

Often the corporate vision is clear, but they do not have the infrastructure, resources or tools to achieve this

will open the door
◦ Soon org is going to let it
◦ Currently people don't/can't go elsewhere for their learning
◦ 'Luckily' we are only on it!

currently being checked/cleaned via
◦ HR, Data
◦ not a learning systems problem

Only 70% use-cases covered on whatever question
◦ Waiting for smart portals
◦ Aspiration a few years ahead of reality
◦ Probably need an interim strategy while waiting for an LMS to do everything perfectly

They are a work in progress
◦ LMS are going to get smarter
◦ HCM linked to LS of the future

LMS's are evolving very quickly now
LMS moved slowly until moved to the cloud
Depends on the organisational requirements
Some organisations need the certification
Expectation that it is in the LMS?

Who's going to jump first?
◦ HCM linked to LS of the future

However LMS's will evolve
◦ No probably not

In the past the feeling might have been 'I don't want it' (necessary evil) now 'do I actually need it?'

Or is it the maturity of this audience? The longer someone has been in the industry they might question the need?

Its all coming
Facial recognition to recognise your mood
The bot even tracks your demeanor or sentiment

HR shared service... chatbot
◦ When will AI turn up?

What do we want from an LMS in the future?
◦ Easier to tell people to go and google it?
◦ Compliance or otherwise
◦ Providing the required control and governance

LMS seems the only way to deliver/manage things at scale

We had a mature LMS platform which was not being used
Needed a portal for people to share and ask questions

Small number of L&D people therefore need to empower the SME in the departments to generate own content

Recreate the place to go like Google / youtube
Can pull in LRS data and provide analytics

Aggregator of freemium content on project management skills for example
It pulled content - articles / books from anywhere

Actually still need hand holding
◦ self directed learners
Business not ready to let go of control and allow user generated content

Can't see a system that does everything
Fragmentation from all angles into this space
Stand alone product does not talk to anything
Lost 'will-to-live' completing the survey so didn't buy it
Theory is great but not convinced that they actually work
Conflict with 'internal Comms'

Integration is important but still proving difficult for corporate to assess the depth of integration required
◦ Integration with other systems, HR or LS

Need an HR business partner in a box
Organisational Effectiveness and learning combined
Some using very targeted academies
In some cases only provide the tools and letting them get on with it at the point of need

e.g. Video platform
Can't pull the training out of the location/situation

KM in learning
◦ Knowledge management role
Corporates struggling to understand what commercial difference different technologies will add

Business requirements / considerations

Actually some high risk situations like medical require application
Although, airline pilots are not expected to remember - use the handbook in abnormal situations
performance support in the workflow

To measure impact
Collation of data and experience for business case
What is the right way to sell the story?
What is the right question / hypothesis to test?
Villeroy Boch case study
◦ provide ROI

Need data and a compelling story

What three words describe your Learning Systems Architecture?

Fragmented, under-utilised, unknown
◦ Running compliance training only
◦ Alongside KM and social tools

Embryonic, restrictive
◦ Currently implementing a new LMS

Scalable, restrictive, under-governed
◦ More than one LMS - not latest version or SaaS
◦ 90+ learning portals
◦ Various tools including one that are custom built

Clunky, unused, cumbersome
◦ Clunky - because of the way we implemented it, not the vendors fault
◦ under-utilised, only as insurance / compliance

Growing, proliferating, fragment
LMS
Performance tool
Probably every authoring tool at one point or another

New, NGLE, challenging
Moved from traditional LMS to NGLE
◦ LMS was not hitting the spot
◦ video and animation tools now in use
◦ Needed an easy way to find things, just in time search is vital but was not consistent

Working but creaky
Self maintainable portal
Don't have a mobile strategy in the business so don't really need mobile first ... yet

Traditional, confused, changing
externally facing
no clear strategy

Not what I'd hoped
Chose a different LMS to main business
◦ About to move to 3rd host
Main LMS has started to catch up regarding feature - So should we stick or move back with rest of business?

What is changing in the business that is causing you to rethink?

Pressure from many sides
◦ L & D struggling to keep up with speed of change expected from the business

Questioning if we need an LMS, just something that does reporting in the background
Parts of the organisation do not like cloud
From an IT perspective
◦ was promised SSO... still not got it
Other parts of the business want to join the UK model but its more risky for 10k when it doesn't work well for 3k
Additional challenge: 2/3 business do not have access to a PC on a regular based

Want a single portal for the user
Roadmap - in 18 months looks interesting
Improved search
Playlists
Not sure what they are actually going to deliver - 'safe harbour' statement is their get out clause.
Started with 'Modern' functionality rather than the traditional
Doesn't do scheduling very well
However there are releasing new features on learning every month

AI machine learning
Knows about the people across
◦ i.e. single source of data
Benefits?
everything
cloud - updates
Add-ons should cost less ... use existing database of HR

Are we looking at it from the wrong angle? Not asking - is it what we want?

User experience not really that different from other LMS's
all very similar

Core HR is familiar therefore learning may be easy to access too

HCM pressure because of new SaaS vendor
Must be aligned with the business

Culture support

Niche vendors going directly to the business or CIO, who with very little detail will decide "we want it now!"

Crisis of identity for the LMS; many over lapping products
Heads of HR interested
Disrupter
Vendors using aggressive techniques
Demo - easy to sway the board with very little information
Competence assurance product
compliance engine
dynamic portal

Business sales - bidding for projects externally
Product needs to look great on an iPad
◦ shiny and new
bought an NGLE and won next bid

Becoming more important now
Changing promotion material
◦ using a mobile app
If the career path or journey takes 3 years then the job won't exist
So only need the next step

Chatbots work well as long as they don't get annoying
◦ Works best when data builds up quickly
Data centres help
because there is a large turnover of people

Should the buying process change?

Have seen a decline in acceptance of RFP process during last 12 months with several vendors
Corporates are expecting extended pilots before committing any long term spend
Corporates focused on ensuring cultural fit and building relationship with vendor

FOSWAY GROUP
Rethinking your Learning Systems Strategy and Architecture
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Why have you not move on yet?

Will you have an LMS in 5 years?

What were the considerations for an NGLE?

How much are you going to tie into the business?