Enterprise Learning Content Management System

EQUATE Petrochemical Company is a state-of-the-art petrochemical complex located in Kuwait supporting markets in the Middle East, North Africa, the Far East and Europe.

The challenges

EQUATE had a legacy system that helped cater to some of their training requirements but this system was largely inadequate. The only content format supported was file based and the system did not serve the need to launch and track Web-based SCORM-compliant courseware, or integrate with their existing SAP HRMS system. The workflow for creation, review and assignment of file based content was purely offline and EQUATE's legacy system offered no mechanism to track the content creation and review process. The legacy system did not offer web based access to most of the administrative and authoring features. Moreover it provided very limited security mechanisms for learners accessing assessments thereby permitting them to easily refer to answers by switching over from one application to another.

The solution

With the above requirements in mind, TIS provided the Learning Planet a robust and seamless Enterprise Learning Content Management System (LCMS) to meet EQUATE's corporate training needs and also to boost its ongoing eLearning initiative.

Some of the key processes and features including those that were customized for EQUATE are described below.

- Analysis – Detailed study and analysis of the functional areas
- Architecting – Re-architect the platform for ease of use and navigation. Information architecture and wire-diagrams were based on the analysis.
- Agree – Discuss and review of the Information Architecture and wire diagrams with stakeholders.
- Document – Defining the functional and design specification documents including use cases and detailed technical diagrams.
- Design – Develop the Visual Design, including interactive elements, templates and guidelines documents.
- Construct – Develop the system, technical integration and migration of content.

Single Sign On: To provide seamless authentication against their existing SAP Portal accounts, Learning Planet was integrated with SAP Enterprise portal using a single sign on feature for EQUATE employees.

Migration: Data from the legacy system included master data for all employees, courses, organizational hierarchy and current employee assignment information. This master data with all the past and current training assignments of employees was migrated into the Learning Planet database. This enabled employees to maintain and continue their training status when the legacy system was taken offline.

Negligible documentation on the legacy system database design, technologies used and relevant tables to pick data from added to the complexities of the data (both user and content) migration.

Integration with SAP HRMS: The LMS was integrated with the client's SAP HRMS system to fetch employee's personal and classroom based training information. In addition to this the organizational hierarchy as maintained in SAP was also retrieved on a real time basis to provide reporting features.

Thus the new LMS provided an integrated view of all training information with the offline data being displayed from SAP HRMS and the online training data from the LMS.

The result

The LMS module provided EQUATE with the features of deploying and running file based content, SCORM 1.2 compliant courses as well as Learning Object based courses. Learning Planet now enables EQUATE trainers to create and draw from a Question Bank with a pool of questions for every course.