



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 18-02: New Service Offering: Learning Management System (LMS)

ISSUE DATE:	April 30, 2018
ATTENTION:	All Customers
ACTION REQUESTED:	If interested, submit a Remedy Service Request
EFFECTIVE DATE:	April 30, 2018

Overview:

The California Department of Technology (CDT) in conjunction with the Department of Human Resources (CalHR) is now offering Learning Management System (LMS) Software as a Service (SaaS) solutions as a new Vendor Hosted Subscription Service (VHSS). LMS software enables State organizations to deliver, track, run reports and administer training courses for employees. The State-approved LMS vendors provide systems that have been configured to work with the State's new Unique Employee ID (UEID) which enables enhanced security of sensitive employee data, and allows for the compatibility and a centralized view of an employee's training across their state career.

Features and Benefits:

- Enhanced Security - Employees are identified through use of a Unique Employee ID.
- Centralized location for state employee training information.
- Ability to track an employee's training throughout their state career.
- Effortless compliance tracking for mandated training.
- Enables e-learning capabilities for "Just-In-Time" training.
- Cost Effectiveness – low-cost hosting solution.
- Effortless upgrades – SaaS provider manages all updates and upgrades.

Cost:

The cost of this service varies, depending on selection of vendor and specific service offering options. Customers interested in this service should review the LMS information in the [CDT Service Catalog](#), select a vendor, and then contact your [Account Lead](#) to discuss next steps. The published CDT VHSS fee will be added to the vendor price at the time of purchase.

Action Requested:

To request LMS VHSS service, follow the steps below:

- The customer completes the [LMS VHSS Implementation Planning Checklist](#) to define general requirements for the department, resource availability and implementation readiness.
- The customer contacts the assigned CDT [Account Lead](#) regarding LMS VHSS Service.
- The Account Lead will facilitate a meeting with the vendor to discuss department requirements.
- The vendor provides a Business Proposal for new services or a price quote for additional/renewal services to the customer.
- The customer submits a Service Request (SR) to CDT with the Implementation Planning Checklist and Business Proposal or quote attached.
- CDT IT Program Management (ITPM) reviews, processes, and approves the request.
- Once all approvals are received, CDT ITPM will release a work authorization.
- The VHSS vendor will work with the customer and Account Lead to coordinate a walk-through of the application and make necessary configuration changes, if any.

- A department on-boarding meeting will be scheduled with the vendor, CalHR and CDT to ensure interoperability between systems.
- The customer will notify CDT ITPM once the services are completed, so that the department can accept the vendor invoice and bill the customer.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.

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