Skillsoft | sumtotal | percipio

A Skillsoft Company | Powered by Skillsoft.

perspectives 2018

The Age of Learning On-Demand
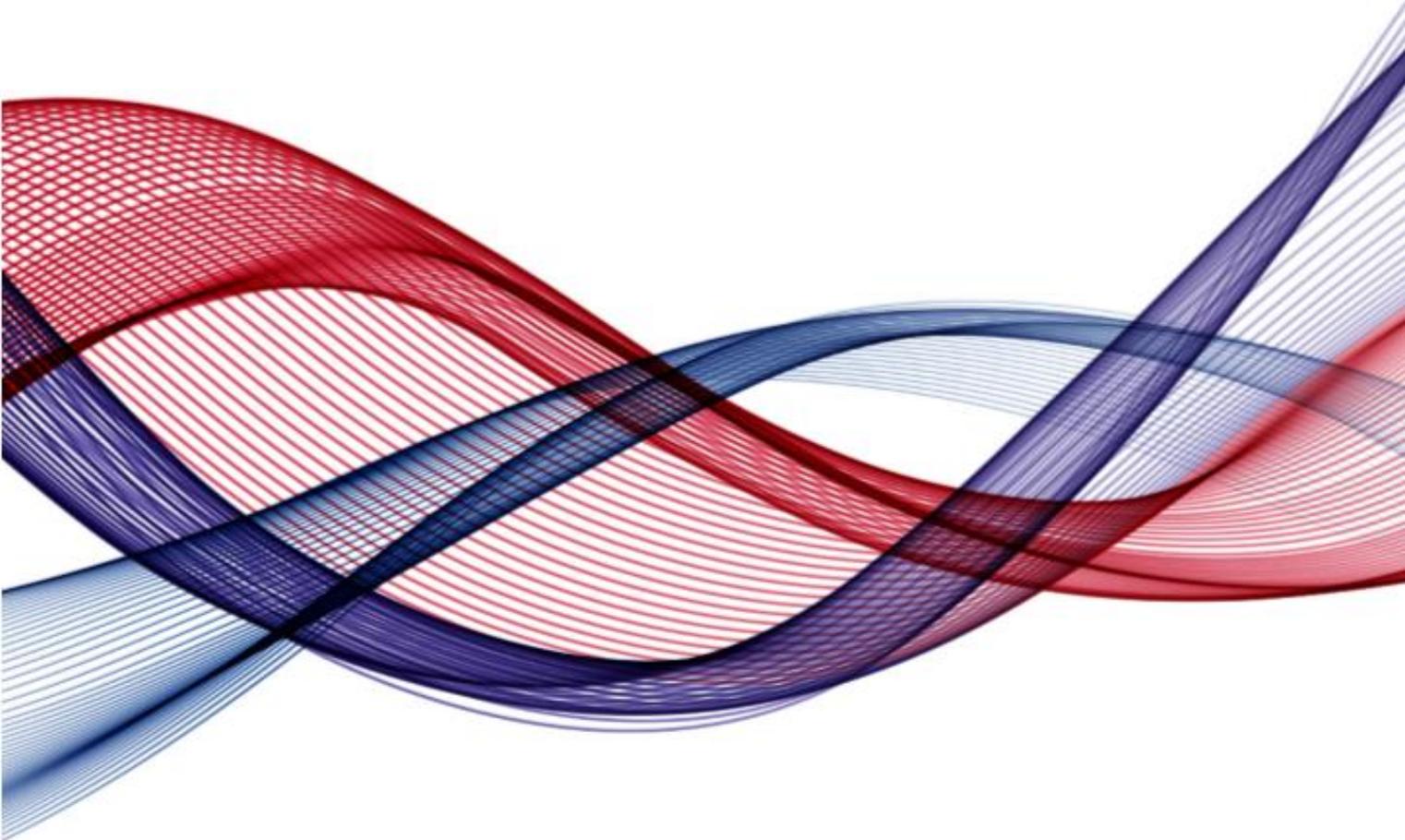
APRIL 11-13, 2018

BELLAGIO, LAS VEGAS, NV

Wednesday, April 11 — *Location*

1:00 p.m.	2:30 p.m.	**Workshops**

● **Gamification and Long Lasting Engagement** — *Gauguin*

Leveraging SumTotal onboarding and gamification to create long lasting engagement.

Mike Mosgrove, Senior Solution Architect, *SumTotal*

Mara New, Vice President, Global Presales, *SumTotal*

Nathan Schroeder, Principal Solution Architect, *SumTotal*

● **Building Complex Learning Structures to achieve Growth in Your Organization!** — *Bellagio 6*

You have asked and we heard. This 90 minute session is dedicated to creating Curricula in the SumTotal Learn Platform.

We will explore your specific use cases along with best practices and new options based on functionality introduced in 18.1.

We will discuss the value of subscription links and the risks of fulfillment links to help you determine the best way to manage complex learning.

If you would like to send your use case to the facilitator prior to April 10, please send to sandy.mcqueen@sumtotalsystems.com

Sandy McQueen, Consulting Practice Lead, *SumTotal*

● **Beginning the SumTotal Journey** — *Monet 3*

An educational session for customers just starting out with SumTotal, or new administrators looking for early education on the SumTotal suite – topics include how to prepare, what to expect during implementation, ongoing considerations.

Sean Hjorth, Consulting Practice Lead, *SumTotal*

● **Leveraging Dashboards and Content Widgets** — *Bellagio 2*

Review general dashboard concepts such as widgets and personalization.

In this workshop you will learn:

- How to create/modify dashboards
- How to control access to dashboards
- How to utilize "deep links" to other parts of the system
- How to create full-screen dashboards

Mike Van Doren, Director, SMB Solution Architects, *SumTotal*

2:30 p.m.	3:00 p.m.	**Break**

3:00 p.m.	4:30 p.m.	**Workshops**

● **If you build it, will they come? Getting beyond technology** — *Bellagio 2*

Discussion focused on outlining business outcomes and aligning processes and people along with technology to meet the objective. Business Process, Change Management, Content Strategy – putting the pieces all together.

Nathan Schroeder, Principal Solution Architect, *SumTotal*

Josh Rothmel, Director, Professional Services, *SumTotal*

Maximizing your investment
Bellagio 5

Open Q&A forum for optimization questions. Staffed with subject matter experts from our Solution Architect and Professional Services teams.

Sandy McQueen, Consulting Practice Lead, *SumTotal*

Mike Mosgrove, Senior Solution Architect, *SumTotal*

Sean Hjorth, Consulting Practice Lead, *SumTotal*

Mike Van Doren, Director, SMB Solution Architects, *SumTotal*

3:30 p.m.	5:00 p.m.	**Public Sector Networking Session** Optional networking session for state, local and higher education attendees. If you're attending a workshop that doesn't end until 4:30 please come and join us after. **Saeyoung Chang**, TrojanLearn Curriculum Specialist, *University of Southern California* **David Davis**, TrojanLearn Curriculum Manager, *University of Southern California*	*Da Vinci 2*
6:00 p.m.	7:30 p.m.	**Welcome Reception sponsored by** Bluewater™	*Bellagio Pool*

Thursday, April 12

7:30 a.m.	8:30 a.m.	**Perspectives 2018 Breakfast**	*Grand Ballroom*
8:30 a.m.	9:00 a.m.	**COO Keynote** **Chad Gaydos,** Chief Operating Officer, *Skillsoft*	*Tower Ballroom*
9:00 a.m.	9:30 a.m.	**Learning in the Flow of Work** For years organizations have been trying to solve the problem of "on-demand learning" – providing employees, customers, and leaders access to just enough information and skills development to get them where they want to go. In 2018, for the first time, this new mode of learning is possible. In this research-based presentation, Josh Bersin, Principal and Founder, Bersin by Deloitte, will show how micro-learning, macro-learning, and adaptive learning have come together to make "learning in the flow of work" really happen for your organization. **Josh Bersin,** Principal and Founder, *Bersin™, Deloitte Consulting LLP*	*Tower Ballroom*
9:30 am.	10:10 a.m.	**What's Your Positioning DNA? What Does it Tell You About Your Company, Your Positioning and Your Success?** Like people, companies are organisms that reflect their creators, their environments, their obstacles, and their strengths. They carry a core instruction set that informs the actions and	*Tower Ballroom*

outcomes of their work. In short, they have DNA. Not chemical, biological DNA, of course, but corporate DNA. Knowing your positioning DNA can help you align your messaging and drive more successful organizational performance and results.

What you will learn:

- What your DNA tells you about your company, your workforce, your customers and your products.
- The importance of understanding positioning in order to make strategic decisions on branding, messaging and corporate values.
- The Six C's of positioning.
- How to embrace or change your DNA.
- How some leading companies have used their positioning DNA to strengthen their brand, transform their business and achieve success

Andy Cunningham, Founder, *Cunningham Collective*

10:10 a.m.	10:40 p.m.	**Break in Partner and Product Expo**	*Grand Ballroom*

10:40 a.m.	11:10 a.m.	**Technology Update** Hear from our CTO, Apratim Purakayastha (AP), about exciting developments and the future vision for Skillsoft, Percipio and SumTotal. AP will talk about the next generation of product advancement across Percipio and SumTotal and demonstrate current and upcoming technologies, discuss product roadmaps, and layout an overall technology vision for the company. **Apratim Purakayastha,** Chief Technology Officer, *Skillsoft*	*Tower Ballroom*

11:10 a.m.	11:30 a.m.	**Content Update** Join Mark Onisk, our new Chief Content Officer as he takes you through all the new innovations across the content portfolio. Mark, who was appointed in December 2017, brings a proven track record in delivering award-winning learning products and is responsible for Skillsoft's mission of delivering rich and engaging learning content across the portfolio. In his short tenure in the position, Mark has charted a vision for the future and delivered innovations across our product offering, and in this session he will share our content strategy and his vision for elevating our product experience. **Mark Onisk,** Chief Content Officer, *Skillsoft*	*Tower Ballroom*

11:30 a.m.	11:50 a.m.	**Innovation Award Announcements** **Chad Gaydos,** Chief Operating Officer, *Skillsoft*	*Tower Ballroom*

11:50 a.m.	12:30 p.m.	**Why Getting Comfortable in the Uncomfortable is the Secret to Success** Being agile and adaptable are crucial skills in today's ever-changing work world. Those who learn how to evolve alongside technology, emerging markets and new roles will ultimately achieve more success. Wendy Sachs argues that we all need to have entrepreneurial mindsets and embrace concepts of embracing failure and risk taking to compete in the workforce today. Sachs distilled practical guidance and lessons from those who have successfully learned how to redefine their skills and their roles in a climate of constant market and organizational change.	*Tower Ballroom*

12:30 p.m.	1:30 p.m.	**Lunch in Partner and Product Expo sponsored by** *rapid***LD**	*Grand Ballroom*

1:40 p.m.	2:25 p.m.	**Breakout Sessions**

SumTotal 18.1 Deep Dive *Bellagio 3*

This session will highlight the key features added in the latest release across the product suite - Learning Management, Talent Management, Talent Acquisition and Workforce Management along with additional enhancements to the core platform.

Kevin Currier, Senior Vice President & Chief Architect, *SumTotal Systems*

Debasis Dutta, Vice President & General Manager, Product Management, Software Development , *SumTotal Systems*

Make Connecting Employees to their Development Easy by Integrating Skillsoft into SumTotal *Bellagio 2*

Over 10 years ago, Ascension began a relationship with SumTotal, making it the primary LMS for the enterprise. Over seven years ago, our technical division engaged Skillsoft as a supplemental professional development learning resource. SumTotal has been home to compliance and required training for all associates. As word about Skillsoft got out, other business units started standing up hosted portals too.

By August 2017, seeing the desire for access to Skillsoft resources continuing to grow, the decision was made to expand access to Skillsoft content to all associates via an integration into SumTotal, which we aligned with a planned SumTotal upgrade. And that is when our adventure began. We weren't just combining two tools into one, we were providing different libraries to different teams and trying to bring our vision for learning to life. If we could successfully entice associates into an environment they've previously only utilized for required training, we could connect them to what's possible in their professional development path. Not an easy feat, but we are off to a good start.

In this session, we'll explore:

- The business need that drove the integration
- How we did it using ultra-integration, TMU and audiences
- A different king of marketing strategy, engaging users without assignments or requirements

Angela Chesmore, Program Manager, OD&L Delivery Technologies and Solutions, *Ascension Health Alliance*

Dianne Holley, Manager, Learning & Development Technologies MWF, *Ascension Health Alliance*

Enable Cutting Edge Career Pathing with SumTotal 17.1 *Monet 4*

In this interactive and high energy session you will learn how to connect your team members development to their professional journey and career planning. Today, most career discussions are informal, unstructured and often held during a performance review cycle as a way to "check a box". With SumTotal 17.1, there is new functionality to systematize the journey and help team members and your organization reach new heights. Come and learn what PSAV

has done to implement and deploy a career path strategy and leave with a blueprint to discuss with your executive team.

Derek Blake, Senior Director, Global Learning & Development, *PSAV*

Our SAAS Life: *From customized to standardized in a decentralized environment*   *Cézanne*

In 2017 the University of California moved to the SAAS environment after 10 years on a customized TotalLMS platform. With thousands of activities, over 300,000 users, and LMS administrators with a myriad of responsibilities in addition to the upgrade process, we had our work cut out for us. By focusing on planning, communication, tools, and collaboration, we successfully made the transition and are living the SAAS life!

Given our highly decentralized model, the experience has been an adventure, but one well worth making. Come and talk with us about our experiences, lessons learned, and knowledge gained!

By attending this session, attendees will be able to describe:

- Communication processes and tools that supported the transition
- Advantages and disadvantages of SAAS versus a customized environment
- Managing expectations around new functionality with the global structure of the Core Platform
- Adjusting to the process of ongoing updates/upgrades

Jayme Mogen, Manager, Systemwide Talent Systems and Analytics, *University of California, Office of the President*

Nancy Terry, Senior LMS Administrator, *University of California, Office of the President*

Payroll Latest Release Update & Roadmap   *Degas*

Join product leaders and your peers for an interactive session that highlights the most popular release features and discover the latest enhancements. Influence the product roadmap with a sneak peek at the future of SumTotal Payroll and discuss your ideas for implementation.

Mario Besner, Senior Director, Product Management & Software Development, *SumTotal*

Growth Edition Product Roadmap

Join us for a look at recent updates to SumTotal Growth Edition, and learn how you can leverage new capabilities and enhancements while minimizing change. We'll also include a look at the Maestro roadmap, and include time for interactive questions and answers.

Mikka Kjarland, Senior Product Manager, *SumTotal*

| 2:35 p.m. | 3:20 p.m. | **Breakout Sessions** |

SumTotal Customer Support Update   *Monet 3*

Ed will present a metrics based update of SumTotal Support's improved resolution times, changes to SumTotal's Net Promoter Score Survey, a redefined Premier Support Program value proposition, and demonstrate new SumTotal Customer on-line and mobile app tools.

Ed Zaval, Senior Vice President, Global Support, *SumTotal Systems*

Put Your Development Programs on Autopilot: Leveraging SumTotal and Skillsoft for Hands-Free Manager Onboarding   *Renoir*

BAE will be presenting on their New Manager Onboarding process. Like many other companies, BAE Systems was challenged with consistency in how they assimilated new people managers in a large, geographically-decentralized environment, which created gaps around communicating expectations and providing necessary training on compliance issues and the company's expectations of its leaders. In some situations, these managers were new to the company and in others they were new to management. To address this, they leveraged SumTotal's dynamic audience feature to automatically identify new people managers across all business units and geographies. Then, they aligned SumTotal and Skillsoft to deliver just-in time, relevant learning opportunities to these managers through custom notifications with links to BAE Systems programs and Skillsoft offerings. This approach has expanded their reach and accessibility to managers even in the remotest locations accessing their world-class leadership readiness resources, brought efficiency through automation with significant time and cost savings around new manager training, decreased new manager time to performance and increased engagement levels for new managers and their teams.

Robert Browne, Instructional Designer, Talent Solutions, *BAE Systems*

Mike Kessler, Chief Learning Officer, *BAE Systems*

From Many to One: One Vision, One Governance, One Transformed Learning Experience   *Bellagio 5*

Bringing together 7 different LMS platforms is a daunting task. With over 55,000 employees and four independently run divisions in different vertical markets, Cox guided the organization with a common vision and strategy, resulting in what has been a turnaround for learning at Cox.

By strategically curating content, tightly aligning the system to internal needs, and establishing governance across all levels of the organization, Cox has had 83% of the entire employee population access the new Learn@Cox platform within the first nine months, resulting in 520,000 enrollments.

Attendees of this session will understand:

- The importance of creating a common vision not limited by what exists today but could be in the future
- How an organization can be guided through large scale change
- Why governance at all levels of the organization must be considered in decision making
- How essential it is to keep the solution simple, elegant and most importantly meaningful to the organization and to the individual employees

Marienne Bernardes, Director, Learning & Development Council, *Cox Enterprises*

Clifford Howe, Manager Enterprise Learning Applications, *Cox Enterprises*

Andrea Lawson, Vice President, Talent Management & Diversity, *Cox Enterprises*

Re-Inventing your Training Program into an "Awesome" Experience   *Bellagio 3*

How do we ensure we are creating training experiences that learners love & want to come back for? Making training an engaging experience is no longer considered out-of-scope, but a requirement for a successful learning program. We must redefine the learning experience, into an 'awesome' experience; learning experiences that are responsive & available when & where the end-user needs it in a format they love. This includes how a user finds their training, what platforms they can complete their training on, & how the training can be leveraged for a global audience.

In this session you will learn:

- How to start re-thinking your approach to training: creating 'awesome' learning experiences
- Use Case: How Intuit transformed their customer training experience into an 'awesome' experience
- Tips & Tricks: How to build an 'awesome' learning experience in your organization

Syed Ali, Senior Global Program Manager, *Intuit*

Ayaz Quraishi, Director of Sales Engineering, Acumenity

The ROI Epicenter: *The Measurable Impact of Workforce Management Integrated with Core HR, Learning and Talent*

Degas

The deployment of modern technology for Workforce Management (WFM)—in the cloud, automated and integrated—brings much upside. For one, employers see demonstrable gains in productivity. Furthermore, when the technology replaces a legacy system, the reduction in cost can be significant. These benefits and more are known to yield a healthy return on investment (ROI).

In this session, participants will learn:

- What modern Workforce Management looks like and how it delivers strong ROI
- When the best time is to implement and deploy modern technology
- The benefits of streamlining Workforce Management with Core HR, Learning and Talent

Brent Skinner, Principal Analyst, *Nucleus Research*

3:20 p.m.	3:50 p.m.	**Break in Partner and Product Expo**	*Grand Ballroom*

3:50 p.m.	4:35 p.m.	**Breakout Sessions**	

The Power of Additional Perspectives. *Utilizing third parties to bring new views to old problems.*

Bellagio 7

Regeneron implemented both the performance management and the Learning tools in early 2016 and since then we have been on a journey to optimize not only our experience with the tool but also our user's experience. Working with our SumTotal Customer Success Manager, we engaged with and contracted on SumTotal paper their certified business partner BlueWater Consulting in 2017 to help us build out a roadmap to further enhance our use of the tools and the systems. During that consulting engagement, there were several key "ahas" that emerged from our conversations – the importance of the HRIS data, the need for governance, the build nature of the tools. This session will focus on both the process we used and the key learnings from that work.

Michelle Weitzman-Garcia, Executive Director, Workforce Development, *Regeneron*

SumTotal + Skillsoft = Awesome Content Curation and Delivery (AKA Getting Ready for a Flash-free World that Won't Break the Bank)

Bellagio 1

With major manufacturing plants located around the globe, Corning needed a better approach to providing Safety training to its employees. The current process, which was locally-driven, resulted in lots of custom built eLearning courses most of which were based on Adobe Flash. With the prospects of having to redevelop and translate that content, Corning turned to Skillsoft to help curate much of that content from their off-the-shelf libraries.

Take-aways:

- Why content curation is critical to cost effective training delivery
- When curation is better than custom built
- How to integrate Skillsoft with SumTotal LM
- Business Case model (Excel) you can use with your organization

Amy Friend, Manager, Learning Technology and User Experience, *Corning, Inc*

Rachel Menard, *Corning, Inc*

Maximizing the Benefits of SumTotal Report Club *Bellagio 6*

Explore how your organization could benefit from SumTotal Report Club. Utilizing their Advanced Reporting consultants and wealth of knowledge can quickly produce detailed and useful custom reports to use throughout your organization.

Camille Carter, HR Business System Administrator, HR Technology and Information Services, *Health Care Service Corporation*

Panel Discussion: Executive Insight on Career Development *Bellagio 2*

In this session, senior leaders will compare notes on the topic of career development, which many companies are curious about, struggle with, and are actively studying right now. Panelists will provide attendees with insight into executive thinking from leaders who own strategic initiatives in this area and will help demystify both the challenges and the possibilities related to this topic and good execution of it.

The panel is comprised of four learning and talent management leaders from large enterprises in a diverse range of industries:

Derek Blake, Senior Director, Global Learning & Development, *PSAV*

Mike Kessler, Chief Learning Officer, *BAE Systems*

Andrea Lawson, Vice President, Talent Management & Diversity, *Cox Enterprises*

Jenifer Whitmer, Director, Employee & Leadership Development, *Florida Blue*

Moderator

Brent Colescott, Senior Director, Global Learning & Development, *SumTotal*

| 3:50 p.m. | 5:00 p.m. | **Leveraging Payroll with the Power of Analytics** | *Degas* |

Join SumTotal Payroll partner LPA Software Solutions to experience Cognos Analytics with live demos including Smart Search and report development. Gain applicable knowledge on Framework Manager and Data Modules and collaborate on developing new reports, dashboards and cubes that take advantage of Cognos Analytics with SumTotal Payroll.

In this session, participants will learn:

- How to use dashboards for at-a-glance high impact reports
- How to accelerate time to implementation
- What it takes to migrate with our simple engagement model

Audience Applicability: This session is most appropriate for SumTotal Payroll customers.

This session has been approved by APA for One (1) Recertification Credit Hour (RCH).

Chris Keaton, Principal Consultant, SumTotal Services Program Manager, *LPA Software Solutions LLC*

4:45 p.m.	5:30 p.m.	**Breakout Sessions**

Double Trouble: How NOT To Double Your Organization's Training Consumption
Bellagio 1

What would happen if your organization almost doubled its annual training consumption? In 2017, Edward Jones did just that – not exactly by choice, and not without some unintended consequences. This session examines the impacts of a "perfect storm" of a year, one in which necessity over-ruled choice and long-established patterns were either bent or broken. Some of the lessons learned, many of them common sense, include:

- Yes, "over-communication" is a thing.
- Don't promise things you can't deliver on time.
- Put support in place before you assign.
- Break familiar patterns at your own risk.

Keith Dudding, Learning Site Administrator, *Edward Jones*

Contagious Culture: 4 Steps to Real Culture Change
Renoir

The contagious culture session explores key lessons from the future of work and the impact a strong culture plays in company success. We will uncover the four keys to building and sustaining a world-class culture in your team and at your organization. We will share how we have used SumTotal to deploy leading-edge content to support the culture mission and how we have used Skillsoft to augment gaps identified through engagement surveys.

Peter Lynch, Head of Talent, Social Responsibility and Inclusion, *Great-West Financial*

Competency & Content Mapping Automation with Percipio
Bellagio 3

Wouldn't it be great if learners spent less time searching for content and more time actually learning so employees across your organization could more efficiently and effectively achieve their professional development goals to move the business forward?

With Diplomat, Skillsoft is developing a new mapping tool that maps competencies to content and creates meaningful learning experiences in Percipio. Diplomat codifies our best practices in curation and automatically serves up learning paths populated with the most relevant and current content assets directly linked to identified competencies and learning objectives. Providing these capabilities to managers and learners enables them to more efficiently find the right content to meet their pressing development needs.

In this interactive session, you'll get a sneak peek at Diplomat, and participate in a research activity that gives you the opportunity to provide input on Diplomat's results and help us refine learning paths to ensure you're getting the content your learners need to develop professionally.

Chris Simpson, Content Curator, *Skillsoft*
David Bevans, Content Curator, *Skillsoft*

7:00 p.m.	9:00 p.m.	**Perspectives Party at the Grand Terrance Pool**

Friday, April 13

7:30 a.m.	8:30 a.m.	**Perspectives 2018 Breakfast**	*Grand Ballroom*

| 8:30 a.m. | 9:15 a.m. | **Breakout Sessions** |

Rewriting the Rules for the Digital Age   *Bellagio 1*

The role of today's HR teams is changing dramatically as organizations move toward a fully-digital workplace. Morné will discuss how HR leads transitions to digital and how successful HR teams support digital transformation.

In this breakout session we will discuss:

1. What digital transformation means for an organization's people?
2. Why is HR at the heart of any digital transformation?
3. How can the right technology support and power HR's success?

Morné Swart, Vice President, Global Product Strategy & Transformational Leader, *SumTotal*

Continuing Education Credits - Growth Edition case study   *Tower Ballroom 1*

This session will be a case study of how Great-West Life partnered with SumTotal to implement the Great-West Life vision. Continuing Education (CE) credits for financial security advisors is a complicated landscape. Our vision is to make obtaining and monitoring CE credits as easy as possible for all our advisors while still giving them flexibility to meet their complex needs.

Working with SumTotal has been a multi-year project starting with our vision and finishing with the launch of the Achievement manager feature on the LMS. As a result of this work we've gone from manually producing certificates to automatically providing CE credits for over 200 online courses and hundreds of instructor-led courses.

In this session you'll learn how we implemented our CE credit information initially and how we've grown since 2015 to include a more learner centric approach to issuing and managing CE credits. You'll also see how we worked with SumTotal and how you can make use of the same features we're using to great success today; including tagging content, HTML widget and page design methodologies, the new Achievement manager feature, and more.

Jeff Cadotte, Learning Technologist, *The Great-West Life Assurance Company*

SumTotal Mobile App and BYOD (Bring Your Own Device)   *Bellagio 3*

With 13,000 aviation professionals operating over 2,100 daily flights, the need to provide training solutions for a mobile workforce has increased significantly. There are many things to consider when developing a mobile strategy. In this session we will discuss some of the hurdles organizations may encounter when embarking on a mobile training initiative. In addition, Nathan Schroder, Senior Solutions Architect with SumTotal will demonstrate the SumTotal mobile application.

During this session, we will discuss:

*   Developing a process to onboard learners for mobile use
*   Considerations for mobile/offline courseware development
*   User adoption/change management strategy
*   Single Sign On (SSO) for mobile
*   Considerations for BYOD (Bring Your Own Device)

Spence Hyde, Director HR Technology, *SkyWest Airlines*

Nathan Schroeder, Principal Solution Architect, *SumTotal*

Improving the Customer Experience and Efficiency through Custom Navigation

In 2017, the University of Florida was undergoing preparations to upgrade from SumTotal 2015.1 to 2018.1. One goal was to "re-brand" the 2018 system to subconsciously improve user views on the system and associated education. We developed a custom landing page widget with custom links to common items as well as a custom image slider. As this is a shared platform between two organizations, the image slider allows both sides to update the images shown to promote upcoming additions, organizational news, or downtime announcements. This, with several other visual alterations, provided a brand new platform visually to start over.

A month before Go-Live, a team member conducted a focus group interview where users were asked to complete common tasks such as finding their Timeline, Transcript, or searching for a course. The results showed users having difficulty starting their training via the Timeline. We added a simple screenshot as the first slider image to show all users how to navigate the system.

This proved more beneficial than originally anticipated, and after Go-Live, we have had almost no user questions on basic navigation within the upgraded system. The ability to implement our own content directly within a landing page widget enabled creative ways to present information and produce simpler navigation for users. Without the ability to customize for our specific needs, users would be more confused with the system as a whole.

In addition, a self-help site was created consisting of user guides for both learners and administrators. The site consists of short explanations for common tasks and issues with easy to follow images. A button on the custom landing page was dedicated to direct users to this self-help site to explore and resolve their own technical issues.

Daniel Downey, Instructional Designer, *University of Florida Health*

MyLearning Hackathon: Optimizing the LMS User Experience at TD Bank

TD has a long term partnership with SumTotal & Skillsoft. Following a major LMS upgrade in 2016, TD began to experience a high volume of LMS support cases, mostly related to navigation and technical issues with non-Skillsoft custom courseware. The internal brand of the LMS was suffering...

HR then participated in an internal "Hackathon" that was run like TV's "Shark Tank" with teams "pitching" a business case to senior executives (including the CEO) for initiatives that would solve major pain points for customers and colleagues. Our pitch was the following:

For a small investment, we would improve the LMS user experience in 90 days. We would also deliver permanent cost savings by reducing LMS support calls by 45%. How would we accomplish this? This was our plan:

1. Fix the" front end" user experience by:
   - Simplifying the UI through the use of configurable SumTotal dashboards
   - Creating a "Get Help" portal to enable self-service for common support issues
2. Fix the "back end" business processes by:
   - Optimizing end-to-end eLearning development protocols
   - Optimizing LMS support across several HR teams

Through the project we consulted SumTotal Professional Services on LMS best practices and well as TD's Digital Channels team to assist with UX/UI design. We also used the opportunity to rebrand the LMS as "MyLearning" and to align the site with TD's Employee Value Proposition. Design Thinking principles were employed through the use of the "HR Think Tank" – facilitating instant and iterative feedback from colleagues across the globe.

What was the result? We delivered what we promised in 90 days:

- 53% reduction in LMS support calls to our HR Contact Centre
- Business Case realized with a financial payback in under 6 months
- Improved MyLearning brand due to a redesigned UI that colleagues tell us they "love"!

Colin Field, Senior Manager, HR Business Solutions, *TD Bank Group*

The Evolution of Self-Service in HR

Degas

A much-too common problem that managers face is spending time on administrative functions rather than on strategic tasks that will improve the bottom line. Organizations that leverage self-service for both managers and employees experience higher productivity with a consumer-driven approach.

In this session, participants will learn:

- How SumTotal is leading the self-service revolution across the suite
- How to use Workforce Management self-service to achieve your learning and talent objectives
- How to streamline payroll processes

Craig Fearon, Senior Principal, Product Management, *SumTotal*

Rita Battista, Senior Solutions Architect, *SumTotal*

9:25 a.m.	10:10 a.m.	**Breakout Sessions**

SumTotal Talent Expansion Suite - The Road Ahead

Bellagio 3

This session would provide a sneak preview to the exciting capabilities in the upcoming 18.2 release as well as highlight a look ahead to the product roadmap for the rest of the year and beyond.

Kevin Currier, Senior Vice President & Chief Architect, *SumTotal Systems*

Debasis Dutta, Vice President & General Manager, Product Management, Software Development , *SumTotal Systems*

Creating a "One Stop Shop" for Learning and Career Development

Bellagio 7

Are your employees navigating multiple systems and webpages to access learning and career resources, only to be confused by what they find? Join this interactive session to learn how the University of California is transforming their Learning Management System (LMS) into a "one stop shop" for learning and career development tools and resources.

You'll walk away with:

- An understanding of UC's Integrated Talent Management approach
- An understanding of how to use the LMS to support this approach with tools, resources and analytics
- Useful tips to get started at your location

Nancy Chen Lane, Senior Director of Systemwide Talent Management and Acquisition, *University of California, Office of the President*

Art of the Possible: How Convergys is Reimagining a Point-Based Attendance Policy

Degas

Attendance policy tracking and enforcement can influence positive behavior and bring much reward. Conversely, policies that are inflexible can be perceived as too punitive and lead to

undesired outcomes. Learn how Convergys is teaming with SumTotal to pilot Occurrence Tracking to track accumulated minutes as the point basis to achieve positive results.

In this session, participants will learn:

- How a point-based system can spur efficiency and inspire employees
- How to administer attendance points proportionally
- How to maximum performance by customizing SumTotal Workforce Management beyond extensive product capabilities

Tom Jakubowski, Senior Consultant Applications & Technology Solutions, *Convergys*

SumTotal Growth Edition Capabilities and Advanced Reporting

This session will help you understand how you can fully leverage Growth Edition and take advantage of its robust reporting capabilities. We will dive into areas such as batch imports, data extracts, and web services. We'll review some of the best practices for reporting such as creating ad hoc views, report types, and how to schedule reports.

In this session attendees will:

- Discover how to automate administrative tasks in Growth Edition
- Learn why advanced reporting is important and how it can lessen workloads
- Determine how best to use Growth Edition to ensure maximum potential is reached

Mikka Kjarland, Senior Product Manager, *SumTotal*

Mike Van Doren, Director, SMB Solution Architects, *SumTotal*

10:10 a.m.	10:40 a.m.	**Break in Partner and Product Expo**	*Grand Ballroom*

| 10:40 a.m. | 11:25 a.m. | **Breakout Sessions** | |

Airports Digital Learning   *Bellagio 2*

Gain insight as to how Air Canada realized cost savings by rethinking frontline employee training delivery via the introduction of digital learning in the Airports world. Step into the fascinating space of Air Canada Corporate Customer Service Training and learn first-hand how this project was executed from vision to implementation. We'll delve into the learning strategy employed, the technology used, the challenges faced as well as the success that has become **Airports Digital Learning!**

Brett Payne, General Manager Learning Infomatics, *Air Canada*

Reinforcing a Positive Compliance Culture Through Workforce Management   *Bellagio 3*

Corporate culture has direct impact on an organization's wellbeing from the top down—and it impacts everything in its path from brand reputation and employee engagement to the bottom line. Organizations who prioritize compliance to adhering to labor laws, workplace standards, and safety regulations set the tone to increase positivity in the workplace, keep employees engaged, and preserve their brands' reputation.

In this session, participants will learn how to:

- Align their organization's culture to a compliance strategy.
- Enforce training and certifications in SumTotal Workforce Management.
- Prevent noncompliance and resulting lawsuits.

Norman Ford, Vice President, Operations, *Skillsoft Compliance Solutions*

Warren Gouws, Director, Solution Architects, *SumTotal*

11:35 a.m.	12:20 p.m.	**Breakout Sessions**

Integrating Your LMS into Critical Business Process

Bellagio 7

Helping your organization solve their business problems. How the UW Medicine Learning Management team helped UW Medicine address a national healthcare problem. This program is an example of how training teams and an LMS can become essential components of business initiatives that extend well beyond training. Knowing your organization's business environment and challenges creates opportunities for training teams to take the lead in solving business problems.

Key takeaways from this will be:

- How to shift from providing training solutions to providing business solutions
- Focus on business process integration
- Find what is important to your business

David Dittmar, Assistant Director, Learning Management, *UW Medicine*

Thom Wunder, Learning Technologist, *UW Medicine*

St. Luke's Journey to the Cloud and Connecting Learning with People Performance

Tower Ballroom 2

St. Luke's Health System has been an on premise SumTotal customer since 2007, starting with 6,000 employees. In 2017, we made the decision to move to the cloud and expand our purview to include Talent and Onboarding in addition to Learning; supporting almost 19,000 users now.

Join me as we recount the tale of our transition and expansion; the highs, the lows, the celebrations.

Cathi Leon, HR Analyst 3, *St. Luke's Health System*

Driving Business Value in the Extended Enterprise

Tower Ballroom 2

GuideWell will discuss their business critical Medicare Certification Program delivered through SumTotal in 2017 and the financial impact it had on the company. The program is required annually for any agent internally or externally selling Medicare products on behalf of their Florida Blue brand or for anyone speaking with Florida Blue customers regarding Medicare products. It had been deployed previously through an external vendor, an expensive contract that GuideWell retired due to the L&D team's expertise on the subject matter in combination with the highly regarded new LMS after going live on SumTotal. This was the first time such a certification was brought in-house, and the success in the first year was unprecedented and recognized in the company's board meetings in 2017. This strategic move resulted in massive cost savings for the company, a better user experience for this program and higher user satisfaction among agents, closer cross-functional partnership between Sales, Service, and Learning, and plans are in motion to generate revenue off the program in the near future.

In this session, you will learn about:

- Delivering consumerized learning experiences to external audiences
- Learning enablement of revenue and customer service functions
- Turning learning into a profit center

Stephanie Dale, Senior Manager, HR Shared Services, *GuideWell*

Chris Jimenez, Learning Technologist, *GuideWell*

New ideas in SumTotal Dashboards and Advanced Reporting   *Bellagio 1*

The power of the SumTotal dashboards is great but under recognized. In many cases, the dashboard serves as a graphical collection of links. However, through the use of some basic web programming, you can engage your users to take charge of their training; making it easier to find courses, launch required training, or participate in broader programs. This session will look at concepts of personalizing the LM experience using SumTotal's Dashboards and Advanced Reporting.

Take-aways:

- Ideas beyond the standard widget-based dashboard
- Data-based, User-centric dashboards with Advanced Reporting
- Considerations for dashboard creation

Amy Friend, Manager, Learning Technology and User Experience, *Corning, Inc*

Kevin Hill, Principle Consultant, *Corning, Inc*

Workforce Management Latest Release Update & Roadmap   *Degas*

Join product leaders and your peers for an interactive session that highlights the most popular release features and discover the latest enhancements. Influence the product roadmap with a sneak peek at the future of SumTotal Workforce Management and discuss your ideas for implementation.

Craig Fearon, Senior Principal, Product Management, *SumTotal*

12:30 p.m.   **Boxed Lunch**