sales\\_americas@agreeya.com](mailto:sales_americas@agreeya.com)

USA | India | Mexico | Singapore