

# WHAT ARE THE MOST EFFECTIVE TIPS FOR SUCCESSFUL LEARNING MANAGEMENT SYSTEM IMPLEMENTATION?

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BY TRIDIB ROY CHOWDHURY

I've had the opportunity to work with numerous clients over the years. Each had their own unique requirements, budgets, and list of must-have features. Regardless of their differences, I always share the same LMS implementation tricks to ensure a smooth and stress-free LMS implementation process:

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## DEFINE EXPECTED OUTCOMES

It's important to identify your objectives, goals, and desired outcomes before making your final decision. Otherwise, you may end up with a LMS that lacks the features and functionality you truly need. So, you have to ask WHY you're purchasing a LMS in the first place? How does it fit into your overall corporate eLearning strategy? What purpose does it serve? For example, system analytics are crucial if your organization needs to streamline its training process and improve ROI. Metrics give you the power to identify areas for improvement and then create actionable goals. Adobe strongly advocates that organizations measure outcome using a skill based paradigm. Adobe learning solution helps organizations to upskill, reskill and achieve compliance so they are future ready to embrace new opportunities.

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## COMPATIBILITY OF EXISTING RESOURCES

Take stock of your current tools, resources, and content to ensure that they are compatible with your new LMS software. In some cases, you may have to repurpose or even recreate your materials from the ground up. We at Adobe ensure that all your learning content plays seamlessly by introducing breakthrough technology like the Fluidic player. For example, for most LMSs a Flash presentation doesn't mesh with the Learning Management System and for most other formats forces learners to download additional plug-ins that disrupt the learning process. So, unless you have the right platform, you'll have to start from scratch and create an HTML5 version. Evaluating your existing resources also speeds up the process, as you already have the content on-hand when installing/downloading the new platform. >

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## COMPATIBILITY OF EXISTING RESOURCES (cont)

In addition, check with your IT department for possible opportunities and limitations in your company's infrastructure in terms of technology issues, and compatibility with other systems you are currently using such as CRMs, ERP systems, etc. Above all, make sure that no data gets lost during the migration process.

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## CHOOSE THE RIGHT IMPLEMENTATION TEAM

LMS is just a tool. Your eLearning collaborators are the ones who utilize the software to manage, monitor, and maintain your eLearning content. Therefore, you need the right people in place. And these people need to know their roles and expectations. From Project Manager to IT expert, everyone on your team has an important part to play. If someone doesn't hold up their end of the bargain, your entire LMS implementation strategy could be derailed; which is why you need to conduct interviews, check references, and evaluate portfolios. Especially if you're bringing in eLearning pros from the outside. Skills, abilities, and experience are all crucial factors when building your LMS team.

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## MIGRATION OF CONTENT FROM AN OLD LMS TO A NEW ONE

In general, large enterprises have their in-house LMS or any vendor providing legacy Learning Management Systems. LMS consists of your enterprise training content and training data. When migrating to a new age LMS, you may want to migrate your existing LMS content and data so you can leverage the benefits of modern and intuitive LMS without losing any of your organization's legacy data. We at Adobe ensure organizations have the necessary tools and templates so that your integration Administrator can set up and perform the migration tasks, hassle-free.



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## CREATE A DETAILED TIMELINE

I cannot stress the importance of organization and planning enough. Every aspect of your LMS implementation strategy should be mapped out ahead of time. From researching your LMS options to deploying the eLearning course. One of the most effective tools at your disposal is a good old-fashioned calendar, or you can opt for an online Project Management tool with a built-in schedule and assignment tracker. Delegate tasks for every team member, create milestones, and set completion dates for each stage of the process. It's better to be safe than woefully unprepared and behind schedule. Above all else, expect the unexpected, and leave room in your timeline for minor setbacks.

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## PRIORITIZE REQUIREMENTS

Start small. Determining critical features of the LMS is key to the success of the implementation process. Make a list of absolutely necessary LMS features your organization needs, feasible to get implemented right away, as well as a list of “nice-to-have” features you can deploy at a second phase. Keep the migration process simple. Progress from the simplest to more complicated functions and follow this model for your training as well. This way your employees will see the direct benefit and how the new LMS will help them increase their productivity.

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## PERFORM PRE-LAUNCH TESTING

Ask a small group of end-users to test the LMS and provide feedback. This will help you identify functionalities that make your employees' life easier, and others that they may be accustomed to use but the new system may lack. This usually signifies that a customized plug-in may be necessary. The feedback you will get from your staff is also a good indicator of the type and the amount of training you will need to provide before implementation.

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## PROVIDE TRAINING AND ONGOING SUPPORT

Training on the new LMS will certainly be provided before or immediately after implementation. However, the critical issue is to provide support on an ongoing basis. Think of the type of support you will provide to your staff both just after implementation, and in the long run. Establish ways to collect employees' feedback on a continuous basis in order to make the most out of your LMS and improve its efficiency. Building a content library with bite-sized online tutorials is a good point to start.

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## TAKE THE OPPORTUNITY TO ESTABLISH A LEARNING CULTURE

Adobe strongly believes that organizations should focus on creating a participatory culture that results in users embracing learning rather than dodging it. Use your new LMS as an opportunity to establish a learning culture within your organization. Communicate the benefit of using the new LMS as a point of reference for "moment-of-need" access no matter where your employees are located. Make your content bite-sized, so all activities do not require much time for completion. Last but not least, use the LMS to create opportunities for knowledge sharing and peer-to-peer collaboration.



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