

Learning Governance Self-Service Portal – CASE STUDY

CLIENT INFORMATION:

Large Energy utility company providing electricity to over 1.8 million customers in the United States

BACKGROUND:

- Global power generation company
- Centralized Learning Administration provides support to Learners and Managers across the business
- Uses legacy LMS

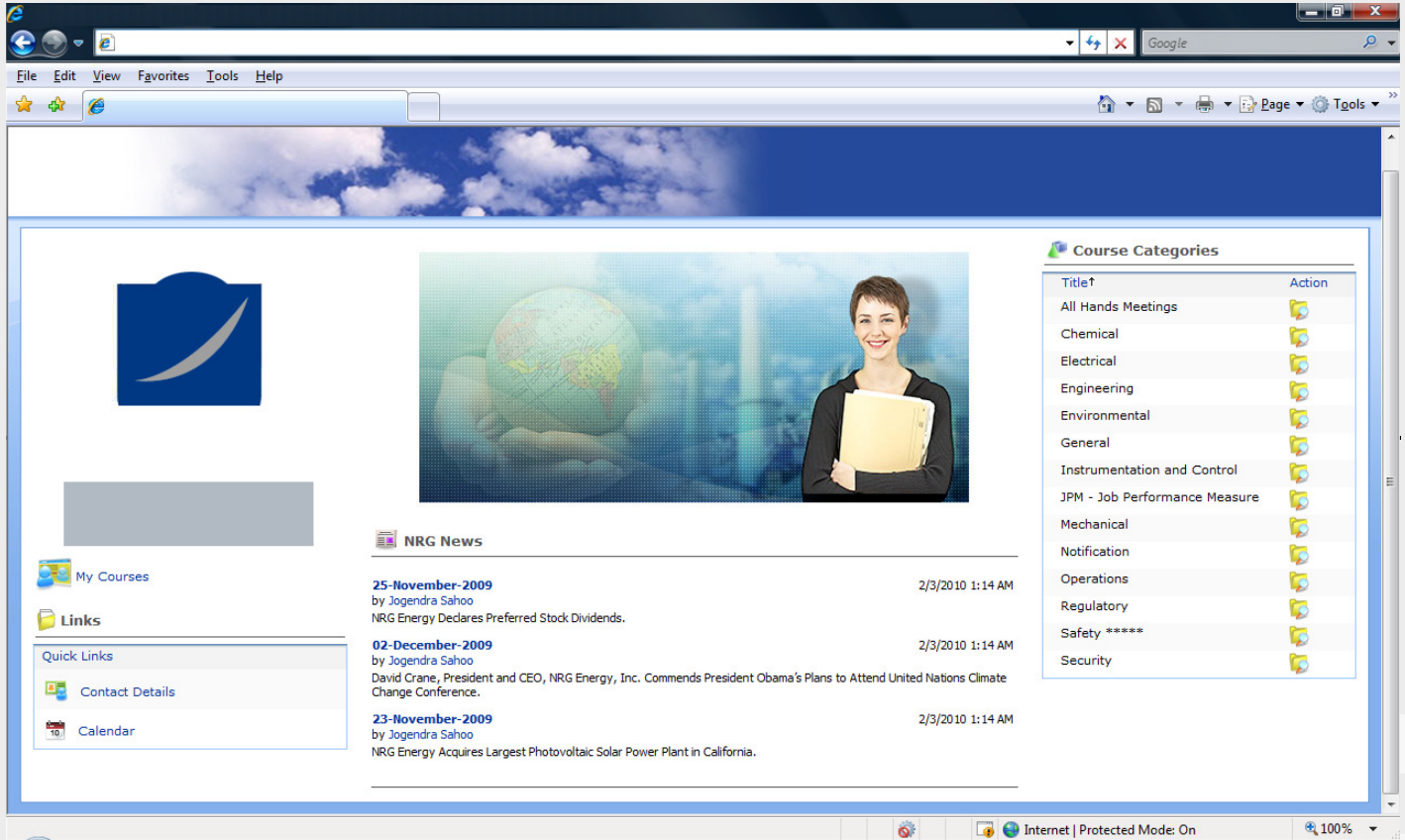
PROBLEM STATEMENT:

- Learner interface limits the user experience
- LMS platform provides Limited self service & the version of legacy system limits in providing Course completion reports
- There is a manual process to Send reminders to learners (reminder notifications) who have NOT completed the course
- LMS does not store historical data
- Unclear about migration to alternate platform-hence require a Platform Agnostic solution

SOLUTION SUMMARY:

- Provide a portal overlay over the legacy LMS
- Automate Course Completion process and reminder notification process
- Automated data archival process
- Portal based Calendars and Events lists
- Seamless integration of Yellow Platter Portal with the legacy LMS
- Improved User experience
- Increased Self service for Learners, Managers and Administrators
- No need to migrate to an alternate platform
- Platform Agnostic approach

THE RESULTS:



The screenshot shows a web browser window displaying an LMS interface. The browser's address bar shows 'Google'. The page has a blue header with a cloud background. On the left, there is a navigation menu with 'My Courses', 'Links', and 'Quick Links' (Contact Details, Calendar). The main content area is titled 'NRG News' and contains three news items:

- 25-November-2009** by Jogendra Sahoo, 2/3/2010 1:14 AM: NRG Energy Declares Preferred Stock Dividends.
- 02-December-2009** by Jogendra Sahoo, 2/3/2010 1:14 AM: David Crane, President and CEO, NRG Energy, Inc. Commends President Obama's Plans to Attend United Nations Climate Change Conference.
- 23-November-2009** by Jogendra Sahoo, 2/3/2010 1:14 AM: NRG Energy Acquires Largest Photovoltaic Solar Power Plant in California.

On the right side, there is a 'Course Categories' table:

Title†	Action
All Hands Meetings	
Chemical	
Electrical	
Engineering	
Environmental	
General	
Instrumentation and Control	
JPM - Job Performance Measure	
Mechanical	
Notification	
Operations	
Regulatory	
Safety *****	
Security	

The browser's taskbar at the bottom shows 'Internet | Protected Mode: On' and '100%' zoom level.