COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES
3333 WILSHIRE BOULEVARD, 10TH FLOOR • LOS ANGELES, CALIFORNIA 90010
(213) 738-2299 FAX (213) 637-0823

To enrich lives through effective and caring service

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

December 22, 2003

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Jon W. Fullinwider
Chief Information Officer

Subject: **COUNTYWIDE LEARNING MANAGEMENT SYSTEM**

The December 2002 revision of the Countywide Strategic Plan has as an objective the implementation of certain technologies, including a learning management system, to improve the quality of the County workforce. A learning management system (LMS) assists the organization in administering training by tracking students and courses taken, allowing employee self-registration online, and providing access to web-based courses. It keeps an inventory of employee skills and assists in determining what training is needed to maintain or enhance the effectiveness of the organization.

On May 21, 2003, the Department of Human Resources (DHR), in conjunction with the *Goal II: Workforce Excellence* Strategic Action Team and with the concurrence of the Chief Information Office, surveyed departments on their interest in a learning management system and invited departments to participate in the specification and selection of an LMS for Countywide use (see Attachment A – memo and survey results).

On August 8, 2002, the Department of Health Services (DHS), Bioterrorism Preparedness and Response Program, initiated grant funded procurement of a learning management system to support public health preparedness and responses to bioterrorism threats. The Department of Health Services' Office of the Chief Information Officer informed DHR of the DHS LMS grant project, and agreed to combine efforts with DHR in pursuing an LMS solution for the County. Representatives from DHR, DHS, and nine other interested departments formed an LMS Functional Requirements Working Team. Attachment B lists the participants by department.

The LMS Functional Requirements Working Team completed the detailed Countywide LMS Functional Requirements document on October 31, 2003 (see attachment C). As the product acquired under this solicitation and procurement is intended to serve as the Countywide LMS for all future needs, we request that your department review the attached LMS Functional Requirements prior to the release of the LMS solicitation. Please review and forward your comments by January 15, 2004, to Jim Johnson of DHR by e-mail at jjohnson@dhr.co.la.ca.us.

The LMS project will begin with an initial DHS implementation of approximately 5,000 software licenses, and proceed thereafter in increments via a phased implementation, subject to available funding and the needs of County departments. An ultimate configuration of 50,000 or more County LMS licenses is envisioned. Each department will pay for the number of licenses required for their LMS implementation. Operational costs will be apportioned on a fiscal year basis by the number of licenses activated for each department. The LMS will operate at the Downey Data Center, and will be configured centrally according to the LMS Functional Requirements and the guidelines established by a multi-departmental implementation team. Internal Services Department (ISD) programmers are available to help departments configure the selected software to their specific needs.

All departmental requests for proposed learning management systems will be directed to use the Countywide LMS procured under this solicitation. It is anticipated that the Countywide LMS procurement will be completed in 60 to 90 days after departmental approval of the attached LMS specifications.

By copy of this memo, we are requesting that Dave Lambertson, Interim Director of ISD, to identify resources to assist in the development of a Request for Proposals for the acquisition of a Countywide LMS. We will continue to keep you apprised of the status of this project. If your staff has any questions about this project, have them contact Jim Johnson of DHR staff at (213) 738-3144, or at his e-mail address provided above.

MJH:JWF
LT:JJ

Attachments

c: Each Supervisor
Dave Lambertson, Interim Director, ISD

Attachment A

COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

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(213) 738-2222 FAX (213) 637-0820

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

ASSISTANT DIRECTORS
TRAVIS J HOWLAND
SUSAN TOY STERN

May 21, 2003

To: Departmental Training Coordinators

From: Lu Takeuchi, Sr. Human Resources Manager
Organizational and Employee Development Division

Subject: **COUNTYWIDE LEARNING MANAGEMENT SYSTEM**

The Department of Human Resources, in conjunction with the *Goal 2: Workforce Excellence* Strategic Action Team, has been given the task of researching and recommending the acquisition of a Learning Management System (LMS) for Countywide use. As part of our research, we are asking departments about learning management or training tracking systems that are in place at the present time, and/or what plans they may have to acquire such a system in the near future.

The attached survey includes an invitation for individuals knowledgeable about training and/or learning management systems to be members of the LMS Project Team. Members of the LMS Project Team will collaborate to create specifications for the new system, and will eventually assist in the system selection. Departments will have an opportunity to review the specifications produced by the Project Team before vendor proposals are requested.

Please complete and return the survey by June 6, 2003. Completed surveys may be faxed to Jim Johnson of my staff at (213) 637-0823.

If you have any questions about the project, please contact Jim at (213) 738-3144, or e-mail him at jjohnson@dhr.co.la.ca.us.

Attachment

MJH:TJH
LT:BM:JJ

c: Administrative Deputies
Personnel Officers

Attachment A

DEPARTMENT OF HUMAN RESOURCES
LEARNING MANAGEMENT SYSTEM QUESTIONNAIRE RESULTS

Surveys Distributed: 39

Number of Respondents: 39

Number of Training Tracking Systems (TTS)

Student registration and notification, course scheduling, basic reporting

Vendor Purchase	9
Developed In-House	3
Total:	12

Number of Learning Management Systems (LMS): *1

Features of the TTS plus individual learning plans; skills-gap analysis; course evaluation, surveys, and testing through self-service, web-based interface

**Internal Services Department*

Initial Costs	**Min.**	**Max.**
TTS	$3,000	$20,000
LMS		$224,000
Annual Maintenance Costs		
TTS	$0	$6,000
LMS		$25,000

Number with prior intent to purchase: 12

Animal Care and Control	Health Services	Public Library
Assessor	LACERA	Public Works
Community and Senior Services	Mental Health	Regional Planning
Fire	Military and Veterans Affairs	Sheriff

Number with budgeted funding: 5

Fire	LACERA	Sheriff
Health Services	Mental Health	

Number with interest in Countywide system: 16

Animal Care and Control	Fire	Office of Public Safety
Assessor	Health Services	Probation
Chief Administrative Office	Human Resources	Public Works
Chief Information Office	Internal Services	Registrar-Recorder
Children and Family Services	LACERA	
Community and Senior Services	Mental Health	

Number of departments delivering training electronically: 5

Animal Care and Control	Chief Information Office	Sheriff
Chief Administrative Office	LACERA	

LMS Project Team – Active Departments: 9

Animal Care and Control	Health Services	Office of Public Safety
Chief Administrative Office	Internal Services	Public Works
Chief Information Office	LACERA	Registrar-Recorder

7 additional departments are monitoring the progress of the LMS Project Team

Attachment B

Learning Management System
Functional Requirements Working Team

Affiliation	Last Name	First Name
CAO	Johnson	Lois
CAO - ITS	Lew	Terrie
CAO - ITS	Sunabe	Denny
CIO	Bradley	Earl
CIO	Day	Glen
DACC	Franco	Christine
DHR - OED	Johnson	Jim
DHR - OED	Takeuchi	Lu
DHS - Alcohol & Drug Program Admin.	Lugo	Richard
DHS - Bioterrorism	Cardenas	David
DHS - BT Public Health	Huang	David
DHS - CIO	Greenless	Robert
DHS - Harbor – UCLA	Ortiz-Marroquin	Miguel
DHS - Harbor – UCLA	Siler	Paula
DHS - Harbor – UCLA	Wade	Benjamin
DHS - Harbor – UCLA	Watson	Robin
DHS - HSA – Audit & Compliance	Lingat	Lorayne
DHS - HSA - Labs	Thornton	Phylles
DHS - ISB / Nursing	McAdam	Kathy
DHS - KDMC	Latorre	Irene
DHS - KDMC	Talib	Hasan
DHS - KDMC	Wortham	Ronald
DHS - LAC College of Nursing	DeHart	Doris
DHS - LAC College of Nursing	Zappaterreno	Gloria
DHS - LAC+USC HCN	Jackson	Deborah
DHS - LAC+USC Health Care	Berlin	Debbie
DHS - MLK	Catorre	Irene
DHS - MLK	Daniels	Cecilia
DHS - MLK	Fanous	Magdia
DHS - Office of Org. Dev & Training / P.H. Bioterrorism	Ward	Bridget
DHS - Olive View - UCLA	Fletcher	Barbara
DHS - Olive View - UCLA	Gallegos	Marcy
DHS - Olive View - UCLA	Samson	Socorro
DHS - OVMC	Thomas	Bonita
DHS - Public Health BT	Grigsby	Sharon
DHS - Public Health BT	Huang	Daniel
DHS - Public Health BT : FAE	Krouse	Peter
DHS - Public Health BT : Organizational Development & Training	Cayanan	Jennifer
DHS - Public Health Nursing Administration	Egnozzi	Thelma
DHS - Public Health Nursing Administration – Nursing Training	Gray	Norman
DHS - Rancho Los Amigos	Gross	Kathleen
DHS - Rancho Los Amigos	Haydon	Kathleen
DHS - Rancho Los Amigos	Lassen	Chriss
DHS - Rancho Los Amigos	Sweeney	Robert
DHS - Rancho Los Amigos	Wunch	Karen
DHS - Rehab. Therapy	Tognella	Monica
DHS - RLANRC	Mateik	Al
DHS - Safety Officer	Escoto	Roland
DMH - Training & Cultural Competency	Castaneda	Irma
DPW	Alcazar	Nayeli
DPW	Knight	Barb
DPW	Lee	Simon
DPW - EHS	Manning	Pamela
ISD - HR	Quinn	Sharon
ISD - ITS	Boyer	Jim
ISD - ITS	Kennedy	Jerry
ISD - ITS	Ng	William
ISD - ITS	Robinson	Allan
ISD - ITS	Wilke	Steve
ISD - ITS	Zarifian	Roozan
LA County Sheriff	Aryafar	Maria
LA County Sheriff	Rhodes	Tab
LACERA	Murillo	Michael
REG-REC / Co. Clerk	Darden	Teresa
REG-REC / Co. Clerk	Higareda	Carmen
REG-REC / Co. Clerk	Wanha	Jerry

Attachment C

Countywide Learning Management System

Functional Requirements

October 31, 2003

Compiled by: LMS Functional Requirements Working Team

1. Registration Capabilities

1.1	**Curriculum**
1.1.1	Provide ability to formulate curriculum from aggregates of existing courses in order to provide career tracks for training **(May be answered Yes or No)**
1.1.2	Provide students / learners with recommendations based on discipline or job classification (i.e. notification triggered by career track for respective job classification) **(Explain)**
1.1.3	Ability to formulate curricula by discipline and set pre-requisites for course series that are cross-references with County job classifications; establish equivalencies for coursework **(Explain)**
1.1.4	Allow enrollment through various access methods: • Web site • E-mail • Automated telephone site • TTY **(May be answered Yes or No) (If any item is "No", explain)**
1.1.5	Allow batch enrollment of multiple students into one class **(May be answered Yes or No)**
1.1.6	Allow batch enrollment of a single student into multiple classes **(May be answered Yes or No)**
1.1.7	The proposed software must provide the ability to summarize the information by curriculum, course, class, lesson, etc. **(Explain)**
1.2	**Courses**
	Student Capabilities:
1.2.1	View course description, objectives, pre-requisites, search and register for Catalog Courses by profile / tracks types, instructor-led course offerings. **(Explain)**
1.2.2	Register on-line for classes conducted • In-house • External • e-learning • Computer Based Training (CBT) and WEB Based courses **(May be answered Yes or No) (If any item is "No", explain)**
1.2.3	View course pre-requisites such as items / job classification, years of service, courses, exams or certificates and system automatically deny registration with a denial message, if pre-requisites are not met. **(Explain)**
1.2.4	Automatically be added to a "Waitlist" if a class is full by priority or first-come, first serve stand-by placement for the given course versus waitlist for a future course offering. **(May be answered Yes or No)**
1.2.5	If a student registers for multiple classes on the same date, the system automatically generates a prompt that a conflict exists and does not let the student register for the new classes without resolving conflict based on course prioritization: i.e. mandated versus optional. **(May be answered Yes or No)**
1.2.6	Ability to test out / waiver of courses based on completion of previous trainings, equivalencies, or pre-requisites **(May be answered Yes or No)**
1.2.7	Provide the ability to cancel enrollment from a course or entire curriculum. Include means to state the reason for the cancellation **(Explain)**
1.2.8	Provide ability for instructors to post or provide pre-course materials for students / learners to download / view online **(May be answered Yes or No)**

1. Registration Capabilities (Cont.)

1.3	**Travel Requests**
1.3.1	Ability for student to complete Travel Request on-line via a pdf.file or web-based form. **(May be answered Yes or No) (If any item is "No", explain)**
1.3.2	Ability to create reimbursement request after training completed; produce proof for charge-back to granting agencies **(Explain)**
1.3.3	Ability for administrator to track travel expenses such as hotel, meals, airfare, car rental, and public transportation through claim workflow (student would enter information, administrator would validate expenses – handled by role/security) **(Explain)**
1.4	**Approvals**
	Manager/Training Coordinator (M/TC) Capabilities:
1.4.1	Provide supervisor/manager "approval or denial" option when a student registers for a class. **(May be answered Yes or No)**
1.4.2	Support flexible multiple levels of approval access for student registration system events. **(Explain)**
1.4.3	Provide administrator / supervisor or equivalent with online "approval / denial" option under respective student profiles. **(Explain)**
1.4.4	Ability to capture or record electronic signatures or digital signatures as proof of approval. **(Explain)**
1.5	**Notifications**
1.5.1	Ability to first-time users to check / validate student profile and periodically review and update profile information **(Explain)**
1.5.2	Automatically email confirmations to students and with one confirmation email to SM/TC listing all students within a fund organization, when training is approved. **(May be answered Yes or No) (If any item is "No", explain)**
1.5.3	Automatically provide student, manager/supervisor and training coordinators "Approval Confirmation", "Denial Notification", and "Reminder Notification" via email, fax, or telephone to include: • start and finish date • location • directions • ADA access information • contact name • Contact telephone number • supplies **(Explain)**
1.5.4	Ability to notify students, manager/supervisor and training coordinator by class / item / job classification / discipline of class availability or course posting. (Subscription Service) **(Explain)**
1.5.5	Ability to notify student, manager/supervisor and Training Coordinators when the student completes the class. **(Explain)**
1.5.6	Automatically email students, supervisor/manager and/or training coordinators when a class is either cancelled or rescheduled to another date. **(May be answered Yes or No)**
1.5.7	Automatically email students, supervisor/manager and/or Training Coordinator when student is a "No Show or Fail." **(May be answered Yes or No)**
1.5.8	Ability to generate an email notification to students of their test scores (if not immediately available upon completion of training) and notification to students prompting them to re-register in a course if not passed / completed. **(Explain)**

1. Registration Capabilities (Cont.)

1.5	Notifications (Cont.)
1.5.9	Ability to generate an email / fax / voice mail notification reminders of upcoming renewals and re-certifications (i.e. set algorithms for forecasting of upcoming renewals) **(Explain)**
1.510	Ability to generate a reminder email notification to vendor and/or instructor of upcoming training. **(May be answered Yes or No)**
1.5.11	Automatically notify the Administrator, Supervisor/Manager and/or Training Coordinator and Student when renewal or re-certification is needed. **(May be answered Yes or No)**
1.5.12	Ability to produce scheduled and as needed email / fax notifications based on user-defined criteria. **(Explain)**

2. Management of Curriculum & Courses

2.1	**Catalog Management**
2.1.1	Support the creation, tracking, and maintenance of a catalog of learning activities. The catalog is to be hierarchical and include, at minimum: • Lesson (The lowest level of learning activity; a lesson can belong to more than one class) • Class (a group of one or more lessons; a class can belong to more than one course) • Course (a group of one or more classes; a course can belong to more than one curriculum) • Curriculum (a group of one or more courses or curriculum) **(Explain)**
2.1.2	Any type of learning activity can be scheduled as a training lesson. **(Explain)**
2.1.3	Download vendor course catalogs and create customized catalogs. **(Explain)**
2.1.4	Ability to copy class roster from previous course rosters without having to build roster for each curricula. **(May be answered Yes or No)**
2.1.5	Ability to set up courses for specific pre-created groups; pick from an individual / group directory. **(Explain)**
2.1.6	Ability to support centralized catalogue accessible by county departments according to appropriate authorization / rights (i.e. Departments could all access DHR-standard trainings or offerings from other departments.) **(Explain)**
2.1.7	Ability to sort through catalogue based on a variety of catalog fields including but, not limited to, any of the following: • Course topics, title, and course code • Mandated, priority, optional; pre-requisites • Training type, provider • Availability, waitlist, • Location, geographical area • Dates / times and course schedule **(Explain)**
2.1.8	Ability for the administrator to utilize URL links to County authorized vendors catalogs to allow the students to browse courses and request that specific courses be added to the LMS. **(Explain)**
2.1.9	Ability for the system to automatically generate new course catalog codes based on user defined rules. **(Explain)**
2.2	**Course Development**
2.2.1	Provide course-planning tools based on historical demand, student interest. i.e. usage patterns, popular courses, etc. **(Explain)**
2.2.2	Interface with vendor Computer Based Training (CBT), Web Based Training, and e-learning. **(Explain)**
2.2.3	Set parameters to require Class Evaluation to be completed prior to giving the Student credit for attending the class (e.g., prior to adding to the Student's Training Record). **(May be answered Yes or No)**
2.2.4	Allow students to repeat trainings as necessary. **(May be answered Yes or No)**
2.2.5	Provide ability for administrators to cap repeat of mandated training. **(May be answered Yes or No)**
2.2.6	Ability to create training lesson outlines to include lesson plan and curricula associated with course. **(Explain)**

2. Management of Curriculum & Courses (Cont.)

2.2	Course Development (Cont.)
2.2.7	Ability to add pre-requisites such as courses, exams and/or certificates. **(Explain)**
2.2.8	Provide skill assessment authoring tools and support third party authoring tools to develop and publish training content. **(Explain)**
2.2.9	Support third party course developers such as Netg and Element K Learning Objectives. **(Explain)**
2.3	**Scheduling Classes**
2.3.1	Calculate the number of training classes required to train various populations according to flexible criteria to include, but not limited to: mandatory training, deficiencies, work location, job assignment or organization. Include ability to project schedules up to two years in advance. **(Explain)**
2.3.2	Prioritize student enrollment according to a variety of criteria established by manager/training Coordinator. **(Explain)**
2.3.3	Register students individually or by "Group" defined as, e.g. organization name, job title or fund organization code. **(Explain)**
2.3.4	Ability to schedule e-learning classes that students can automatically log onto via the LMS. **(May be answered Yes or No)**
2.3.5	Schedule classes with option to restrict access to specific groups of viewers. **(Explain)**
2.3.6	Match training room capacity to class attendance minimums and maximums to aid in facility assignments. **(May be answered Yes or No)**
2.3.7	System check for conflicts between the scheduled instructor, facility, other courses, and resources. **(May be answered Yes or No)**
2.3.8	Allow scheduling of multiple training dates or concurrent sessions for the same class and automatically blocks out holidays and other defined dates. **(May be answered Yes or No)**
2.3.9	Allow scheduling of different series of classes with the same instructor. **(May be answered Yes or No)**
2.3.10	Provide auto-repeat function for course offered multiple times during a given time period. **(May be answered Yes or No)**
2.3.11	Ability to view online training calendars of upcoming training lessons relevant by discipline or job classification. **(May be answered Yes or No)**
2.3.12	Schedule applicable resources and provide course checklists for items such as: Computers, video players & TVs for a specific class and date • room reservations • study areas • printed instruction • testing materials and facilities **(Explain)**
	Manager/Training Coordinator (M/TC) Capabilities:
2.3.13	Provide automated registration for mandated courses (student simply selects dates and times) versus self registration for specific classes. **(Explain)**
2.3.14	Reminder emails / fax / voice mails / automatic phone messages sent XX days (can be set from 1-10 days) prior to training). **(Explain)**
2.3.15	Provide support for "bookmarking" (i.e. allow students to tag progress and begin again from where left off) **(Explain)**
2.3.16	Calculate number of students scheduled to a class to determine average daily attendance standards for certain classes. **(May be answered Yes or No)**

3. Skills and Record Management

3.1	**Needs Assessment**
	Student Capabilities:
3.1.1	Support skill-set matching or competency based training and provide students with recommended courses lists based on skill level and competency. **(Explain)**
3.1.2	Provide support for online CEU / CME credit registration, certification, renewals, and accreditation. **(Explain)**
3.1.3	Compare the classes taken with recommended or required training for their job classification, or for future employment opportunities **(Explain)**
	Administrator Capabilities:
3.1.4	Provide the ability to establish criteria for a skills-gap analysis. **(Explain)**
3.1.5	Provide the ability to establish criteria for a 360-degree skills assessment. **(Explain)**
3.1.6	Provide the ability to customize Career Development Programs for training and selecting an employee for a specific job position. **(Explain)**
3.1.7	Provide the ability to generate a renewal or re-certification "Early Warning" report of employees requiring training. **(Explain)**
3.1.8	Provide the ability to produce an "Early Warning Re-certification Report" of an upcoming certification class or other mandatory training. **(Explain)**
3.1.9	Support management of Public Health / County skill competencies/profiles, and job duties. **(Explain)**
	Manager/Training Coordinator (M/TC) Capabilities:
3.1.10	Provide the ability to setup and define "Employee Development" required and recommended courses, for each job classification. **(Explain)**
3.2	**Profiles**
	Student Capabilities:
3.2.1	Provide the ability to track classes and courses needed for career / job progression planning and for prerequisites for students **(Explain)**
	Manager/Training Coordinator (M/TC) Capabilities:
3.2.2	Provide the ability to update skills / certifications / licenses of attendees who have met the course completion (time) and grade requirements with confirmation and appropriate approval. **(Explain)**
3.2.3	Provide the ability to maintain annual skills assessment or other assessment requirements **(Explain)**
	System Capabilities:
3.2.4	Ability to import key demographic and employee data from common Human Resources data systems (refer to ERP / CRM system requirement in technical section) **(Explain)**

4. Student Interfaces to Courseware

4.1	**Languages supported**
4.1.1	Provide catalog, registration information, and Web based instructions in the following languages: • English • Spanish • Japanese • Chinese • Korean • Vietnamese • Tagalog **(May be answered Yes or No) (If any item is "No", explain)**
4.2	**Instructional Content**
4.2.1	Provide information on support for 3rd party bundled course libraries supported by the system. **(Explain)**
4.2.2	Provide online collaboration and communication tools for interactive training including but, not limited to, the following: • Virtual classrooms • Instant messaging / Chat rooms • Audio / Video / Web conferencing • Threaded discussions / WebBoards • Reference Libraries / Resource Links **(Explain)**
4.2.3	Provide extensive support for blended learning modalities such as: • Web content • Instructor led training • CD-ROMs / DVDs • Printed material • Videos **(Explain)**
4.2.4	Provide access to content developed by County or 3rd party providers. **(Explain)**
4.2.5	System must provide for rapid development of interactive browser-based simulations, production of documentation, and creation of tutorials on applications and/or software processes. **(Explain)**

5. Administration

5.1	Test and Assessment Capabilities
	Manager/Training Coordinator (M/TC) Capabilities:
5.1.1	Allow evaluations to be completed by the attendee's supervisor to assist in evaluating the impact on job knowledge and/or performance. **(May be answered Yes or No)**
	System Capabilities:
5.1.2	Capture class evaluation feedback through online surveys or other means and determine the timeframe after training to which evaluation will be requested (e.g., complete evaluation immediately after class versus one year after class). **(Explain)**
5.1.3	Provide the option to set time limits on exams taken online. **(May be answered Yes or No)**
5.1.4	Provide warnings when the time limit is about to expire on timed online exams. **(May be answered Yes or No)**
5.1.5	Advance within an exam or link to other exams based on current score, topic score, or question result (Test answer pattern recognition; adaptive surveys) **(Explain)**
5.1.6	Provide the option to give the exam taker feedback after each question, after each topic area or section, or at the end of the exam. **(explain)**
5.1.7	Provide for an exam item bank of questions grouped by type **(May be answered Yes or No)**
5.1.8	Facilitate creation of course evaluation instruments modeled after, at minimum: • Kirkpatrick Four-level Assessment • Return on investment (ROI) **(Explain)**
5.1.9	Allow for anonymous and non-anonymous feedback **(Explain)**
5.1.10	Allow Scoring / Pass / Fail criteria be recorded in one or more of the following ways for each unique test number and grade achievement: Attend (Y/N), time results, passing grade, skills score, raw score (numeric), Pass / Fail, percentage score, interview score, physical agility component (timed and scored, other scoring (user defined), and comments **(Explain)**
5.1.11	Allow recording of unlimited versions of tests and related answer keys over time for any training. **(Explain)**
5.1.12	Provide analysis and written results of test information, survey information, and summary statistics, including, but not limited to: • Distribution of discrimination • Correlation • P-value • Difficulty • Outcome frequency • Participant mean • Chi-square • Participant mean • Mean of item total correlation • Comparative time-point (pre/post) **(Explain)**

5. Administration (cont.)

5.1	**Test and Assessment Capabilities (cont.)**
	System Capabilities (cont.)
5.1.13	Allow creation of interactive online surveys, exams, evaluations, and competency gap analysis. **(Explain)**
5.1.14	Allow questions from online surveys and exams to be analyzed by item and presented in a number of formats, including, but not limited to: • Likert scale • Essay, Multiple response • Dichotomous response **(Explain)**
5.1.15	Generate and print notification of results letter (email or standard) with variable fields. **(Explain)**
5.1.16	Track the grade achieved by an attendee for a lesson, class, course, or outside training. **(May be answered Yes or No)**
5.1.17	Provide tools for graphical presentation of analysis (i.e. charts) **(Explain)**
5.1.18	Create on-line Class Evaluations tailored to a specific class. **(Explain)**
5.1.19	Create online pre/post assessment tests for courses. **(Explain)**
5.1.20	Create online surveys for Students to respond electronically. **(Explain)**
5.1.21	Capture survey analysis data in multiple formats with different query options **(Explain)**
5.2	**Certification**
	Student Capabilities:
5.2.1	Allow employees to query to see if they are eligible for additional certifications **(May be answered Yes or No)**
5.3	**Instructor Assignment to Courses**
	System Capabilities:
5.3.1	Track instruction certification by lesson, class, course, or curriculum. **(Explain)**
5.3.2	Track classes, courses and training sessions by instructor, even if the County does not offer that training. For example, instructing a class for the FBI. **(Explain)**
5.3.3	Allow for unlimited number of lessons taught by each class instructor or trainer. **(Explain)**
5.3.4	Track cost and written report for specific instructor or trainer. **(Explain)**
5.4	**Mandated Requirements (Requires clarification)**
	System Capabilities:
5.4.1	Track which lessons, classes, courses, curricula, and outside training are mandatory. **(May be answered Yes or No)**
5.4.2	For mandatory training, track frequency, reason for being mandated, and mandating agency / organization. **(Explain)**
5.4.3	Support equivalent versions of courses, offering alternatives according to different types of content delivery. **(Explain)**

5. Administration (cont.)

5.5	**History**
	System Capabilities:
5.5.1	Track outside training - training provided by non-County agencies, vendors, and organizations. **(Explain)**
5.5.2	Record attendance of an attendee at a training session (lesson, class, course, program, or outside training) in hours and minutes. **(May be answered Yes or No) (If any item is "No", explain)**
5.5.3	Track attendance of a lesson, class, course, or outside training based upon attendance of a training session inclusive of that lesson, class, or course. **(Explain)**
5.5.4	Update training session roster based on actual attendance at the completion of the training. **(May be answered Yes or No)**
5.5.5	Track skills, certifications, licenses and Continuing Professional Education (CPE) credits obtained by successful completion of a lesson, class, course, curriculum, or outside training. **(Explain)**
5.5.6	Allow manager / training coordinator to add external transcript information. **(Explain)**
5.5.7	Ability to retain the record (division and Job title) of the individual at the time of training. **(Explain)**
5.5.8	Audit Trail / Archive: Ability to archive reports and historic information for periodic audits (e.g. JCAHO, etc.). Reports must be secured and provide access log to ensure that no changes are made retrospectively to training reports. **(May be answered Yes or No)**
5.6	**Cost Tracking / Control**
	Manager/Training Coordinator (M/TC) Capabilities:
5.6.1	Track costs against budget centers. **(Explain)**
5.6.2	Produce Cost Reports by budget centers. **(Explain)**
	System Capabilities:
5.6.3	Create and send invoices for non-County students and facilitate organizational charge backs for employees. **(Explain)**
5.6.4	Support for e-commerce transactions (i.e. ability to offer online payment for access to training modules). **(Explain)**
5.6.5	Track and report course costs. **(Explain)**
5.6.6	Ability to record the indirect cost of the training (employee's hourly wage at the time he/she took training multiplied by number of hours at the training.) **(Explain)**
5.7	**Reporting & Searching Capabilities**
	System Capabilities:
5.7.1	Allow flexible sorts and queries including keyword searches that allows the analysis of lesson, class, course, curriculum, and outside training information including but not limited to, any of the following: • Offerings (training sessions, impact a specific skill or certification) • Attendance • Enrollment • Costs • Completions with test scores and dates **(Explain)**

5. Administration (cont.)

5.7	Reporting & Searching Capabilities (Cont.)
	System Capabilities:
5.7.2	Search on general fields such as name, course code, catalog type, skill type and job title with "advanced search" capabilities that include keyword searches or searches on other general catalogue fields. **(Explain)**
5.7.3	Create the appropriate roster for the training session in a predefined modifiable format. **(Explain)**
5.7.4	Produce predefined modifiable class rosters for vendors and other agencies when training sessions are at full capacity and are confirmed. **(Explain)**
5.7.5	Generate labels for mass notification mailings. **(May be answered Yes or No)**
5.7.6	Provide the ability to: • Print certificates for completed courses • Print course schedules • Print course materials • Publish calendars • Generate invoices **(May be answered Yes or No) (If any item is "No", explain)**
5.7.7	Ability to do batch reporting. **(May be answered Yes or No)**

6. External System Application Interfaces

6.1	**External Systems**
	System Capabilities:
6.1.1	Provide for easy and flexible interface and data exchange with non-County institutions such as community colleges and Peace Officers Standards and Training (POST) for examination information. **(Explain)**
6.2	**Human Resources**
	System Capabilities:
6.2.1	Support the options of employee self-service functionality for changes to selected parts of employee records, such as home address, e-mail addresses, etc. **(Explain)**