



Department of Labor Centralizes Content with Plateau

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- Mike Malehorn

Department of Labor

EXECUTIVE SUMMARY

Department of Labor Challenge

- Multiple, disparate areas of content administration.
- Inconsistent content management and delivery.
- Manage multiple training types in various formats.

Plateau’s Solution

- Single log-on for all training.
- Employees can manage their own compliance.
- Deliver a variety of media.
- Centralized system creates cost avoidance.

The United States Department of Labor (DOL) fosters and promotes the welfare of the job seekers, wage earners, and retirees of the United States by improving their working conditions, advancing their opportunities for profitable employment, and protecting their retirement and health care benefits. The DOL also helps employers find workers, strengthens free collective bargaining, and tracks changes in employment, prices, and other national economic measurements. Based in Washington, D.C. with approximately 17,000 employees, the DOL administers and enforces more than 180 federal laws that cover many workplace activities for 10 million employers and 125 million workers.

Content Management Consolidation Streamlines

The DOL recently implemented Plateau Learning Management as its sole enterprise-wide solution. For the project, all the department agency legacy systems were rolled into the Plateau solution—called LearningLink by the DOL. The training department owns the overall system, and manages content for common needs training that every employee must take, such as drug-free workplace and the No FEAR Act. At the department level, each agency continues to own its LearningLink domain so it can manage training that is unique to its department. Employees gained the convenience of single LearningLink log-on for both common needs and department-specific training.

To manage the spectrum of training content for its Plateau system, DOL selected Plateau iContent. Content had previously been managed through a legacy content-management system or stored on the DOL’s intranet. Administration was spread out over the organization and content delivery and management was inconsistent. DOL was already using SkillSoft content for select courses, so iContent was the ideal content management system that could centralize content organization-wide while continuing to manage vital SkillSoft courses.

“Having the centralized content server avoids all the issues trying to create connectivity between content stores all over the organization,” explained Mike Malehorn, Consultant, SI International. “Plateau iContent makes life a lot simpler because everything is in one location.”

iContent Serves All Employees

Through LearningLink, iContent will be the source of DOL course content for all 17,000 department employees, whether the course is mandatory or optional. “All new employees are required to take computer-security awareness training” said Michael Gerwitz, Project

Manager, Department of Labor eTraining Systems. “Every employee has the flexibility to manage courses outside of mandatory training through the system. Plateau automates and simplifies those processes, which saves a lot of time for learning administrators.” And with iContent, DOL does not have to be concerned about content performance, as the iContent solution is designed to scale to meet the volume needs of organizations of all sizes.

Course Format Flexibility

The flexibility of iContent enables DOL to deliver content through a variety of formats. DOL courses are presented using static HTML, dynamic HTML with flash interactions, Word documents, and a host of other media.

“Short of full-motion video, as long as the course design is compliant with Section 508—a federal regulation under the Americans with Disabilities Act from 1972—anything an administrator would want to present through an LMS we can deliver through iContent,” said Malehorn.

Centralized System Enables Cost Avoidance

The centralized content system creates cost savings for the DOL by eliminating server resource costs and avoiding lost productivity. Learning administrators and executives can focus on implementing key strategic learning initiatives, not managing the day-to-day processes of content administration.