

Software Assurance E-Learning benefit delivery best practices guide for customers



IMPORTANT NOTE: Please do not access or launch courses on the new site until you are notified your organization has migrated. Doing so may cause data discrepancies in your e-learning entitlements and any course progress will be lost.

This document provides best practices for how to utilize Software Assurance (SA) E-Learning, with either the online or Sharable Content Object Reference Model (SCORM) delivery method, to help successfully launch your organization's Software Assurance E-Learning benefit and to help employees reach their full potential with Microsoft products through training.

The following tips and tricks, which can assist you with a smoother implementation of your E-Learning benefit, result from interviews with companies that have successfully consumed their Microsoft SA E-Learning benefit. Best practices include:

- Recommended steps to implement an online or SCORM delivery solution.
- Recommended timeline to implement SA E-Learning.
- Developing a comprehensive communications plan to bring e-learning to users within the company.

Recommended steps to implement SA E-Learning

Recommended steps	Details
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.
Meet with other appropriate teams.	<p>IT Team. Make sure you work with your IT team to ensure technical feasibility.</p> <ul style="list-style-type: none">• For a SCORM delivery solution, evaluate and determine the necessary servers to support anticipated e-learning use. Check with your IT Team to ensure that your roll-out plan syncs up with the capacity requirements of your Learning Management System (LMS). Anticipate higher concurrency rates when rolling out new software. In cases where courses are assigned and are mandatory, expect two major surges in activity—upon announcement, and right before the required course completion date. You may need to add servers to support the expected surges in use.• For an Online delivery solution, ensure that the network is set with correct firewall constraint, domain is set up in the Volume Licensing Service Center (VLSC), and e-learning users can meet the hardware, software, and browser requirements for the courses. <p>Support Team. Make sure you work with your support teams around answers to potential questions. Establish a Service Level Agreement (SLA) and an FAQ.</p> <p>HR/Training Team. Make sure to loop 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.</p>
Take the courses yourself.	<p>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 for whom the courses are appropriate and engage them to take those courses and to 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 the course to ensure appropriate course mapping to user level (such as beginner, intermediate, or advanced).</p>

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Choose success metrics.	Tie learning to employees' job performance goals and to the organization's strategic initiatives. Provide e-learning as a way for learners to obtain training, as needed, or prepare a training plan and give specific guidance to employees about which courses to take to directly support a deployment. Work with HR and management to ensure support with the training plan and agreement with developed success metrics.
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.
Share results of the pilot.	Write an article about the pilot to be published on the organization intranet or newsletter or to be posted in the cafeteria. Leverage first-hand experiences of pilot participants to help people get comfortable and energized about e-learning.
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 that employees will be more apt to share both positive and constructive feedback if their comments are anonymous. Consider using an online satisfaction survey tool or any other feedback mechanism already used within your company.
Encourage top executives to be Pilot Champions.	Employees respect executives who lead by example. Ensure that the executives become user learning champions after they have completed the training.
Review readiness plan.	<ul style="list-style-type: none">• Create and review the communication and launch action plan to finalize launch process.• Utilize a direct email campaign to educate users on offerings and support materials, and add a message from executive sponsor.• Make available information on how to set up a Microsoft account (if appropriate) and how to access e-learning, and identify courses that would be applicable to individuals and job roles.
Launch, and track usage.	Understanding e-learning usage can help you identify patterns, make better course recommendations, and investigate any areas that require attention. <ul style="list-style-type: none">• For a SCORM delivery, use built-in reporting in your LMS to track who is using Microsoft E-Learning, which courses are most popular, and other usage trends.• For online delivery, use the Microsoft Online Learning Portal reporting functions to track which employees are using e-learning, what courses are most popular, and other usage trends.

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Recommended SA E-Learning SCORM deployment timeline (in months)



Build a solid communication plan

Communication plan	Details
Get people excited about e- learning.	Develop a communication plan to give people early notice and to educate them on the benefits of e-learning. Tap into existing employee communication tools, including organization newsletters, intranet, and bulletin boards. If you are rolling out e-learning for the first time, visit the Software Assurance website for an SA E-Learning learner guide that can be distributed 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.	Provide tips on which courses would be best suited for individual needs
Use your champions.	Encourage the pilot participants and other champions of e-learning to get the word out about the program in their department.

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