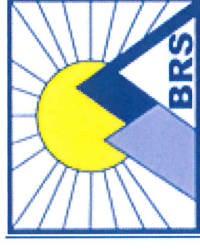


CT Academy Proposal

Connecticut's Anywhere Anytime Incumbent Worker Training Platform



State IT Bond Investment Priorities

The program is seeking to pursue information technology opportunities and investments that meet the following strategic priorities:

- Make state government more user-friendly and efficient for citizens, businesses and municipalities when transacting business with the state, including areas related to obtaining permits licenses, paying taxes or accessing services;
- Make information about services and state government more available and easy to find on-line;
- Implement efficient, modern business practices that result in clear and identifiable cost savings and service delivery improvements for state agencies;
- Increase transparency for the public and policy makers regarding costs, effectiveness and service outcomes within and across state agencies;
- Reduce the costs to the state regarding its implementation, use and management of technology systems through shared services, applications and hardware across agency boundaries and by other means;
- Implement systems needed in support of health care reform and managing costs and improving outcomes related to the state's health and human service programs; and
- Ensure the appropriate confidentiality, integrity and availability of the State's valuable electronic or digital data information resources in order to provide an environment in which the state's user community can safely conduct state business.

Our Vision

To use online strategies and technologies to train all CT state employees and contractors.

Cost Efficiency of Anywhere, Anytime eLearning

- Avoid schedule conflicts
- Reduce travel costs/time
- Allows for on-demand learning

Combine Forces

Build an Engine for 21st Century Incumbent Worker Training

- Content (DAS, Charter Oak, CCSU)
- Combine eLearning licenses (BRS)
- Provide instructional design (CTDLC, CCSU, COSC)
- Leverage one set of content across all agencies
 - Higher Ed currently pays for separate training
 - Agencies can develop locally
- Develop registration system
 - Reduce HR burdens
 - Compliance reporting
 - Scheduling

CT EDUCATION ACADEMY

State Employee creates identity in CT Education Academy System can select training from:

MICRO LEARNING	
	Workforce Violence Cyber Security Sexual Harassment

EMPLOYEE SKILL DEVELOPMENT	
	Communication Skills Project Management Lean Government High Performance Organizations

HYBRID AGENCY CREATED TRAINING	
	System supports inter and intra developed content DEEP, Health Services, etc.

All content developed and maintained in system agnostic online learning format leveraging instructional design from Connecticut's only virtual college

Employee learning, outcome, and assessment database

CT Academy Solution

- Leverage existence of CTDLC instructional design (on ground to online) experience
- Re-use existing CTDLC code for various program needs
 - Registration system & reporting
- System of users
 - Progress in a course
 - History / transcript of what has been taken
 - Record of completion certificates

CT Academy Solution

- Systemize personnel functions
 - Communication delivery
 - Course “class/cohort” creation
 - Registration
 - Reporting / documentation
 - End user “self-service”
- Single “statewide” repository of classes
 - Catalog of offerings (current, proposed, future)



Values

- High Quality
- Value based (low cost)
- Meets current State/Federal accessibility mandates
- Reusable/modular format
- Tracking / reporting
- Registration system



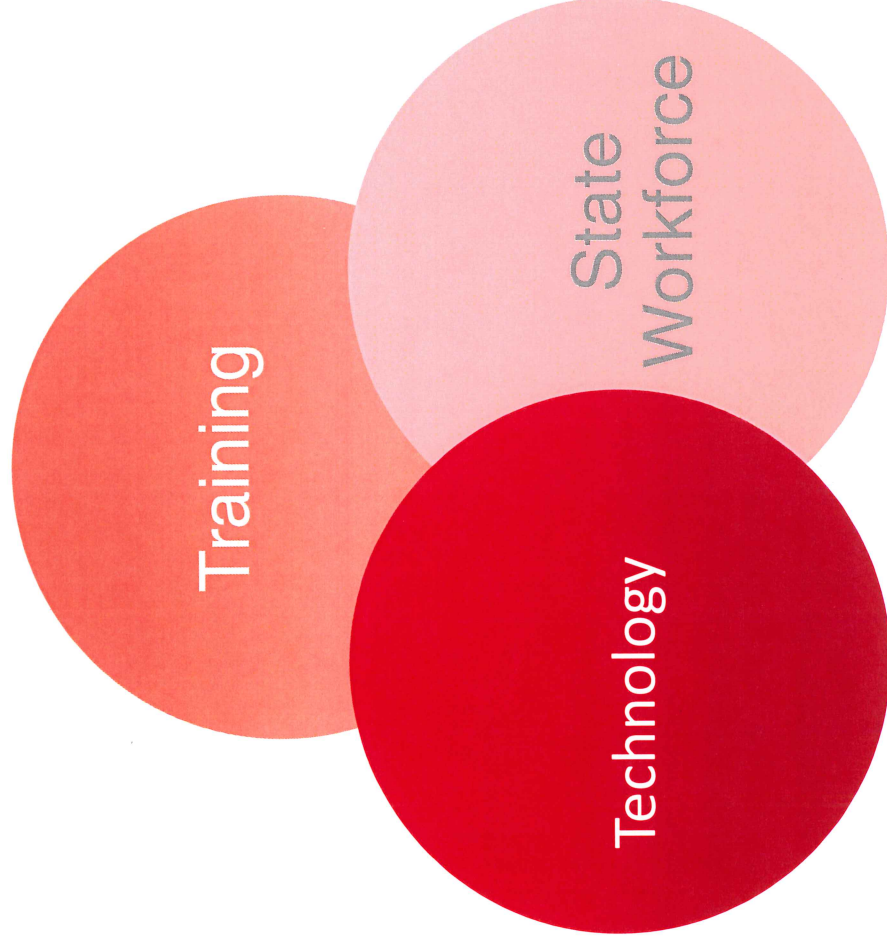
Proposal for IT Technology Bond

- Five years of project
 - 6-12 month startup to initial courses
 - 4 years running
 - 6 month transition / closeout
- Key learning blocks (DAS)
 - Sexual Harassment Training
 - Workforce Violence Training
 - Diversity

Proposal for IT Technology Bond continued

- Workforce skill pre-assessment
- Incumbent worker micro-training
 - Customer service
 - LEAN Government
 - Project Management
- Registration System Construction
 - Certification database
 - HR reporting / recording

Create an Engine to Train a 21st Century Workforce



1. Addresses five of State Technology Bond categories
2. Addresses Governor's priorities
3. Increases capabilities, catalog, and distribution of training to State of CT
4. Creates an ecosystem and framework for additional online training

Implementation Schedule

Implementation Schedule:

- The implementation will be phased in over a two year period. During the initial 6 months, we will deploy a test environment with the Blackboard software and the initial iteration of the course catalog/registration system. Following those deployments, specifications gathering will occur to revise/enhance the base model systems to the appropriate settings and functions. Additionally, specification gathering/design mapping will occur for the DAS/HR courses tagged for online development.
- During the second 6 month period, the course catalog/registration system will undergo programmatic changes/improvements. Additionally, course design and development will begin on the first set of training modules. Integration between the registration system and Blackboard system will be implemented and tested.
- During the next 6-12 months, course design and development will continue for the specified training areas. The registration system will be undergo testing and correction/enhancement. The Blackboard system will also be corrected/enhanced based on user testing.

Revised Budget

No Ongoing Maintenance/Personnel Dollars

Course Development:

- \$200,000 will be utilized for the development of the online curriculum during the implementation phase.

Course Registration System:

- \$150,000 will be utilized for the development of the online course catalog/registration system during the implementation phase.

Blackboard System:

- \$125,000 will be utilized for the set-up, configuration, and integration of the Blackboard system during the implementation phase.

Capital:

- The capital expenses are projected at \$790,000 for the life of this project.

Revised Budget

No Ongoing Maintenance/Personnel Dollars

Back Office Support is not covered under the parameters of the grant and will be the responsibility of DAS.

- (Removal of \$100,000)

System Support is not covered under the parameters of the grant

- (Removal of \$125,000) – Can this be assumed by BEST?

Project Management will be the in-kind contribution for the project. The time commitment for project management for the life of this project is valued at \$165,000.

Total Maintenance Dollars Not Covered:

Without dollars to support ongoing support and maintenance of the program, Charter Oak/CTDLC will be internalizing **\$353,000** in personnel costs over the 5 year period.

Appendix



State Agency Projects Provided by CTDLC

- **CT Bureau of Rehabilitation Services**
 - Connect-Ability program
- **CT DOL/Workforce Investment Boards**
 - CT STEM Jobs program
- **CT Department of Correction**
 - Online Financial Literacy course for offenders in Carl Robinson Correctional Facility
- **CT Department of Public Safety**
 - State Police in-service training curriculum
- **CT Department of Environmental Protection**
 - Hazardous Waste Management course
- **CT Adult Virtual High School/SDE**
 - Full online Adult Credit Diploma and GED program management
- **CT Department of Public Health**
 - Various courses including Chemical & Biological Terrorism and Biohazard Detection

Instructional Design

- Our instructional designers utilize the ADDIE model in constructing online course content. They will provide the following:
- Instructional Design Analysis (goals, objectives, best practices for online, 508/ADA accommodations)
- Course Design (template design/branding, storyboarding, etc)
- Course Development (construction, programming, graphic/video creation/editing, accessibility components)
- Blackboard Implementation (installation and testing)
- Quality Assurance Evaluation (usability, corrections, etc)

Registration System

Our web application developers will construct a DAS-branded course registration and payment system that will allow for the following:

- Allow State employees to self-register for open course sessions
- Capture the State employee ID for reporting
- Enable a credit card/purchase order options for payment
- Retain a student course history/transcript
- Notational accounting
- Notify designated HR representatives of student completion
- Allow DAS to manage the course catalog and course parameters (max size, etc)
- Create dynamically calendared sessions, based on roster size and course duration
- Allow for private/closed sessions where attendance is invitation only