



EXECUTIVE SUMMARY

Challenge:

Create one system to support registration and tracking for mandated training — and ultimately talent management — for thousands of DOL employees in wide geographic locations.

Solution:

Plateau Learning
Plateau Performance
Plateau Career & Succession
iContent

Results:

- Replaced 8 legacy systems
- Used by all employees and contractors
- Simplified use of integration and management of custom content and off-the-shelf content from a single centralized library

THE EXPERIENCE WITH PLATEAU

Hosting: *"It simplified our solution by hosting our training content externally. Plus, we didn't have to worry about internal resources to support that..."*

Integration: *"We had legacy systems dispersed throughout DOL. It was a challenge to get mandatory training out to the entire Department without doing it hard copy or having each agency procure their own training. Now everybody is on Plateau ..."*

Plateau helps the U.S. Department of Labor comply with Federal mandates and leverage a competency-based approach to talent management

The Department of Labor (DOL) fosters and promotes the welfare of the job seekers, wage earners, and retirees of the United States. Previously, DOL used eight legacy systems to deliver, track and store records of compliance training, annual common-needs and Agency unique training. "The problem," says Learning Link Project Manager, Michael Gerwitz, "was that none of these systems talked to each other. Reporting was a challenge and we had multiple courses doing the same thing."

SELECTING A VENDOR: In 2006, compliance with the President's Management Agenda prompted DOL to implement a single system to handle registration, tracking and training for the entire Department.

"All our agencies got together in a technical workgroup and worked for three months. We came up with 126 requirements. It was pretty detailed, but Plateau met most of those requirements..."

According to Gerwitz, DOL went with Plateau's hosted solution because Federal regulations required the Department to have software and hardware stored in a secured location. "We went through GoLearn and OPM, which had already been approved for this type of solution."

GOING LIVE: DOL has an approved enterprise-wide solution that includes an open-source content development tool. With training for Occupational Safety & Health Administration (OSHA) alone, the Department had hundreds of hours of content already built into that environment. "The only challenge," notes Gerwitz, "was to link that to the Plateau LMS – and that got figured out fairly easily." DOL learning content is now stored in two ways: on the existing content development tool, and on iContent. "So we really have the best of both worlds," says Gerwitz. "We can develop content in the open source tool, and then move it into iContent when we need it."

LEVERAGING iCONTENT: In addition to integrating seamlessly with DOL's open-source content development tool, Gerwitz values the fact that they were able to move DOL's SkillsSoft library over to iContent and decommission the other system. Plateau's iContent

Buy-in: *“We have about 18,000 users on Plateau. The way we introduced them to Plateau was by bringing them all on board with a common-needs training course. This got everybody into the system, which was our main goal.”*

Compliance: *“Plateau helps us comply with the mandate to have a single system for the Department. It also streamlines our compliance tracking with MSHA, OSHA, mandatory training and competency requirements.”*

ROI: *“Plateau – particularly iContent – has been very valuable for the Department of Labor. iContent now hosts the SkillsSoft library, so we could let that system go. From an administrative perspective, having courses in one location is very beneficial. We don’t have to worry about managing and updating several systems because everything is in iContent.”*

solution removes the administrative burden of storing and validating content, and provides a faster means of delivery to DOL employees. “From an administrative perspective,” recalls Gerwitz, “courses are in one location now so we don’t have to worry about managing several systems – now it is all stored in iContent”

“From our employees’ standpoint,” says Gerwitz, “iContent is really seamless – in fact, they don’t even know it’s there. They just go right into the LMS, they select the course, go to content, and it launches from iContent seamlessly.”

LINKING TRAINING TO TALENT MANAGEMENT : Gerwitz says that while Plateau’s immediate value is in the learning context, DOL plans to tap the system’s long-term value in helping the Department implement a comprehensive talent management agenda. Specifically, Gerwitz notes the importance of Plateau in terms of succession planning, competencies, and Individual Development Plans. “Down the road, those are the things that we’re going to be focusing on,” he predicts.

“Competency management,” Gerwitz adds, “is in its infancy within the Department. We’re doing it primarily with mission critical occupations. The initiative is being used to help managers tie key competency gaps to specific training activities that will be tracked in the employee’s learning plans. It’s a pilot program right now, but it’s working well within the department and we’re looking at expanding it.