

A high-angle photograph of four business professionals (three men and one woman) sitting in black leather armchairs around a small round table. They are engaged in a discussion, with one man pointing at a laptop on the table. The setting is a modern office with a light-colored tiled floor.

Microsoft®

Software Assurance E-Learning Benefit
SCORM Delivery Best Practices Guide

Microsoft
Software Assurance
for Volume Licensing

Successfully launch your organization's Software Assurance e-learning benefit and experience how employees can reach their full potential with Microsoft® products through training.

After interviewing companies that have successfully consumed their Microsoft Software Assurance (SA) e-learning benefit, we produced the following tips and tricks to assist you with a smoother implementation of your e-learning benefit. We also provide a list of Microsoft E-Learning promotional materials and tools available to help you and your organization before, during, and after implementation

Suggested Steps

Details

1. Begin planning early.

Think about how the migration to new software or a newer version of an existing program will affect employees across the organization. Decide your target audience (i.e. technical, or end-user).

2. Meet with other appropriate teams.

IT Team - Make sure you work with your IT team to evaluate and determine the necessary servers to support the anticipated use. How many employees do you expect will be making requests at a given moment? Who will actively be using the solution at the same time? Check with your IT team to ensure that your roll-out plan syncs up with the capacity requirements of your Learning Management System (LMS) system. You may need to add servers to support the expected surge in use. Anticipate higher concurrency rates when rolling out a completely new software program (vs. a version upgrade). In cases where courses are mandatory, expect two major surges in activity – upon announcement, and right before the required course completion date.

Support Team - Make sure you work with your support teams around answers to potential questions they will receive. Establish a Service Level Agreement and FAQ.

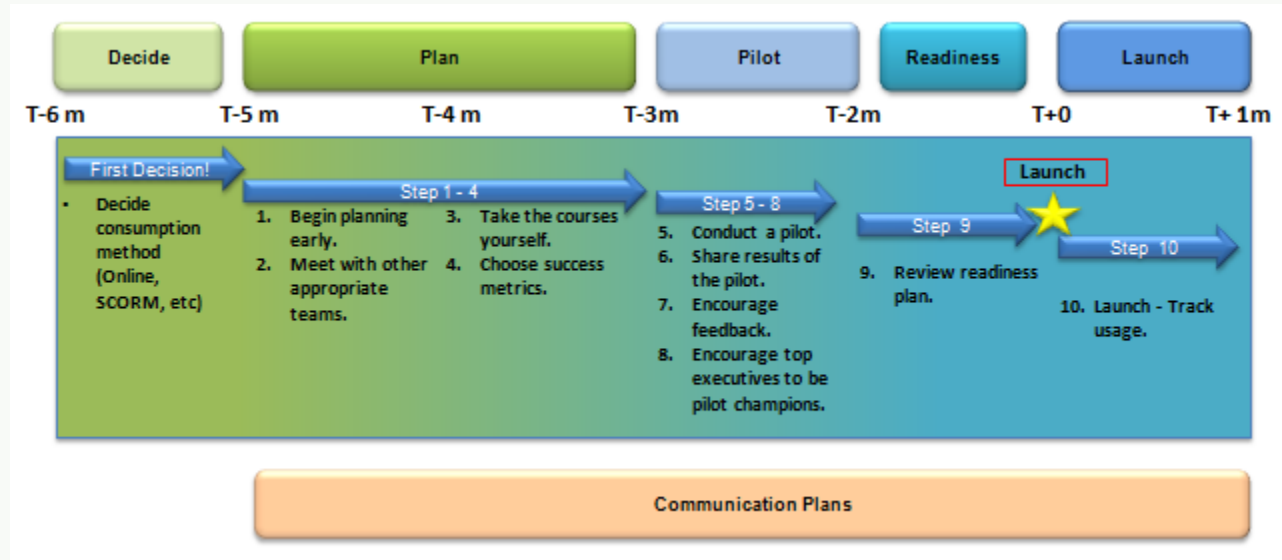
HR/Training Team - Make sure to loop in all company training personnel into program launch. Educate and encourage the HR/Training department to provide leadership in the deployment of your Microsoft Software Assurance e-learning benefit.

3. Take the courses yourself.

Your first-hand experience with the courses will enable you to fine-tune your pilot test and organization-wide roll-out. You will also establish credibility among those with whom you will be promoting the program. If the subject matter is not relevant to your role, find someone with whom the courses are appropriate and engage them to take the courses and share what they find most beneficial. Employees are much more apt to listen to you if you have first-hand experience. Try all levels of course to ensure appropriate course mapping to user level (i.e. beginner, intermediate, advanced, etc).

- 4. Choose success metrics.** Tie learning to employees' job performance goals and the organization's strategic initiatives. Once you are familiar with the Microsoft E-Learning courses available, you can prepare a training plan and give specific guidance to employees about which courses to take.
- 5. Conduct a pilot.** Conduct a pilot before organization-wide implementation. Recruit employees in each department and job role in the organization to be part of the pilot. This allows you to gain insights across the organization and at every level before rolling out to the entire organization.
- 6. Share results of the pilot.** Write an article about the pilot to be published on the organization Intranet, in the organization newsletter, or posted in the cafeteria. Leverage first-hand experiences of pilot participants to get people comfortable, and energized about e-learning.
- 7. Encourage feedback.** Give those who are completing the modules a chance to let you know what they thought of them. There are a variety of ways to gather feedback, but remember employees will be more apt to share both positive and constructive feedback if their comments are anonymous. Consider using an online satisfaction survey tool.
- 8. Encourage top executives to be pilot champions.** Employees respect executives who lead by example. Ensure the executives to become user learning champions after they have completed the training.
- 9. Review readiness plan.** Review communication and action plan to decide launch process.
 - Direct Email Campaign – to educate users on offerings, support materials, and add message from executive sponsor
- 10. Launch - Track usage.** Use built-in reporting in your Learning Management System (LMS) to track who is using Microsoft E-Learning, what courses are most popular. This will help you identify patterns and investigate any areas that require attention.

Suggested Timeline (in months)



Communication Plans

Details

Get people excited about e-learning.

Develop a communications plan to give people early notice, educate them on the benefits of e-learning, and give them the tools and resources to easily get what they want/need out of the new courses. Tap into existing employee communication tools including organization newsletters, intranet, and bulletin boards. If you are rolling-out e-learning for the first time, please visit the Software Assurance [Web site](#) for promotional materials to be handed out to your employees.

Build Microsoft E-Learning awareness.

Invite your reseller or Microsoft account manager to your office facilities to help promote e-learning consumption during a corporate tech fair or launch date. Provide a kiosk at the corporate café/common area so that employees can gain awareness of the new learning benefit available to them.

Help employees find relevant courses.

Make sure to request metadata on course descriptions and load keywords into your LMS – this makes searching and finding courses much easier. For those organizations that don't require training, consider giving people tips on what courses would be best suited to their needs.

Use your champions.

Encourage the pilot participants and other champions of e-learning to evangelize the program in their department.

Ready, Set, **Learn** –

Microsoft created tools, materials, and customizable templates to help you roll-out Microsoft E-Learning across your organization. Please visit the Software Assurance [Web site](#) for these materials:

Promotional Tools

These customizable, ready-to-print flyers, posters, and table tents are designed to be posted throughout the office – in mailboxes, the lunch room, by the water cooler, in the hallways, conference rooms, bulletin boards etc. In addition, customizable e-mail templates are provided for HR, Learning, or an Individual Department to use when rolling out Microsoft e-learning.

FAQ

Find answers to the most frequently asked questions about delivery options, SA e-learning delivery options, access, changing users, unused allocations, managing benefits, Windows Live ID, offline use, behind-the-firewall solutions, and more.

Software Assurance E-Learning Delivery Option Guide

Learn about the five options available for delivery of your Software Assurance e-learning benefit: Online, SCORM, System Integration Solution, ContentHub, and Microsoft Learning Reseller.

Software Assurance E-Learning Delivery Option Matrix

This one-page matrix compares the delivery options based on features from access to Microsoft E-Learning courses by topic to registration and reporting on student progress.