



PLATCORE

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## Deliver LMS Implementation Success

# 19 Tips for Implementation Success

An estimated 70% of organizational change initiatives fail to meet expectations, so having a solid change management plan is essential. Implementing an LMS into your organization is no different, and we have compiled 19 tips to ensure you succeed!

## 1. Assemble Change Team

A group of key personnel will be required to execute the change. As a minimum, we recommended that you enlist the following people;

- Team Lead
- Project Manager
- LMS Content Manager/Creator/Learning Advisor
- LMS Administrator
- System/ServiceNow Admin
- Executive/Management Champion
- HR Champion
- IT Champion: Technician, Architect

These key personnel will assist in critical decision making required during the implementation and will ensure that all aspects of the system are covered. It is also important to document decisions and actions taken for future reference and to knowledge share throughout the process in the case of changes to the team.

## 2. Enlist Change Champions

Consider engaging change champions from different sections of the organization. These usually are people who accept change with a smile, or key staff such as your area administrators (who people usually approach for help), or other people that best suit your business.

Change champions can disseminate communications to areas, assist with UAT, and to fill the role of trainers to help with the rollout. They can also be invaluable in regards to getting real feedback from the users during the process. They are not needed for the entire implementation but become very useful closer to launch/go live.



## 3. Implementation Options

System implementation options will be a consideration when selecting the LMS vendor as they may offer different services such as:

- **Self-service Setup** – handled in-house by your organization
- **Assisted Setup** – a joint approach
- **Full-Service Implementation** – vendor assist with IT, training, and a support handover period

## 4. Rollout Approach

Consider your rollout approach carefully. Are you going for a soft rollout? Will you have a hard change over with a switch off / switch on at go-live date where the old system is made redundant and the new one operational? This may work for some business, while in others, it would be more successful to go with a soft approach such as running concurrent systems for a defined period and introduce gradual change.

An example of this would be to start the business in the new system with just online eLearning courses, the next stage to be uploading historical data into learners' transcripts, then introducing notifications, and a training calendar, etc. This stepped stage soft approach has many advantages such as small changes allowing for new system familiarisation rather than overwhelming learners with a lot of change all at once. You will know what works best for your organization.

## 5. Data Migration

When switching from an old system to a new LMS, you will need to have a plan for migrating data. Options include data mapping, bulk downloading/uploading, or starting from fresh.

## 6. System Integration

Consider what other systems does the LMS needs to integrate with? Begin by looking at your HR people data/system, IT operating system. Your IT team will be invaluable to assist in mapping this out and the work involved.

## 7. Plan The Portal Structure

In your integration plan, decide how your portal will sit and function within your existing IT infrastructure and the interfaces to each key group; users, administrators, IT network staff.

## 8. Look and Feel of System

Many Learning Systems allow you to customize your learner portal for a unique brand and user experience. For example, PlatCore LMS offers flexibility for your learner dashboard - in design and layout. Out-of-the-box color palettes can be changed, and the whole look and feel re-branded to match your business need including any custom logos or graphics.

## 9. Define System Roles

It is essential to understand and define roles and responsibilities for maintaining your learning system. Where is the line between what the IT team oversees versus what the training team and administrators manage from an LMS system perspective? As your implementation progresses, you may wish to change roles due to critical tasks and system role limitations. Make sure you verify the support roles that each key party fill; PlatCore (vendor), IT Support, and Training Support.

## 10. Define User Roles

The system will come with predefined roles for system users such as; Users/Learners, Managers, Trainers, Graders, Content Creators, Content Approvers, LMS Admins, and ServiceNow Admins. These are all customizable and need to be reviewed as part of the implementation. Ensure each role is tested during the testing phase.

## 11. Timeline for Roll-Out & Go-Live

A realistic timeframe and implementation schedule agreed to by all key stakeholders (both internally and your external vendor partner/provider) is critical to the credibility and success of your LMS launch. Ensure all parties agree to contribute to the plan by providing their estimated timeframes on completions of activities and communicate regularly to ensure everyone is on track.

List out all the major work and milestones, then look to where you can plan concurrent work by different parties to ensure you streamline activities for the best possible outcome. PlatCore 's LMS Implementation Project Plan provides a step by step tool that can help you plan for a successful launch.



## 12. Course Content

Having ready-made content will play a big part in getting your system live sooner. You can spend an indefinite amount of time preparing the “system,” but it is imperative that the project also has content ready for launch as without it there is nothing for the business and users to see at go live.

This work can be done internally by the Learning & Development team - created live in the PlatCore LMS system, created in a SCORM format in a third party software and loaded, or organizations can also purchase content off-the-shelf and load into the system.

Creating content that the business needs or is waiting for will also go a long way towards positive metrics and reports within a short time frame of going live. An example of this is having any mandatory compliance training ready to launch at go-live.

Ensure that completion of this training is due within the month, which allows you to compare your compliance and uptake figures against your old methods (time and cost) soon after launching, this will show your success to the organization.

## 13. Metrics/KPI's

One of the most powerful communication tools and success measures is real metrics that compare where you have come from and where you are now operating. Figures talk. Ensure when you begin your implementation that you have metrics recorded that you can compare before, during, and after implementation. Track and use these metrics in your regular communications to keep all parties engaged and show progress.

Also, ensure you are tracking any internal metrics inside the LMS, such as course feedback and completion rates. Look for trends to ensure everything is functioning as expected. Feedback scores can be compiled and used in your communication updates. Negative feedback should be followed up to show learners that the system is monitored, and that their feedback is valued.

## 14. Reporting

Once you have defined your metrics, you will need to report on these. Use the implementation phase to determine what will be reported when to whom. Also, make use of the system dashboards, which give real-time data.



## 15. Communications Plan

Your multiple key stakeholder groups will each require a different level of information and communication at varying times during the implementation, such as change champions, end-users, line managers & executive sponsors. Ensure you are meeting each group's needs concerning the level and timing of communication. It is also beneficial to have a central depository where all communications can be easily accessed by all, such as a page or link on your company's intranet.

## 16. Training Approach

Depending on the significance of the change, your new LMS will have on end-users will determine what is required as a training approach. Try and take a multifaceted approach that allows for different preferences of your end-users. Some successful ideas include;

### 1. Quick Reference “How To” Guides

- a. Keep these simple with screenshot pictures and arrows with short accompanying text for key how-to processes.
- b. The guides can be embedded in the LMS, emailed, available on the intranet, printed, and displayed in appropriate areas of the business.

### 2. Online Video Tutorials

- a. A series of 1-2 minute video clips demonstrating how to access the system and complete basic functions can be of great help to users. Ensure staff knows where they are and how to access them.

### 3. Pop Up Help Desk

- a. Make yourself or area champions available in different locations across the business at set times. It is easier for end-users if you go to them rather than them having to come to you.

### 4. Scheduled Training Sessions

### 5. Dedicated Intranet Page for all Training Materials

## 17. Testing

System functionality and links must be thoroughly tested from every role (user, admin, content creator, manager, etc.). This will highlight any issues in your system before launching. User acceptance testing (UAT) is critical as it not only tests the system, it provides feedback to the project/implementation team about areas the experience for the end-user and allows for any changes to be made before going live.

## 18. Feedback

Ensure you are collecting feedback from all implementation activities and interested parties throughout the entire process. Log any concerns and questions and ensure they are closed out also be sure to celebrate successes.

## 19. Launch

It's finally go time! Set your communication plan into action and get learners excited for the launch. Schedule time for your key stakeholders (Project Manager, IT Team, Training Admin) to be available in the first week to address any hiccups that arise.

## BONUS TIP: Celebrate & Track Success!

Provide visibility and appreciation to everyone that supported your LMS project. Make sure they know their support was (and will continue to be) essential. Show metrics and make the case for learning as a continued investment, for this is just the beginning of your true impact.



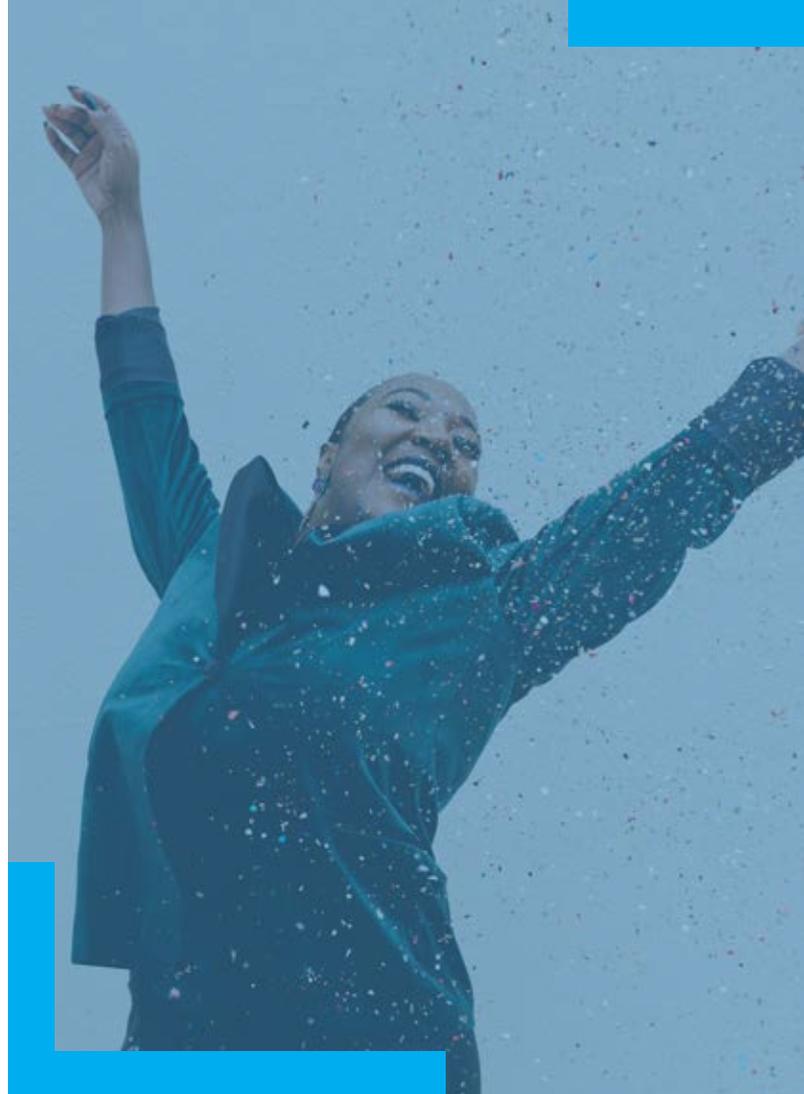
# Congratulations!

You are on your way to creating a successful learning program. We truly hope these resources help support you on that path.

We recognize that this is a challenging endeavor. The material is dense - and often suggests you approach learning in a totally different way. Your ability to implement these methods will undeniably propel the success your learning programs. So, we encourage you to stay the course!

One last thing... because you are here, we have something in common. We are the final 10%-ers, those that go the extra mile to do great work. This is our company's DNA, and is in the DNA of our best customers. We are deeply committed to improving the learner experience (not just by providing great materials like this eBook) but also with simple, easy to use, great learning software.

We are (humbly) empowering the next evolution in learning, and would love to show you (YES, SPECIFICALLY YOU) more about what makes us unique. So, please let us know how we can help ensure your learning programs (and employees) have the support they need to reach their full potential.



## About PlatCore LMS

PlatCore is a Native ServiceNow Learning Management System (LMS) that provides a simple, refined, and highly configurable solution built on your existing infrastructure. We leverage automation and advanced analytics to deliver customized content, and a deeper, connected learning experience.

Find out more at [www.platcore.com](http://www.platcore.com)



**Download PlatCore's LMS  
Implementation Project Plan**