APACHE IT TRAINING INITIATIVE

2014 DISCOVERY PHASE FINDINGS

AGENDA

- Review 2013 IT Customer Satisfaction Survey
  - Results & Metrics – IT Training
- Discuss Apache IT Training Initiative
  - 2014 Q4 Discovery Phase
  - 2015 Phases
- Discuss IT University Needs
- Discuss IT Training & IT University Priorities
  - for 2015
  - and Beyond

2013 IT CUSTOMER SATISFACTION SURVEY RESULTS & METRICS – IT TRAINING

2013 IT SURVEY RESULTS & METRICS – IT TRAINING

- Result of Survey:
  - Company-wide request: More Training is Needed
  - Apaches Want to Be Trained
    - We've done a good job creating "Do-It-Yourself" IT4U content
      - HTML-based Tutorials
      - Word files, PDF files, Excel Spreadsheets, etc
    - We need more Training
      - More Courses – whether Classroom or Virtual or eLearning or Video
      - Formal Training Requests vs. One-Time Rollout Training

2013 IT SURVEY RESULTS & METRICS – IT TRAINING

TOP ISSUES – BY CATEGORY	#	%
General Computing	402	51%
Communications	140	18%
Document Management	87	11%
Reporting	76	10%
Corporate	29	4%
Operations	27	3%
GeoComputing	22	2%
ALL	**783**	**100%**

ISSUES IN GENERAL COMPUTING	#	%
Personal / Desktop Computers	130	32%
Network Performance	93	23%
Printing, Copying & Scanning	52	13%
Mobile Access (access to Apache resources via smartphone or tablet)	47	12%
Remote Access (access to Apache "desktop" while away from office)	42	10%
Conference Room/Audio Visual	37	9%
ALL	**402**	**100%**

TOP ISSUES – BY AREA	#	%
Personal / Desktop Computers	**130**	**18%**
Network Performance	**93**	**13%**
Printing, Copying & Scanning	**52**	**7%**
Mobile Access (access to Apache resources via smartphone or tablet)	**47**	**6%**
Collab/Sharepoint	**45**	**6%**
Remote Access (access to Apache "desktop" while away from office)	**42**	**6%**
Office Phones	**41**	**6%**
Conference Room/Audio Visual	**37**	**5%**
Scout	**36**	**5%**
Lync	**34**	**5%**
Electronic documents – Other Repositories (FileNet)	32	4%
Mobile Phones / Smart Phones	28	4%
Other Reporting Tools – IBI, SAP	25	3%
Audio Conferencing	20	3%
Video Conferencing	17	2%
Well Portal	15	2%
Human Resources – Lawson	13	2%
Drilling/Comp – OpenWells	11	2%
Electronic Documents – Network File Shares	10	1%
ALL	**728**	**100%**

"Productivity via Technology" seems to be a theme

2013 IT SURVEY RESULTS & METRICS – IT TRAINING

TOP TEN SURVEY ISSUES

1. Personal / Desktop Computers
2. Network Performance
3. Printing, Copying & Scanning
4. Mobile Access (access to Apache resources via smartphone or tablet)
5. Collaboration / Sharepoint
6. Remote Access (access to Apache "Desktop" while away from office)
7. Office Phones
8. Conference Room / Audio Visual
9. Scout
10. Lync

"Productivity via Technology" = *"Training Apaches to use IT"*

APACHE IT TRAINING INITIATIVE
KEY OPPORTUNITIES

APACHE IT TRAINING INITIATIVE

- 5D Project Management Methodology

Discovery Phase

- Requirements Gathering
- Stakeholder & Gap Analysis
- SME Meetings

Revision Cycle + SME/Stakeholder Sign-Off
Deliverable: Discovery Findings Document

Design Phase

- Create Course Outline
- Create Course Storyboard

Revision Cycle + SME/Stakeholder Sign-Off
Deliverable: Outline + Storyboard

Develop Phase

- Develop Course Content Develop
- Corporate Communications

Revision Cycle + SME/Stakeholder Sign-Off
Deliverable: Finished Course Materials

Deploy Phase

- User Testing
- Course Pilot
- Corporate Communications

Revision Cycle + SME/Stakeholder Sign-Off
Deliverable: Testing/Pilot Results & Course Ready for Go Live

Deliver Phase

- Go Live

APACHE IT TRAINING INITIATIVE

- Discovery Phase - Q4 2014
  - 20 Discovery Meetings Held During the Months of November / December 2014
    - Gather IT Training Needs, Requests and Requirements
    - For Entire Apache IT Community
  - Review of both IT4U and IT University
    - For Both Content & Structure

APACHE IT TRAINING INITIATIVE – 2014 DISCOVERY MEETINGS

APPLICATIONS

OPERATIONS	**Lisa Petty**	**Director**
	JJ Legendre/T Kunz	**Avocet,* WellView***
CORPORATE	**Director - Jim Basich**	
	Clarance Jones	**Endur (Marketing)**
	Dave Harger/Ed Raz	**SAP,* AHub, Hyperion Planning, BASWare, AFE (MetaStorm)**
	Ken Smith	**Lawson (HR)**
	Maria Wells	**EPM,* HEAT, NET, Performance Appraiser**
E&P	**Bradley Lauritsen**	**Director**
	Bruce Sanderson	**GIS Manager**
	Megan O'Malley	**GIS***

INFORMATION MANAGEMENT

DIRECTOR	**Travis Osborne**	
BUSINESS INTELLIGENCE	**Jon Samuelson**	**Scout,* Well Portal***
CONTENT MANAGEMENT	**Diane Drabek**	**Sharepoint,* FileNet**
RECORDS MANAGEMENT	**Larry Janeka**	**FileTrail,* FileNet,* ServiceNow**
DATA ANALYTICS	**Mark Ritch**	**TIBCO SpotFire***

*** = Potential Training Project**

APACHE IT TRAINING INITIATIVE – 2014 DISCOVERY MEETINGS

INFRASTRUCTURE

DIRECTOR	**Mike Kuykendall**
BACKEND	
14 Global DataCenters / All Databases (Unix, SAP)	**Phil Vo**
Servers, Citrix,* Phones,* Networking	**Alan Wen + Team**
CLIENT SIDE	
Manager	**Kim McGraw**
Help Desk / Desk-side Support / IT4U*	
Audio-Visual* / Video Conferencing*	
Mobility* / Wireless Devices*	
IT Communications / IT Training	
REGIONS	
Regional IT Managers	**Robin Corbitt (Permian),** **Kenny Lenfestey (Central),** **Brad Orr (Canada),** **Joseph Burrus (Egypt),** **Australia???** **UK??**

CYBERSECURITY *

Manager	**Tony Caruso**

AUTOMATION & OPTIMIZATION*

Manager	**Kelly Sherrill**

*** = Potential Training Project**

MAJOR IT TRAINING NEEDS - APPLICATIONS

- Microsoft Office 2013 Training
- Microsoft Lync Training
- SAP Training
- EPM Rollout Training
- WellView Training
- Avocet Training
- Well Portal / Scout “101”
- Records Governance “Bootcamp”
- Sharepoint Pointers for Content Stewards
- Data Analytics SpotFire Dashboards

PRODUCED AS ILT ? CLASSROOM AND/OR LYNC ? INTERACTIVE ELEARNING?
INTERNAL / EXTERNAL (VENDOR)

MAJOR IT TRAINING NEEDS - INFRASTRUCTURE

- Apache Productivity Training – What is Available, IT-wise
- Connectivity – Remote Desktop, Email, VPN, "Screen Scraper"
  - How to do it with a Mac
  - Using a PC Inside a Server
  - On- Demand "AppStore"
- Mobility – Understanding the Process
  - Guidelines / Rules
  - When is new upgrade available?
  - Run to Failure – Replace @ that time
  - What to do when Phone breaks while traveling
- Conference Room Training
  - How to hold successful meetings
  - How to use Conference Rooms
  - Audio Visual Technology
- Cisco Phone Training

PRODUCED AS ILT ? CLASSROOM AND/OR LYNC ? INTERACTIVE ELEARNING?
INTERNAL / EXTERNAL (VENDOR)

IT TRAINING NEEDS - PRODUCTIVITY COMMERCIALS

- Using your IT4U Help Badge / Card
- Top 20 Microsoft Office Tips
- Top 10 Microsoft Lync Tips
- Microsoft Office 2010 vs Office 2013
- CyberSecurity Do's & Don'ts
- Mobility – Rules & Guidelines
- Citrix/Connectivity/Remote-in
- Outages – what do they mean?
- Voicemail/Outlook
- Apache Productivity Training – What is Available, IT-wise

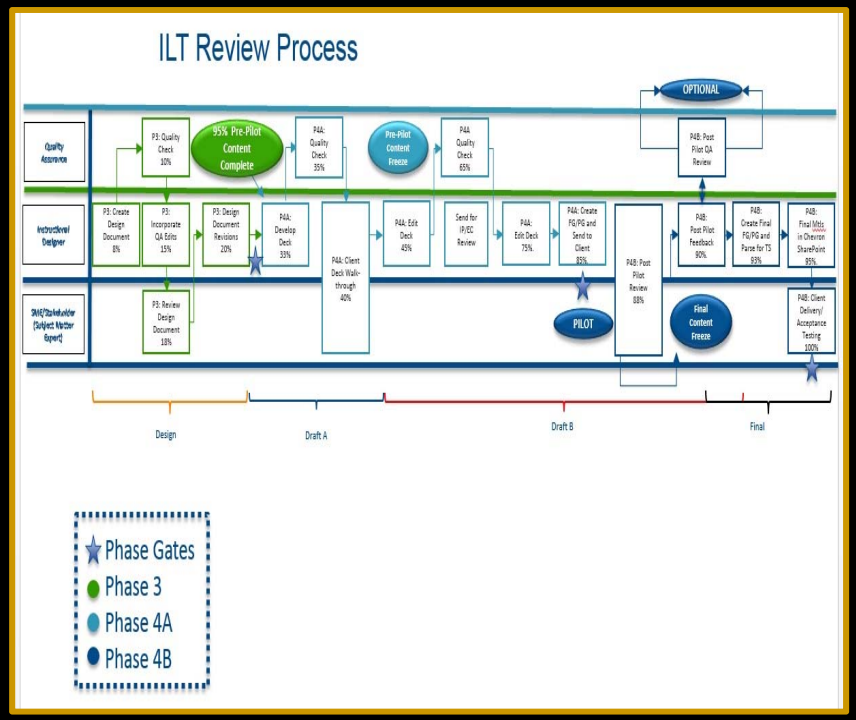
PRODUCED AS VIDEOS? INTERACTIVE ELEARNING?

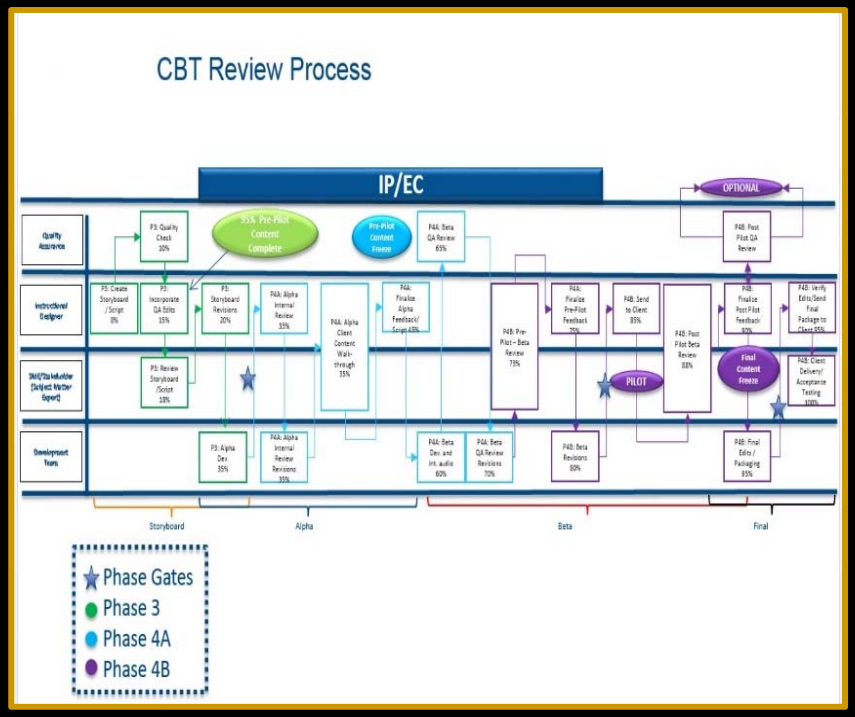
NEXT STEPS
TRAINING DEVELOPMENT

NEXT STEPS – TRAINING DEVELOPMENT - 2015

- 2014 Discovery Phase - End Results
  - Outcome of the Discovery Phase
    - We now see where the pain points are…
    - How do we systematically address them?
  - Decide Priorities
    - Which Project(s) first (?)
    - Ordering of Projects (?)
    - Timeline of Projects (?) (in Microsoft Project?)
  - Decide Training Format
    - ILT vs Lync vs eLearning vs Video vs Self-Help

NEXT STEPS – TRAINING DEVELOPMENT - 2015





We Need a Process - What is Apache's "Process"?

NEXT STEPS – TRAINING DEVELOPMENT - 2015

- What do we need for Apache's Process
  - Review Process
    - To Manage Flow of Work
    - Multiple people reviewing
  - Subject Matter Experts
    - Reviewing for Content Accuracy
  - Accountability
    - Approvals
    - Sign Offs

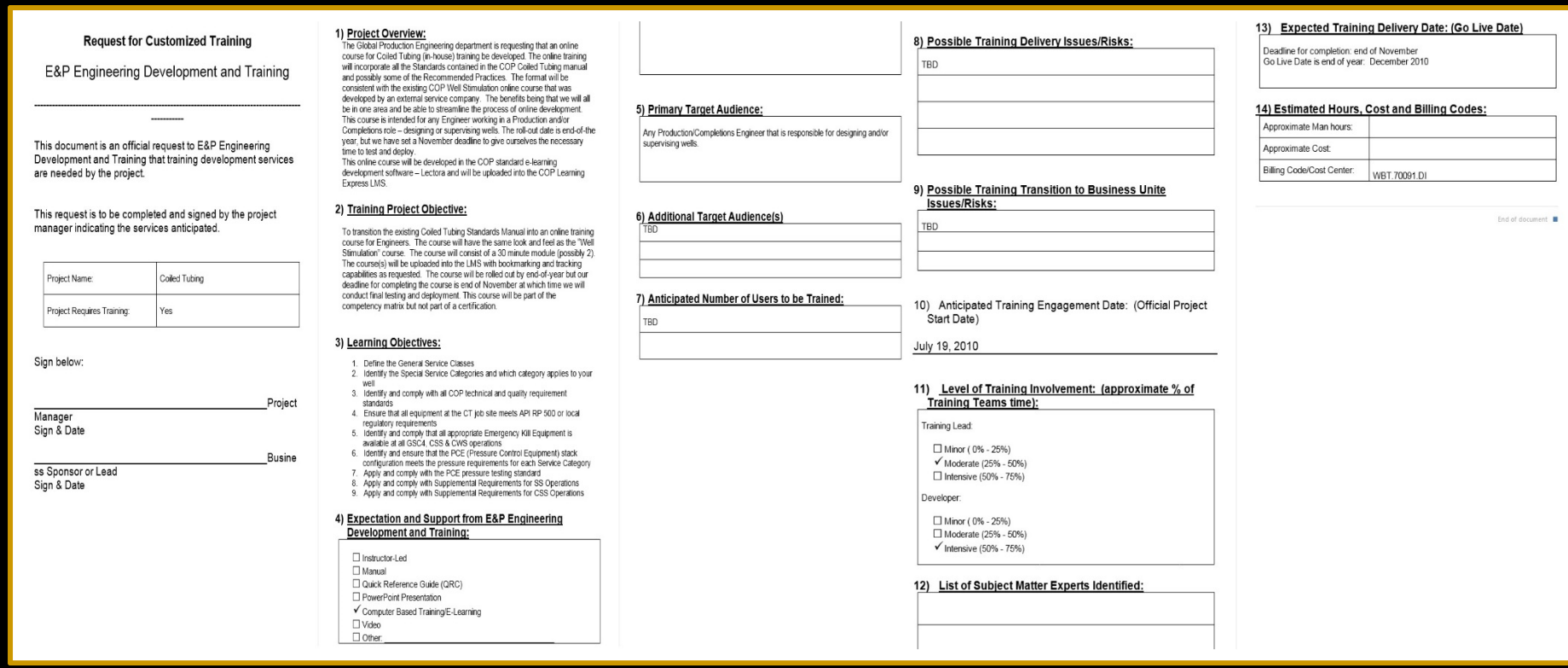
NEXT STEPS – TRAINING DEVELOPMENT - 2015

	A	B	C	D
1	**Course Template**			
2	**GENERAL INFORMATION:**		**EXAMPLE:**	**COMMENTS:**
3	Is this SCORM or AICC content?	SCORM 1.2	SCORM 1.2	
4	Location of content to be downloaded (ftp, url,etc)?	\\bocntdfs1.boc.chevrontexaco.net\Share\ETC\LCM Courses\Technical Computing		
5	Download Login/password info (if any):	N/A		
6	**META INFORMATION:**		**EXAMPLE:**	**COMMENTS:**
7	Content Developer Company Name:	Caveo Learning	Obsidian	
8	Contact Name and email:	Sherry Lindgren slindgren@gmail.com	Monica Savage, monicas@obsidian.com	
9	Software:	Articulate Storyline	Articulate, Lectora, Adobe Flash, etc	
10	Content Files (links to media files inside or outside Chevron media content servers):	N/A		
11	**Course Information**		**Example:**	**Comments:**
12	Course Name	Fundamentals of MCP IM Document Numbering and Coding	MOC Key Changes (ETC by Obsidian)	This information should be on the content manifest file
13	Course XID	CAV-TECHTC-88001-ETC-CBT	OBSIDIAN_MOCKeyChanges_ETC_CBT	This information should be on the content manifest file
14	Length	1	1	
15	Length type (day, hour, minute)	Hr	Hr	
16	Delivery Language (EN, SP, PT)	EN		
17	Description (This will appear in the LMS for the learner)	The course provides the document numbering and coding principles for uniquely identifying capital project documents and drawings, and the associated benefits of adhering to this standard. It also provides the document number structures and associated metadata attributes related to Engineering Technical/Business Information and Official Correspondence documentation.	Enter detailed information regarding the course.	
18	Audience	Facilities Engineers, IM Analysts and Document Controllers		
19	Prerequisite Course Name (if any) *If yes, is it required? (Should it be complete before registering?)	N/A		Incl course xid
20	Learning Objectives	Explain the value of classifying documents with a unique number Categorize the various Engineering Technical/Business Information documents and Correspondence by the appropriate metadata Identify, apply and explain the requirements for document numbering, document lifecycle state and status Examine examples of document numbers for accuracy Describe how metadata used in the numbering and coding process provides the ability to search for appropriate documents		
21	Outline (if applicable)			
22	Catalogue Effective Date	12/18/2013	8/1/2013	The date you want employees to access?
23	Catalog to which course belongs?	Enterprise-Wide Catalog		This catalog allows all employees and contractors access to the course.
24	Registration mode? (Public/Private)	Public	Public	
25	Enforce Prerequisite? (Y/N)	N/A		
26	Requires Approval? (Y/N) - to enroll	N	N	Should supervisor/mentor approve?
27	Learner Can Withdraw? (Y/N)	Recommend Y	Y	
28	Mentor Can Withdraw? (Y/N)	Recommend Y	Y	
29	Completion Certification Available? (Y/N)	Recommend Y	Y	
30	**Business Owner/Program Manager** Please include email address			

Course Template

Apache needs to capture course information to use in ITU Catalog

NEXT STEPS – TRAINING DEVELOPMENT - 2015



Request for Customized Training

E&P Engineering Development and Training

This document is an official request to E&P Engineering Development and Training that training development services are needed by the project.

This request is to be completed and signed by the project manager indicating the services anticipated.

Project Name:	Coiled Tubing
Project Requires Training:	Yes

Sign below:

_____ Project Manager
Sign & Date

_____ Busine ss Sponsor or Lead
Sign & Date

1) Project Overview:

The Global Production Engineering department is requesting that an online course for Coiled Tubing (in-house) training be developed. The online training will incorporate all the Standards contained in the COP Coiled Tubing manual and possibly some of the Recommended Practices. The format will be consistent with the existing COP Well Stimulation online course that was developed by an external service company. The benefits being that we will all be in one area and be able to streamline the process of online development. This course is intended for any Engineer working in a Production and/or Completions role – designing or supervising wells. The roll-out date is end-of-the year, but we have set a November deadline to give ourselves the necessary time to test and deploy.
This online course will be developed in the COP standard e-learning development software – Lectora and will be uploaded into the COP Learning Express LMS.

2) Training Project Objective:

To transition the existing Coiled Tubing Standards Manual into an online training course for Engineers. The course will have the same look and feel as the "Well Stimulation" course. The course will consist of a 30 minute module (possibly 2). The course(s) will be uploaded into the LMS with bookmarking and tracking capabilities as requested. The course will be rolled out by end-of-year but our deadline for completing the course is end of November at which time we will conduct final testing and deployment. This course will be part of the competency matrix but not part of a certification.

3) Learning Objectives:

1. Define the General Service Classes
2. Identify the Special Service Categories and which category applies to your well
3. Identify and comply with all COP technical and quality requirement standards
4. Ensure that all equipment at the CT job site meets API RP 500 or local regulatory requirements
5. Identify and comply that all appropriate Emergency Kill Equipment is available at all GSC4, CSS & CWS operations
6. Identify and ensure that the PCE (Pressure Control Equipment) stack configuration meets the pressure requirements for each Service Category
7. Apply and comply with the PCE pressure testing standard
8. Apply and comply with Supplemental Requirements for SS Operations
9. Apply and comply with Supplemental Requirements for CSS Operations

4) Expectation and Support from E&P Engineering Development and Training:

☐ Instructor-Led
☐ Manual
☐ Quick Reference Guide (QRC)
☐ PowerPoint Presentation
✓ Computer Based Training/E-Learning
☐ Video
☐ Other: _____

5) Primary Target Audience:

Any Production/Completions Engineer that is responsible for designing and/or supervising wells.

6) Additional Target Audience(s)

TBD

7) Anticipated Number of Users to be Trained:

TBD

8) Possible Training Delivery Issues/Risks:

TBD

9) Possible Training Transition to Business Unite Issues/Risks:

TBD

10) Anticipated Training Engagement Date: (Official Project Start Date)

July 19, 2010

11) Level of Training Involvement: (approximate % of Training Teams time):

Training Lead:

☐ Minor (0% - 25%)
✓ Moderate (25% - 50%)
☐ Intensive (50% - 75%)

Developer:

☐ Minor (0% - 25%)
☐ Moderate (25% - 50%)
✓ Intensive (50% - 75%)

12) List of Subject Matter Experts Identified:

13) Expected Training Delivery Date: (Go Live Date)

Deadline for completion: end of November
Go Live Date is end of year: December 2010

14) Estimated Hours, Cost and Billing Codes:

Approximate Man hours:	
Approximate Cost:	
Billing Code/Cost Center:	WBT.70091.DI

End of document

Apache needs to capture course information to use in ITU Catalog

NEXT STEPS – TRAINING DEVELOPMENT - 2015

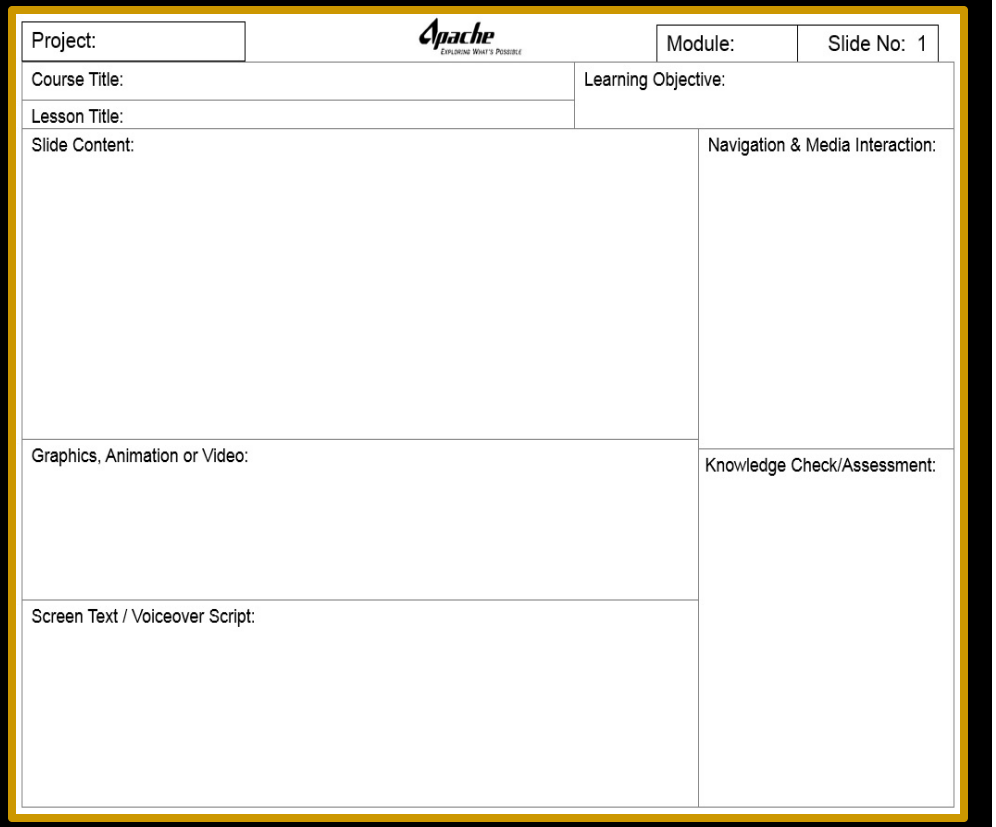
- Need to capture and store Course Information
  - Capture Specific Project Information For ITU Catalog
    - Learning Objectives
    - Course Description
    - Audience
    - Prerequisites
    - Course Length
    - Course Type
    - Subject Matter Experts
  - Project Information Stored with Course Materials
    - Online @ SharePoint Site
  - Document Accountability
    - Approvals
    - Sign Offs

NEXT STEPS – TRAINING DEVELOPMENT - 2015

- Discovery Phase
  - Decide on a "Course Strategy" – Curriculum Plan
  - Decide which courses to develop and deliver – when and how
  - Decide on External Vendor Courses
- Design Phase
  - Outline / Storyboard Internal Courses
  - Plan External Vendor Courses
- Develop Phase
  - Develop Internal Course Content / Choose Instructors
  - Develop Internal / External Course Catalog / Calendar
- Deploy Phase
  - User Testing & Course Pilots (?)
  - Communicate about courses to Apache
- Deliver Phase
  - Go Live

NEXT STEPS – TRAINING DEVELOPMENT - 2015

- Design Phase
  - Meet again with Stakeholders to flesh out training project ideas
    - What is Knowledge = Online Modules - Determine How Many Need to be Built
    - What is Skill Building = Virtual / Simulation Class
    - What is Competence Building = Hands-On ILT
    - Then Build Content & Assessment Outline
  - Pairing up Training Projects with SMEs
  - Create Course Outlines (Table of Contents - Lessons)
  - Create Course Storyboards (See Example >>>)
  - *Meet with CompuTrain (Vendor) to Decide on Courses*
- Develop Phase
  - Develop Course Content / Choose Instructors
  - Develop Live Class Course Calendar
  - Develop Virtual Lync Course Calendar
  - *Schedule Computrain (Vendor) Courses*
- Deploy & Deliver Phases
  - User Testing & Course Pilots /Communications
  - Go Live



Project:	Apache	Module:	Slide No: 1
Course Title:		Learning Objective:	
Lesson Title:			
Slide Content:		Navigation & Media Interaction:	
Graphics, Animation or Video:		Knowledge Check/Assessment:	
Screen Text / Voiceover Script:			

Deliverables for each phase that need to be signed off on before going on to the next phase.
SME & Stakeholder Accountability. (Follow Process for each course).

NEXT STEPS – TRAINING DEVELOPMENT - 2015

Example of Filled in Storyboard

Project: Excel Online Course		Module: 1 of 1	Slide No: 1
Course Title: Advanced Microsoft Excel Techniques		Learning Objective: By the end of the lesson, students will be able to define and explain the function of pivot tables.	
Lesson Title: Intro to Pivot Tables			

Slide Content:

A **pivot table**:

- Is a data summarization tool
- Automatically sorts, counts, totals or gives average of data
- Displays the results in a second table showing the summarized data.

- Creates unweighted cross tabulations
  - By dragging and dropping fields graphically
- Named for "rotation" or pivoting of summary table.

Navigation & Media Interaction:

Centered at the bottom of the page, and using a "popup box" pop up the following text when the learner clicks on the accompanying button called "Did You Know?" :

"Early in 1994 Microsoft Excel 5 brought a new functionality called a "PivotTable" to market. Microsoft further improved this feature in later versions of Excel."

Graphics, Animation or Video:

As an introduction to this page, use "Pivot-Table-Click-Capture-Movie-1A.wmv" Then fade out and fade in the first set of bullet points above. Fade out and fade in second group of bullets according to the voiceover.

As the bullets are voiced, use graphics "PT-Screenshot1.jpg" through "PT-Screenshot4.jpg" to illustrate the concepts. Fade them in and out with the voiceover.

Knowledge Check/Assessment:

Multiple Choice Question:

A **pivot table**:

a) Is a data summarization tool
b) Automatically sorts, counts totals or gives average of data
c) Displays the results in a second table
d) All of the above
e) None of the above

Screen Text / Voiceover Script:

A pivot table is a data summarization tool that can automatically sort, count total or give the average of the data stored in one table or spreadsheet, displaying the results in a second table showing the summarized data. Pivot tables are also useful for quickly creating unweighted cross tabulations. The user sets up and changes the summary's structure by dragging and dropping fields graphically. This "rotation" or pivoting of the summary table gives the concept its name.

2015 TRAINING DEVELOPMENT OPPORTUNITIES

APPLICATIONS TRAINING

1. Microsoft Office 2013 Training
2. Microsoft Lync Training
3. SAP Training
4. EPM Rollout Training
5. WellView Training
6. Avocet Training
7. Well Portal / Scout "101"
8. Records Governance "Bootcamp"
9. Sharepoint Pointers for Content Stewards
10. Data Analytics SpotFire Dashboards

INTERNAL OR VENDOR?
PRODUCED AS ILT?
CLASSROOM AND/OR LYNC?
INTERACTIVE ELEARNING?
VIDEOS?
BOOKS, WHITE PAPERS, OTHER MATERIALS?

PRODUCTIVITY COMMERCIALS

1. Using your IT4U Help Badge / Card
2. Top 20 Microsoft Office Tips
3. Top 10 Microsoft Lync Tips
4. Microsoft Office 2010 vs Office 2013
5. CyberSecurity Do's & Don'ts
6. Mobility – Rules & Guidelines
7. Citrix/Connectivity/Remote-in
8. Outages – what do they mean?
9. Voicemail/Outlook
10. Productivity Training – What is Available, IT-wise

PRODUCED AS VIDEOS?
INTERACTIVE ELEARNING?

IT UNIVERSITY

1. IT University Sharepoint Workspace
2. IT University Communications Plan
3. IT University Course Calendar
4. IT University Online Catalog Redesign
5. IT Onboarding Packet Review
6. IT University Online Training Request Form
7. IT4U Front End Search Engine Redesign

INFRASTRUCTURE TRAINING

1. Productivity Training – What is Available, IT-wise
2. Connectivity Training
3. Mobility Training (Process Guidelines / Rules)
4. Conference Room Training
5. Cisco Phone System Training

PRODUCED AS ILT ?
CLASSROOM AND/OR LYNC?
INTERACTIVE ELEARNING?
VIDEOS?
BOOKS, WHITE PAPERS, OTHER MATERIALS?

32 (62) IT Training Opportunities in all

2015 TRAINING DEVELOPMENT OPPORTUNITIES

PROJECT	INTERNAL OR VENDOR	ILT	LYNC	CBT	VID	SELF	PRIORITY	Q 2015	STAKEHOLDER	SME	TOOLS
APPLICATIONS TRAINING											
1. Microsoft Office 2013 Training	INTERNAL / VENDOR	?	?	?		?	HIGH	Q1	M.KYKENDALL/K.MCGRAW		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
2. Microsoft Lync Training	INTERNAL	?	?	?		?	HIGH	Q1	M.KYKENDALL/K.MCGRAW		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
3. SAP Training	INTERNAL / VENDOR	?	?	?		?	MED	Q1	D.HARGER/E.RAZ		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
4. EPM Rollout Training	VENDOR	?	?	?		?	HIGH	Q1	M.WELLS		
5. WellView Training	INTERNAL	?	?	?		?	MED	Q1	L.PETTY/JJ.LEGENDRE	D.WELLMAN	POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
6. Avocet Training	VENDOR	?	?	?		?	MED	Q?	L.PETTY/JJ.LEGENDRE		
7. Well Portal / Scout "101"	INTERNAL	?	?	?		?	HIGH	Q?	T.OSBORNE		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
8. Records Governance "Bootcamp"	INTERNAL	?	?	?		?	HIGH	Q?	T.OSBORNE		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
9. Sharepoint Pointers for Content Stewards	INTERNAL	?	?	?		?	MED	Q?	T.OSBORNE		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
10. Data Analytics SpotFire Dashboards	INTERNAL	?	?	?		?	LOW	Q?	T.OSBORNE		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
INFRASTRUCTURE TRAINING											
1. Productivity Training – What is Available, IT-wise	INTERNAL	?	?	?		?	HIGH	Q?	M.KYKENDALL/K.MCGRAW		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
2. Connectivity Training	INTERNAL	?	?	?		?	HIGH	Q?	M.KYKENDALL/K.MCGRAW		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
3. Mobility Training (Process Guidelines / Rules)	INTERNAL	?	?	?		?	HIGH	Q?	M.KYKENDALL/K.MCGRAW		POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
4. Conference Room Training	INTERNAL	?	?	?		?	HIGH	Q?	M.KYKENDALL/K.MCGRAW	P.PAGEL	POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
5. Cisco Phone System Training	INTERNAL / VENDOR	?	?	?		?	HIGH	Q?	M.KYKENDALL/K.MCGRAW	A.WEN + TEAM	POWERPOINT/LYNC/ARTICULATE/ADOBE CLOUD
PRODUCTIVITY COMMERCIALS											
1. Using your IT4U Help Badge / Card	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
2. Top 20 Microsoft Office Tips	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
3. Top 10 Microsoft Lync Tips	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
4. Microsoft Office 2010 vs Office 2013	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
5. CyberSecurity Do's & Don'ts	INTERNAL				X		HIGH	Q?	T.CARUSO	T.CARUSO	ADOBE CLOUD (ADOBE PREMIERE)
6. Mobility – Rules & Guidelines	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
7. Citrix/Connectivity/Remote-in	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW	A.WEN + TEAM	ADOBE CLOUD (ADOBE PREMIERE)
8. Outages – what do they mean?	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
9. Voicemail/Outlook	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW	A.WEN + TEAM	ADOBE CLOUD (ADOBE PREMIERE)
10. Productivity Training – What is Available, IT-wise	INTERNAL				X		HIGH	Q?	M.KYKENDALL/K.MCGRAW		ADOBE CLOUD (ADOBE PREMIERE)
IT UNIVERSITY PROJECTS											
1. IT University Sharepoint Workspace	INTERNAL						HIGH	Q1	M.KYKENDALL/K.MCGRAW	D.DRABEK, D.LONG	SHAREPOINT
2. IT University Communications Plan	INTERNAL						HIGH	Q1	M.KYKENDALL/K.MCGRAW	K.MCGRAW, D.LONG	MICROSOFT OFFICE/ADOBE CLOUD
3. IT University Course Calendar	INTERNAL						HIGH	Q1	M.KYKENDALL/K.MCGRAW	K.MCGRAW	SHAREPOINT
4. IT University Online Catalog / Content Redesign	INTERNAL						HIGH	Q?	M.KYKENDALL/K.MCGRAW	K.MCGRAW, D.LONG	SHAREPOINT/ADOBE CLOUD
5. IT Onboarding Packet Review	INTERNAL						LOW	Q1	M.KYKENDALL/K.MCGRAW	K.MCGRAW, D.LONG	
6. IT University Online Training Request Form	INTERNAL						LOW	Q2	M.KYKENDALL/K.MCGRAW	D.DRABEK	SHAREPOINT
7. IT4U Front End Search Engine Redesign	INTERNAL						MED	Q?	M.KYKENDALL/K.MCGRAW	D.DRABEK, D.LONG, K.MCGRAW	SHAREPOINT

All Opportunities need to be prioritized for 2015

IT UNIVERSITY
KEY NEEDS

2014 / 2015 - IT UNIVERSITY OPPORTUNITIES

1. IT University Sharepoint Workspace
2. IT University Communications Plan
3. IT University Course Calendar
4. IT University Online Catalog Redesign
5. IT Onboarding Packet Review
6. IT University Online Training Request Form
7. IT4U Front End Search Engine Redesign

"NEED TO DO"

"NICE TO DO"

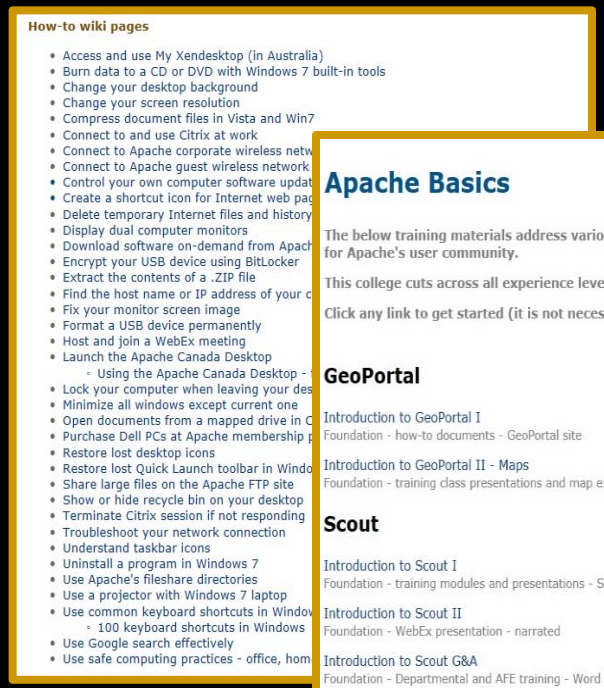
ITU vs IT4U

- ITU Training Requests Mirror Content Already in IT4U
  - Requested trainings include Phone System, Lync, Email, Mobility, etc
  - If Self-Help for each exists in IT4U - Why are trainings being requested?
  - Do we need something different from all the IT4U Content?
  - How do we keep the training on ITU from just regurgitating what is in IT4U?

ITU vs IT4U

- IT4U and IT University
  - Very Similar - Confusing
    - IT4U = Self Help
    - IT University = Courses
    - But they look / act the same
    - Identical content types
  - Questionable Usability
    - Too much “stuff” on one page
      - “Pile” vs “File”
      - “Need to Know” vs “Nice to Know”
    - Hard to find specific solutions
    - No Consistency between Links
  - Improve Usability & GUI
    - IT4U –“Self HelpDesk” Query Interface
    - IT U – Catalog Interface

IT4U



IT University

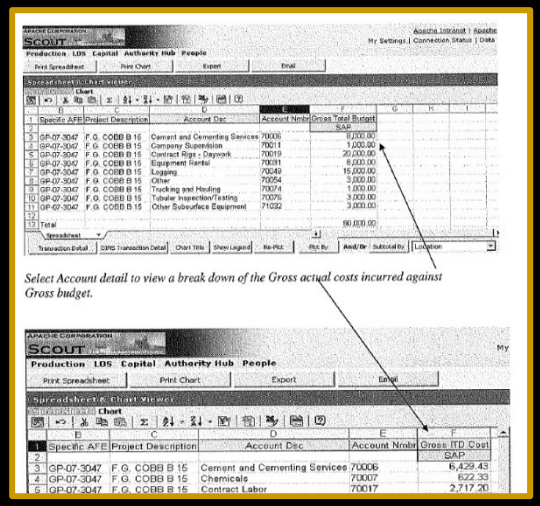
IT UNIVERSITY NEEDS – CONTENT

I S I T R E A L L Y T R A I N I N G ? ? ?

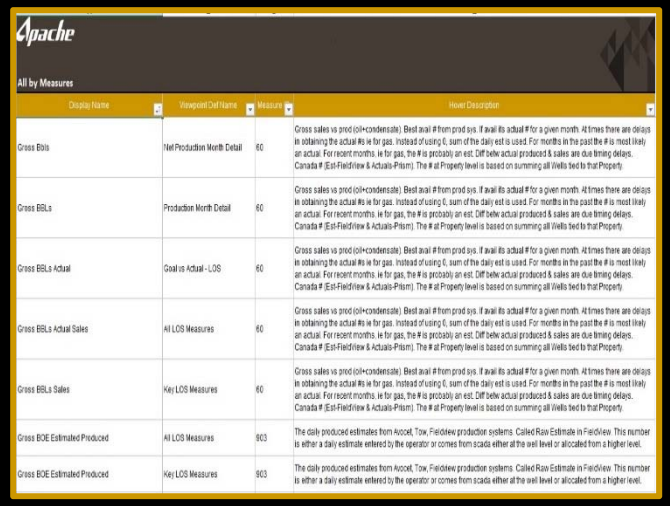
IT UNIVERSITY NEEDS – CONTENT

- Round 1: Is It Really “Training”?

Word Docs



PDF Docs

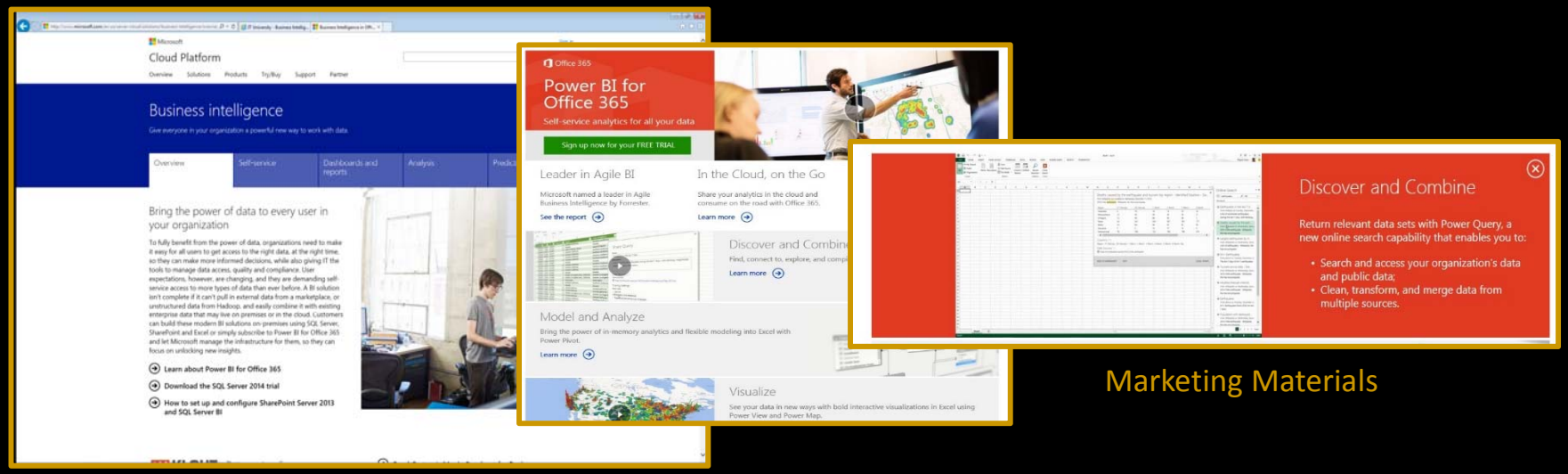


Spreadsheet

If one has to “root around” for answers to issues, it’s IT4U Self Help

IT UNIVERSITY NEEDS – CONTENT

- Round 2: Is It Really “Training”?



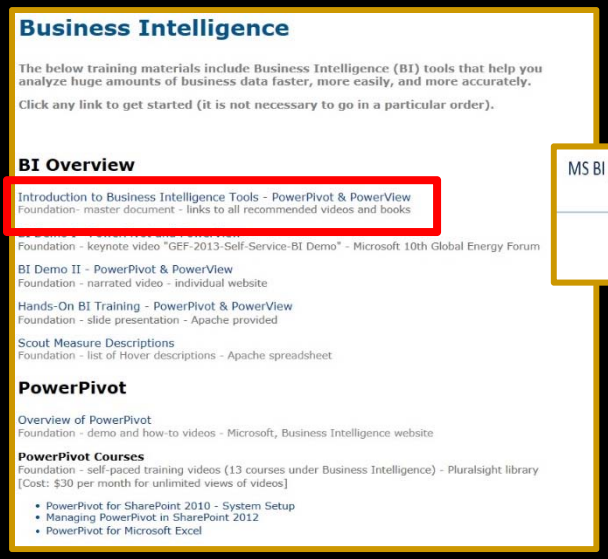
Three “Clicks” to the Content

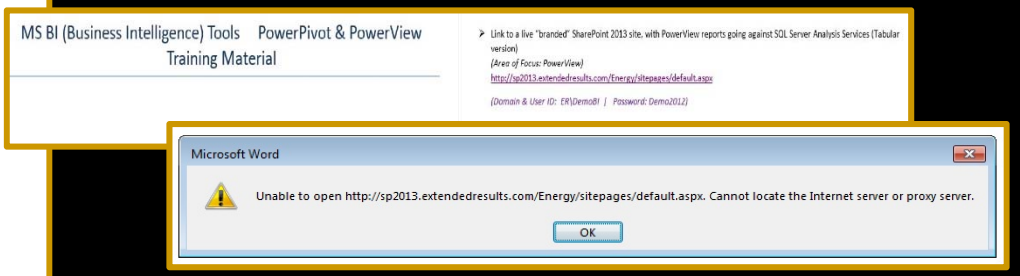
Marketing Materials

Vendor collateral, built for another company’s purposes, according to that company’s priorities

IT UNIVERSITY NEEDS – CONTENT

- Is It Really Training: Missing Content Round



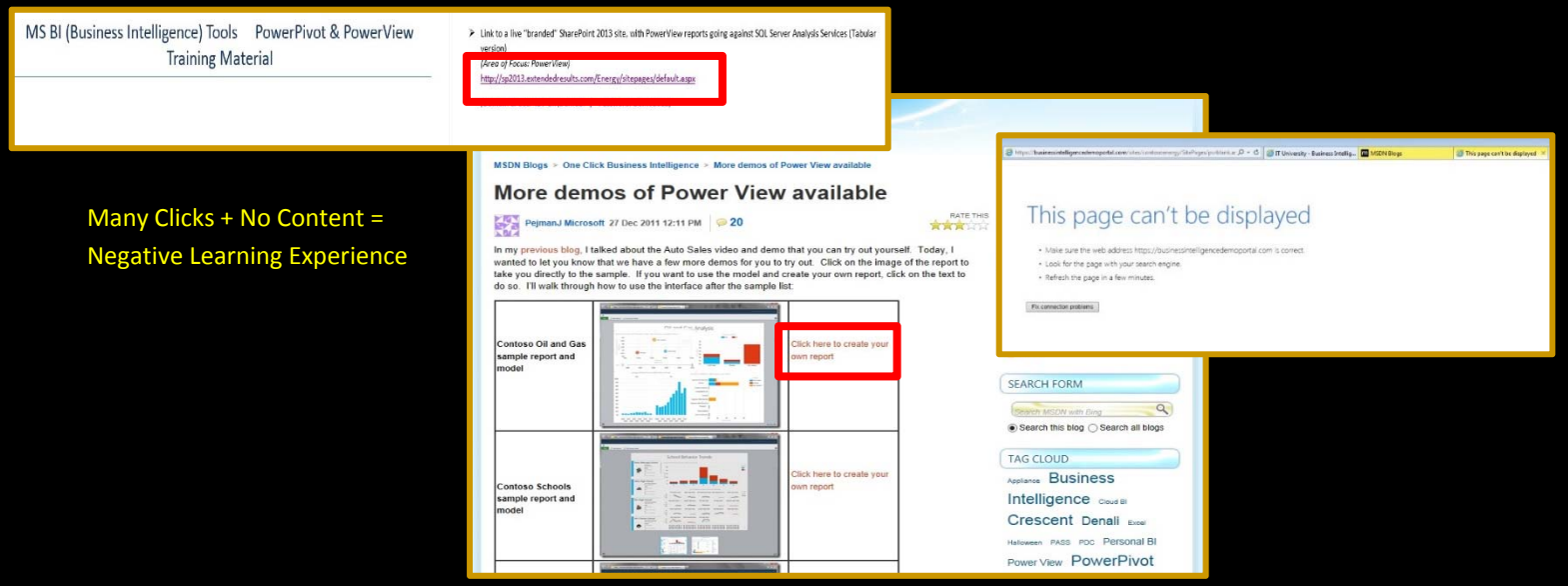


Many Clicks + No Content = Negative Learning Experience

Example of a link to an external site disappearing

IT UNIVERSITY NEEDS – CONTENT

- More Missing Content

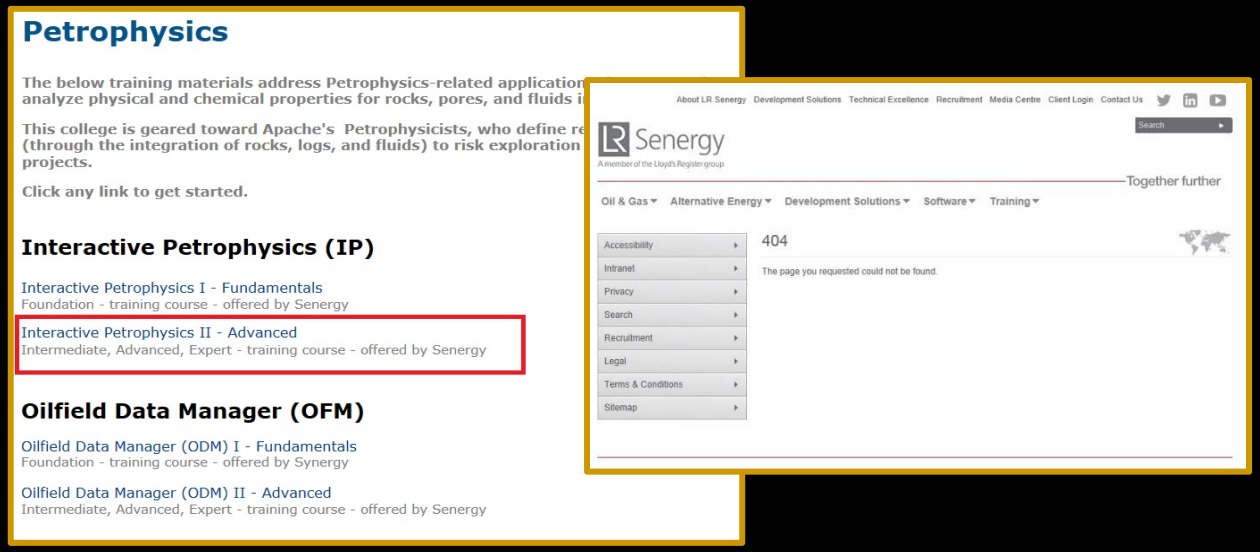


Many Clicks + No Content =
Negative Learning Experience

Example of external content we don't own, host or manage disappearing.

IT UNIVERSITY NEEDS – CONTENT

- More Missing Content



Petrophysics

The below training materials address Petrophysics-related application
analyze physical and chemical properties for rocks, pores, and fluids i

This college is geared toward Apache's Petrophysicists, who define re
(through the integration of rocks, logs, and fluids) to risk exploration
projects.

Click any link to get started.

Interactive Petrophysics (IP)

Interactive Petrophysics I - Fundamentals
Foundation - training course - offered by Senergy

Interactive Petrophysics II - Advanced
Intermediate, Advanced, Expert - training course - offered by Senergy

Oilfield Data Manager (OFM)

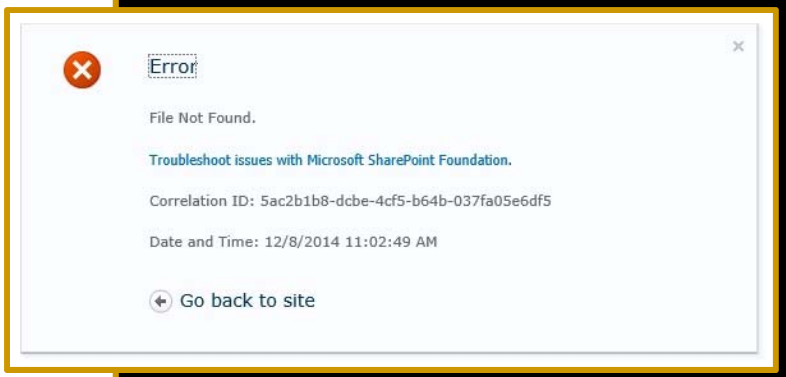
Oilfield Data Manager (ODM) I - Fundamentals
Foundation - training course - offered by Synergy

Oilfield Data Manager (ODM) II - Advanced
Intermediate, Advanced, Expert - training course - offered by Senergy

Example of a link to a course on an external site disappearing

IT UNIVERSITY NEEDS – CONTENT

- More Missing Content



Example of a link to an internal site and / or internal content disappearing

IT UNIVERSITY NEEDS – CONTENT

- More Missing Content

Excel

Excel Skills Builder
Foundation - video training series - Microsoft Office

PowerPoint

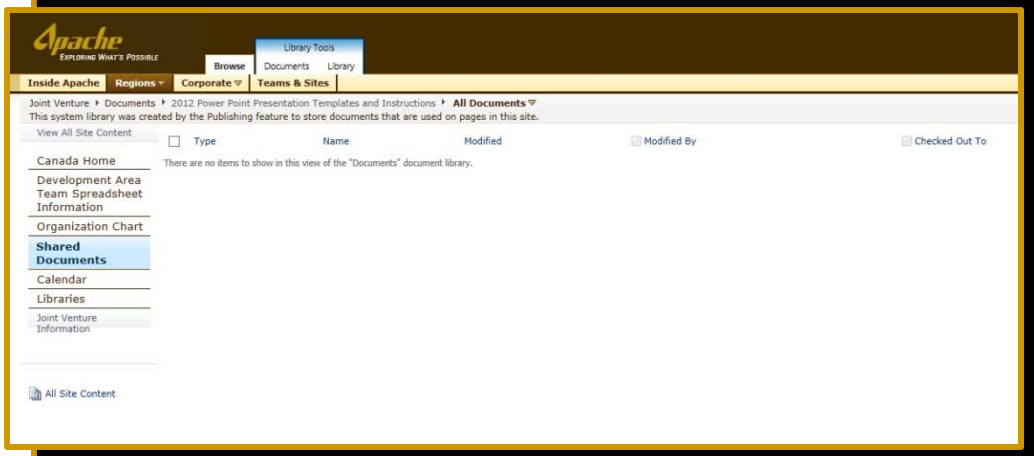
Apache PowerPoint templates
All - training presentations and manual - Public Affairs

Coming Soon...

Visio

Word

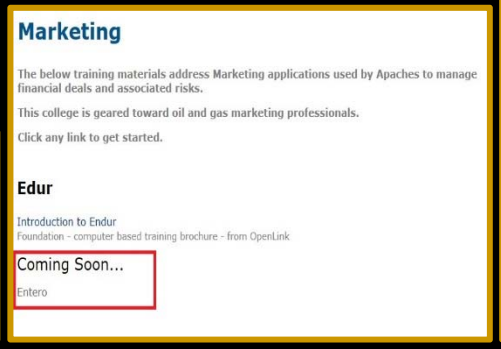
Office 2013

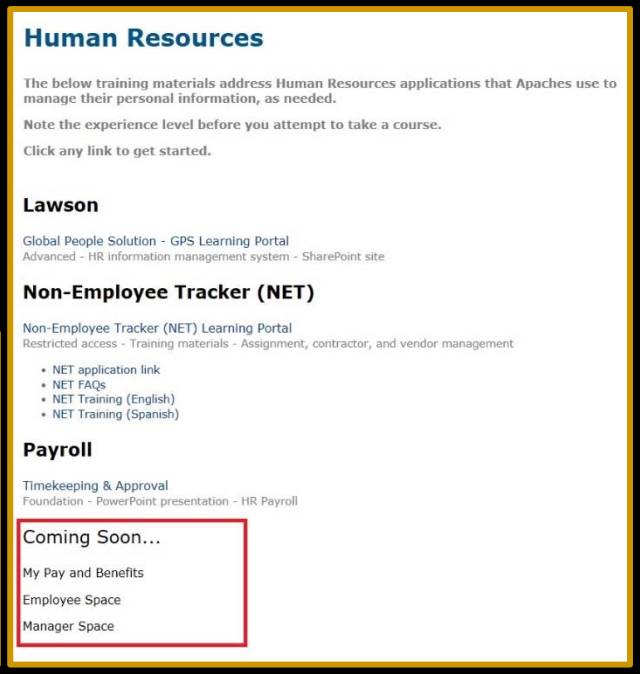


Example of a link to an internal site with no content

IT UNIVERSITY NEEDS – CONTENT

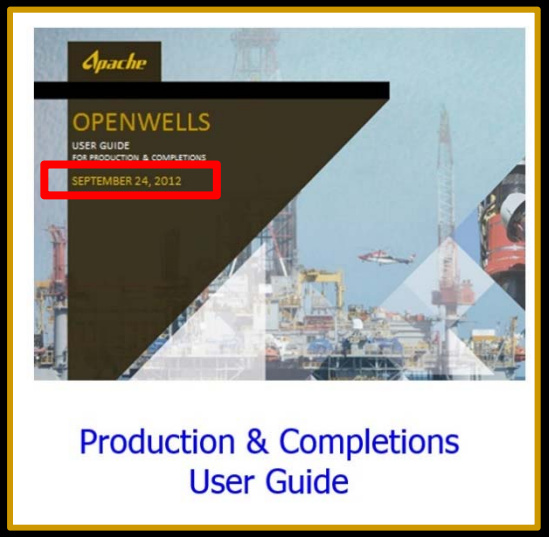
- More Missing Content
  - Multiple “Coming Soon”s
  - How Long has all of this been “Coming Soon”?
  - What to do? Who?

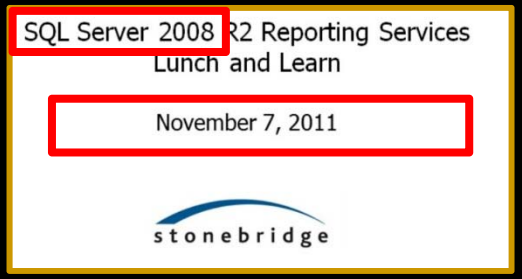


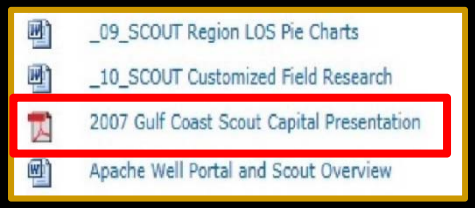


IT UNIVERSITY NEEDS – CONTENT

- Is It Really Training: Outdated Content







- Is this content still relevant? Has any been checked?
- If not, do we need a process/procedure in place to regularly review and replace IT University content?
  - What is Relevant / Irrelevant?
  - Who Decides? **SME**
  - What happens then? Replace or Remove?
  - Process?

"Missing Content" "Coming Soon" and "Outdated Content" Projects need to be added to the list of 2015 Priorities

IT UNIVERSITY NEEDS – CONTENT

FINAL ROUND: IS IT REALLY TRAINING???

Training = Courses that follow Curriculum Design/Lesson Plan

- Video Presentations with Voiceover
- PowerPoint Presentations with Voiceover
- Interactive eLearning Modules (with or without Voiceover)
- Instructor Led Courses – Offsite or at Apache
  - Administered via Microsoft Lync (Virtual) or in a Live, Classroom Setting (ILT)

EVERYTHING ELSE IS SELF–HELP

IT UNIVERSITY NEEDS – CONTENT

Metrics - True Courses: Videos

APACHE APPS

@ Introduction to Scout II
Foundation - WebEx presentation - narrated
@ Introduction to Well Portal II
Foundation - WebEx presentation - narrated
@ Land Data Management Overview
Foundation - WebEx presentation – narrated
@ Introduction to Well Portal III
Foundation - training video – narrated
* Introduction to Enterprise Content Management
Foundation - narrated training module - produced by Apache and Cell Media

OTHERS

Introduction to SSRS I - Overview
Foundation - workshop presentation - by Stonebridge
BI Demo II - PowerPivot & PowerView
Foundation - narrated video - individual website
* PowerView Demos
Foundation - interactive videos - One Click Business Intelligence
Building Stylish & Effective PowerView Reports
Foundation - narrated demo - Microsoft channel 9, TechEd 2012
Introduction to OWL 7 Database
Foundation - training videos (6)
Sharefile Training Videos
Foundation - Video Tutorials - from Citrix

MICROSOFT OFFICE, SQL & SHAREPOINT

Introduction to SharePoint I - Basics
Foundation - self-paced lessons - Microsoft Office site
Introduction to SharePoint II - Ribbon highlights
Foundation - narrated video - Microsoft Office site
My Sites: Connecting to people and information
Intermediate - self-paced course - Microsoft Office site
Use tags and notes to share information with colleagues
Advanced - narrated video - Microsoft Office site
Office2010 - What's New?
Foundation - training video - narrated
Vista Office2007 - Apache deployment
Foundation - training video - narrated
Introduction to Windows 7
Foundation - training video - narrated
Introduction to Windows 7 (Perth)
Foundation - training video – narrated
Getting Started with Internet Explorer 9
Foundation - training video - Microsoft Windows
Excel Skills Builder
Foundation - video training series - Microsoft Office

** The Future of Visual Business Intelligence in SharePoint
Foundation - interactive video - Microsoft channel 9, TechEd 2012
Exploring Self-Service Reporting with SQL Server 2012 PowerView
Foundation - narrated demo - Microsoft channel 9

MICROSOFT LYNC

Schedule Lync meetings
Foundation - self-paced training videos (narrated) - from Microsoft
•Customize your meeting options
•Schedule a meeting as a delegate
•Schedule a meeting for a large audience
•Schedule a typical meeting

Join Lync meetings
Foundation - self-paced training videos (narrated) - from Microsoft
•Call into a meeting as a leader or participant
•Call into a meeting as an international participant
•Join a meeting and select an audio option
•Join a meeting using Lync Attendee or Lync Web App

Perform Lync common tasks
Foundation - short training video clips - from Microsoft
•Add a contact
•Add a note
•Answer a call
•Change your status
•Find and add a contact
•Forward all calls
•Make a call
•Send an IM
•Set up simultaneous ring
•Share a PowerPoint
•Share your desktop
•Tag a contact

Make, receive, and manage Lync calls
Foundation - self-paced training videos (narrated) - from Microsoft
•Check your call quality
•Answer a call
•Check your voice mail
•Make a call
•Add voice to an instant message
•Manage your calls
•Change your voice mail greeting and options
•Set up call forwarding and simultaneous ring in Lync 2010

** = Dead Link ** = Separated Audio/Visuals*
@ = Apache-Owned, Hosted & Managed Content

IT UNIVERSITY NEEDS – CONTENT

- Metrics - True Courses: PowerPoint Presentations

*** Compliance Accounting Presentation - Overview
Foundation - PowerPoint slides
*** Corporate Accounting Presentation - Overview
Foundation - PowerPoint slides
*** Capital Expenditure Presentation - Overview
Foundation - PowerPoint slides
*** Lease Operating Expenditure Presentation - Overview
Foundation - PowerPoint slides
*** Corporate Land Administration Presentation - Overview
Foundation - PowerPoint
*** Marketing Accounting Presentation - Overview
Foundation - PowerPoint
*** North America Marketing Presentation - Overview
Foundation - PowerPoint slides
*** Revenue Accounting Presentation - Overview
Foundation - PowerPoint slides
*** System Support Presentation - Overview
Foundation - PowerPoint slides

*** Hands-On BI Training - PowerPivot & PowerView
Foundation - slide presentation - Apache provided
*** Introduction to SAP: Overview and Basic Navigation
Foundation - Apache training course - PowerPoint presentation
*** ARIES Fundamentals
Foundation - training presentation (Landmark) – PowerPoint
*** Introduction to Enablon I - EHS Portal, Event Management Module
Foundation - training presentation – PowerPoint
*** Phishing Email Awareness - Online Tutorial
Foundation - PowerPoint presentation
*** Phishing Email Awareness - Classroom Training
Foundation - PowerPoint presentation
*** Navigating and Understanding SharePoint
Foundation - in-house training course - PowerPoint slides
*** Basic SharePoint Editing
Foundation - in-house training course - PowerPoint slides
*** Tips and Tricks
Foundation - in-house training course - PowerPoint slides

*** Introduction to Lync I - Schedule an Online Meeting
Foundation - classroom presentation - slides
*** Introduction to Lync II - Basic Training
Foundation - classroom presentation - slides
*** Introduction to Lync III - Web Application Training
Foundation - classroom presentation - slides
*** Introduction to Lync IV - Delegate Training
Foundation - classroom presentation - slides
*** Introduction to Lync V - What is Lync
Foundation - Aberdeen classroom presentation - slides

**** = Static File, No Audio - not a Presentation or Course*

Use Articulate to quickly turn PowerPoints into true Online Courses

IT UNIVERSITY NEEDS – CONTENT

- Metrics - True Courses: ILT/CBT - Other Sites

Sharefile Live Classroom Instruction - Registration
Foundation - Online Webinar - from Citrix
Introduction to Endur
Foundation - computer based training brochure from OpenLink
* Interactive Petrophysics I - Fundamentals
Foundation - training course - offered by Senergy
* Interactive Petrophysics II - Advanced
Intermediate, Advanced, Expert - training course - offered by Senergy
**** PowerPivot Courses
Foundation - self-paced training videos (13 courses under Business Intelligence) - Pluralsight library
[Cost: $30 per month for unlimited views of videos]
**** Petrel Fundamentals
Foundation - training course - offered by NExT, A Schlumberger Company
**** Oilfield Data Manager (ODM) I - Fundamentals
Foundation - training course - offered by Synergy
**** Oilfield Data Manager (ODM) II - Advanced
Intermediate, Advanced, Expert - training course - offered by Senergy
**** Microsoft Office Class Schedule (Houston)
Introduction, Intermediate, Advanced - offsite training - offered by CompuTrain

** = Dead Link*
***** = $$$$ (and in some cases, Travel)*

IT UNIVERSITY NEEDS – CONTENT

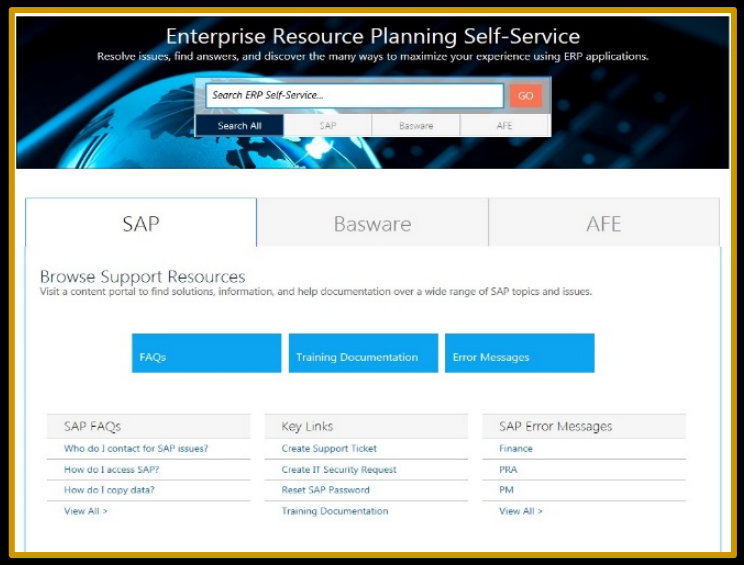
- Metrics – What is online now

College > Content Type V	Apache Basics	Biz Intel	ERP	Geo	HR	PR	Ops	Petro	PM	IT Train	Work Prod	TOTAL
Word docs and PDFs	55	2*	2	0	0	1	12	0	0	5	2	79
Excel Spreadsheets	2	3**	22	0	0	0	1	0	0	0	0	28
Powerpoints	19	4	9	0	0	0	2	0	0	2	9	45
Video & Flash files	4	2	2	0	0	0	0	0	0	0	33*	41
WebEx files	3	0	0	0	0	0	0	0	0	0	0	3
Graphics files	1	0	0	0	0	0	0	0	0	0	0	1
HTML how-to's	4	0	109	0	0	0	0	0	0	0	0	113
Links to other sites	1	5	0	1	7	0	2	4	0	0	38*	30*
Links that don't work	3	5*	1	0	7*	0	0	2	0	0	3	20
TOTAL	89	16	144	1	7*	1	17	2	0	7	57*	360

- Lots of empty buckets (PM, Geo. Petro, ERP)
- Few "Courses" = Mostly IT4U "Self-Help"

IT UNIVERSITY NEEDS – SILOS

- Training Silos
  - Training is De-Centralized
    - ERP Productivity Site – Created Support & Learning Portal
    - Australia Training Portal – Created Competency Program & Learning Management System
    - Automation & Optimization – Hired their own trainer and created own courses



IT UNIVERSITY NEEDS – SILOS

- Why is training at Apache siloed?
  - Apache IT has not given Apaches positive learning experiences.
  - Daycare Model vs. University Model
- Daycare Model
  - Room with a pile of “toys” at the center
  - Some “toys” are broken, some are missing, some are old and worn out
  - Apaches are expected to root through the pile to find the “toy” they need
- This is not a University
  - Implied Message to Apaches:

    “You’re on your own, go train yourself.”
  - And so they are doing just that.
  - This is why Apaches are siloing

WHAT DO WE DO ABOUT IT?

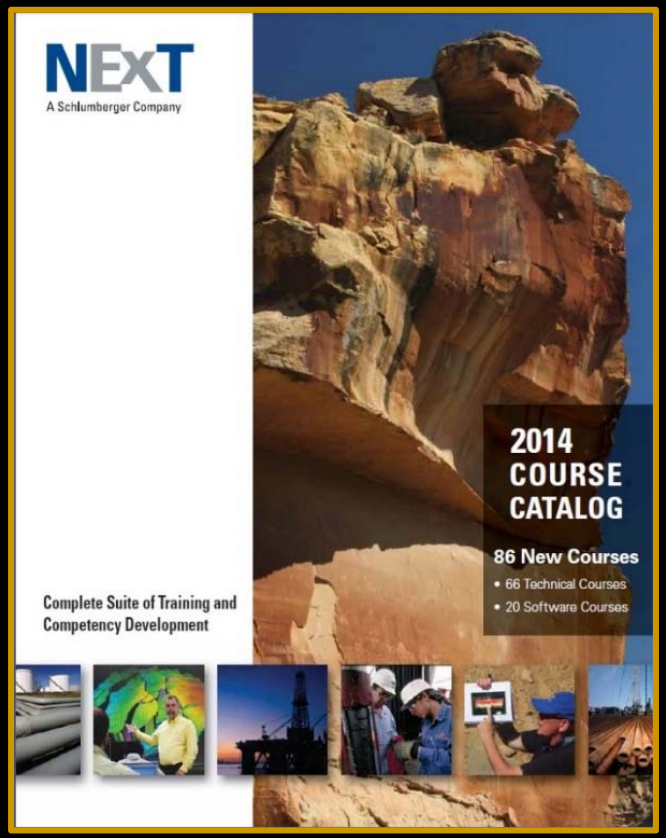
NEXT STEPS
IT UNIVERSITY

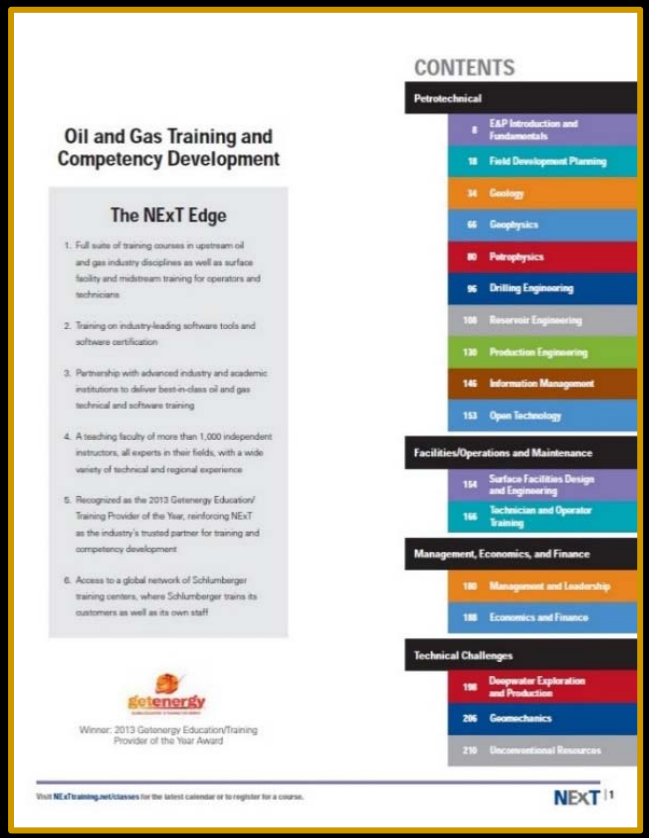
IT UNIVERSITY REDESIGN - NEXT STEPS - 2015

- Discovery Phase
- Design Phase
  - Design new ITU Catalog / Content Structure
    - Create Plan to Clean up Existing ITU Content
      - "Real ITU Courses" vs "Self Help IT4U Content"
    - Outline new structure – Groupings based on job functions, competencies, software
    - "Wireframing" – Build models (Information Architecture, etc)
      - PowerPoint, HTML, Sharepoint, etc
  - Design new ITU Catalog GUI
    - Based on New Structure & Functionality
    - Create/Present Three Different Possibilities
- Develop Phase
  - Reorganize and Rebuild Catalog Structure – Offline
  - Reorganize and Rebuild Training Content
    - Training Courses = ITUniversity
    - Self-Help = IT4U
  - Develop GUI – Marry look & feel to Wireframe
- Deploy Phase
  - User Testing & Pilot
- Deliver Phase
  - Go Live

IT UNIVERSITY CONTENT & GUI REDESIGN

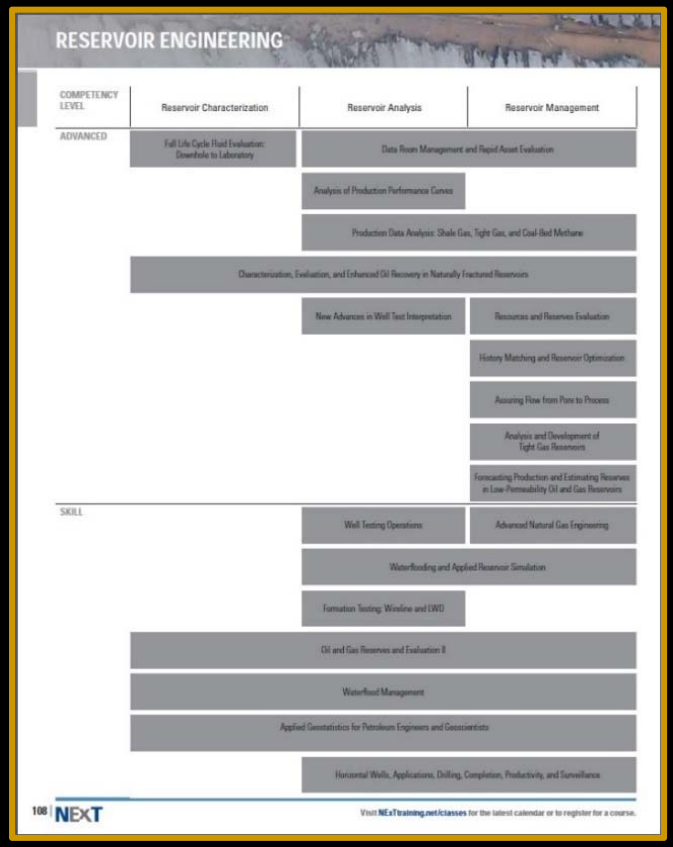
- IT University Catalog – Benchmark: Use Schlumberger's NExT





IT UNIVERSITY CONTENT & GUI REDESIGN

- IT University Catalog – Competency & Catalog Examples

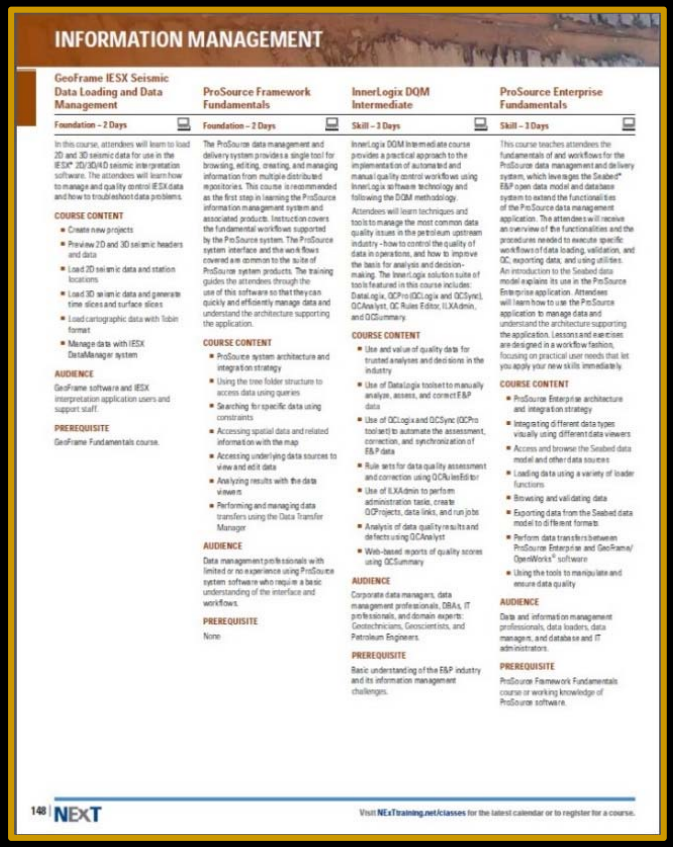


RESERVOIR ENGINEERING

COMPETENCY LEVEL	Reservoir Characterization	Reservoir Analysis	Reservoir Management
ADVANCED	Full Life Cycle Fluid Evaluation: Downhole to Laboratory	Data Room Management and Rapid Asset Evaluation	
		Analysis of Production Performance Curves	
		Production Data Analysis: Shale Gas, Tight Gas, and Coal-Bed Methane	
	Characterization, Evaluation, and Enhanced Oil Recovery in Naturally Fractured Reservoirs		
		New Advances in Well Test Interpretation	Resources and Reserves Evaluation
			History Matching and Reservoir Optimization
			Assuring Flow from Pore to Process
			Analysis and Development of Tight Gas Reservoirs
			Forecasting Production and Estimating Reserves in Low-Permeability Oil and Gas Reservoirs
SKILL		Well Testing Operations	Advanced Natural Gas Engineering
		Waterflooding and Applied Reservoir Simulation	
		Formation Testing: Wireline and LWD	
	Oil and Gas Reserves and Evaluation II		
	Waterflood Management		
	Applied Geostatistics for Petroleum Engineers and Geoscientists		
		Horizontal Wells, Applications, Drilling, Completion, Productivity, and Surveillance	

108 | NExT

Visit NExTraining.net/classes for the latest calendar or to register for a course.



INFORMATION MANAGEMENT

GeoFrame IESX Seismic Data Loading and Data Management

Foundation – 2 Days

In this course, attendees will learn to load 2D and 3D seismic data for use in the IESX® 2D/3D/4D seismic interpretation software. The attendees will learn how to manage and quality control IESX data and how to troubleshoot data problems.

COURSE CONTENT

- Create new projects
- Preview 2D and 3D seismic headers and data
- Load 2D seismic data and station locations
- Load 3D seismic data and generate time slices and surface slices
- Load cartographic data with Tobin format
- Manage data with IESX DataManager system

AUDIENCE

GeoFrame software and IESX interpretation application users and support staff.

PREREQUISITE

GeoFrame Fundamentals course.

ProSource Framework Fundamentals

Foundation – 2 Days

The ProSource data management and delivery system provides a single tool for browsing, editing, creating, and managing information from multiple distributed repositories. This course is recommended as the first step in learning the ProSource information management system and associated products. Instruction covers the fundamental workflows supported by the ProSource system. The ProSource system interface and the workflows covered are common to the suite of ProSource system products. The training guides the attendees through the use of this software so that they can quickly and efficiently manage data and understand the architecture supporting the application.

COURSE CONTENT

- ProSource system architecture and integration strategy
- Using the tree folder structure to access data using queries
- Searching for specific data using constraints
- Accessing spatial data and related information with the map
- Accessing underlying data sources to view and edit data
- Analyzing results with the data viewers
- Performing and managing data transfers using the Data Transfer Manager

AUDIENCE

Data management professionals with limited or no experience using ProSource system software who require a basic understanding of the interface and workflows.

PREREQUISITE

None

InnerLogix DQM Intermediate

Skill – 3 Days

InnerLogix DQM Intermediate course provides a practical approach to the implementation of automated and manual quality control workflows using InnerLogix software technology and following the DQM methodology.

Attendees will learn techniques and tools to manage the most common data quality issues in the petroleum upstream industry – how to control the quality of data in operations, and how to improve the basis for analysis and decision-making. The InnerLogix solution suite of tools featured in this course includes: DataLogix, QCPro (QCLogix and QCSync), QCAnalyst, QC Rules Editor, ILXAdmin, and QCSummary.

COURSE CONTENT

- Use and value of quality data for trusted analyses and decisions in the industry
- Use of DataLogix toolset to manually analyze, assess, and correct E&P data
- Use of QCLogix and QCSync (QCPro toolset) to automate the assessment, correction, and synchronization of E&P data
- Rule sets for data quality assessment and correction using QCRulesEditor
- Use of ILXAdmin to perform administration tasks, create QCProjects, data links, and run jobs
- Analysis of data quality results and defects using QCAnalyst
- Web-based reports of quality scores using QCSummary

AUDIENCE

Corporate data managers, data management professionals, DBAs, IT professionals, and domain experts: Geotechnicians, Geoscientists, and Petroleum Engineers.

PREREQUISITE

Basic understanding of the E&P industry and its information management challenges.

ProSource Enterprise Fundamentals

Skill – 3 Days

This course teaches attendees the fundamentals of and workflows for the ProSource data management and delivery system, which leverages the Seabed® E&P open data model and database system to extend the functionalities of the ProSource data management application. The attendees will receive an overview of the functionalities and the procedures needed to execute specific workflows of data loading, validation, and QC, exporting data, and using utilities. An introduction to the Seabed data model explains its use in the ProSource Enterprise application. Attendees will learn how to use the ProSource application to manage data and understand the architecture supporting the application. Lessons and exercises are designed in a workflow fashion, focusing on practical user needs that let you apply your new skills immediately.

COURSE CONTENT

- ProSource Enterprise architecture and integration strategy
- Integrating different data types visually using different data viewers
- Access and browse the Seabed data model and other data sources
- Loading data using a variety of loader functions
- Browsing and validating data
- Exporting data from the Seabed data model to different formats
- Perform data transfers between ProSource Enterprise and GeoFrame/OpenWorks® software
- Using the tools to manipulate and ensure data quality

AUDIENCE

Data and information management professionals, data loaders, data managers, and database and IT administrators.

PREREQUISITE

ProSource Framework Fundamentals course or working knowledge of ProSource software.

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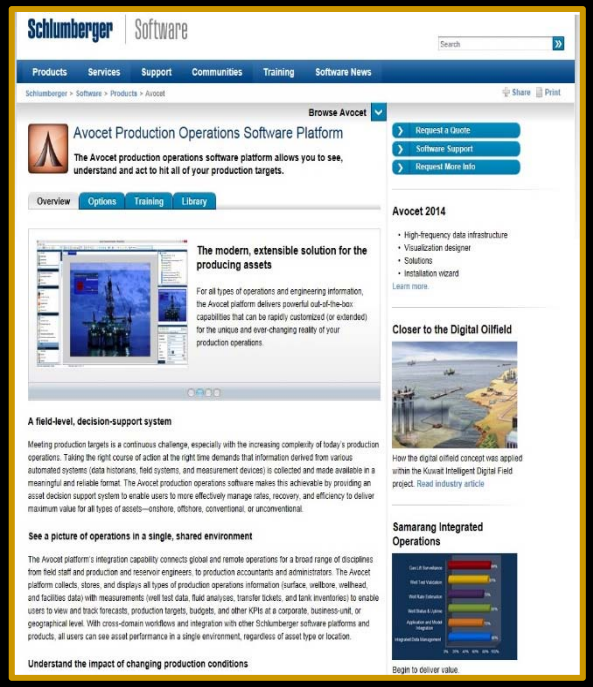
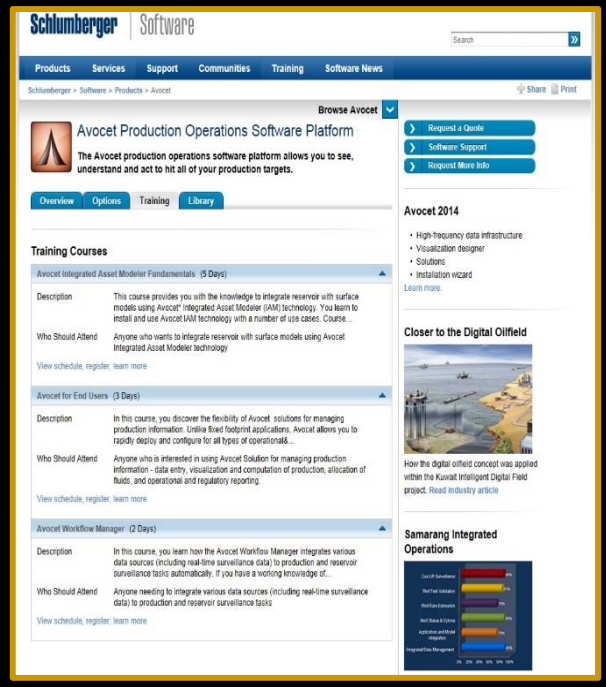
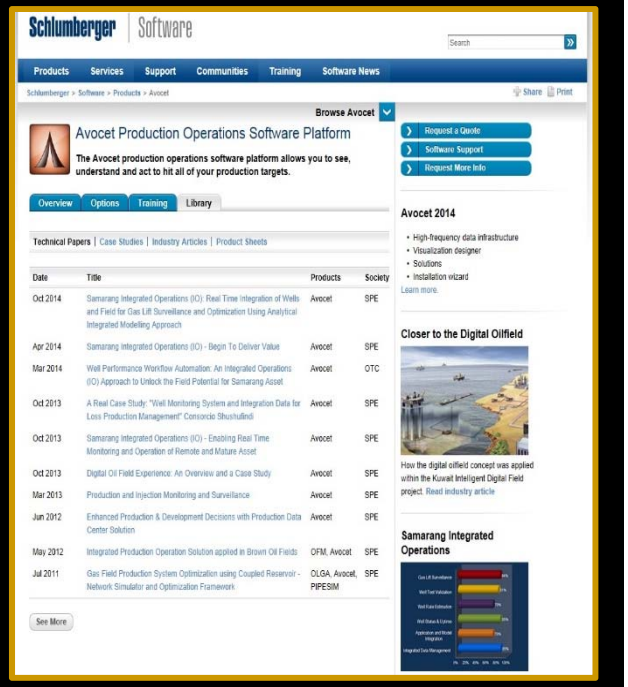
Visit NExTraining.net/classes for the latest calendar or to register for a course.

IT UNIVERSITY CONTENT & GUI REDESIGN

- IT University Catalog – Software Application Example



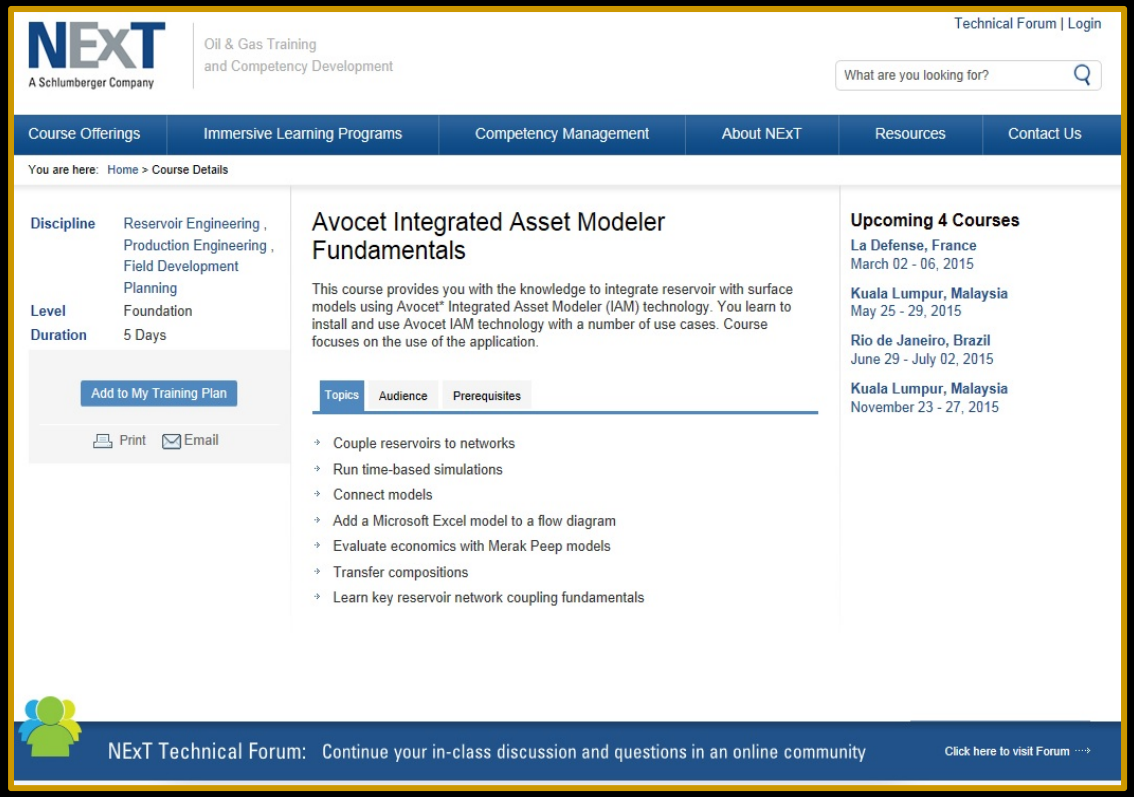




Each Software – Tabs for Overview, Training, Library
Clean, Consistent Branding

IT UNIVERSITY CONTENT & GUI REDESIGN

- IT University Catalog – Course-Level Page



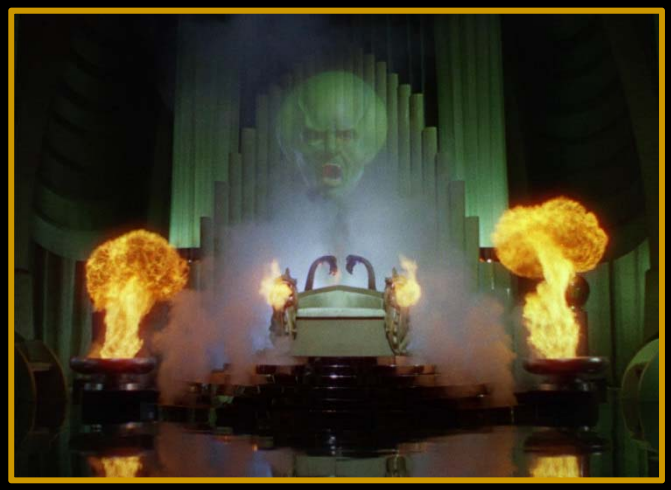
BEYOND 2015

BEYOND 2015

I understand: we haven't found where the Yellow Brick Road begins yet.

We're still in Kansas and the Tornado hasn't even come yet.

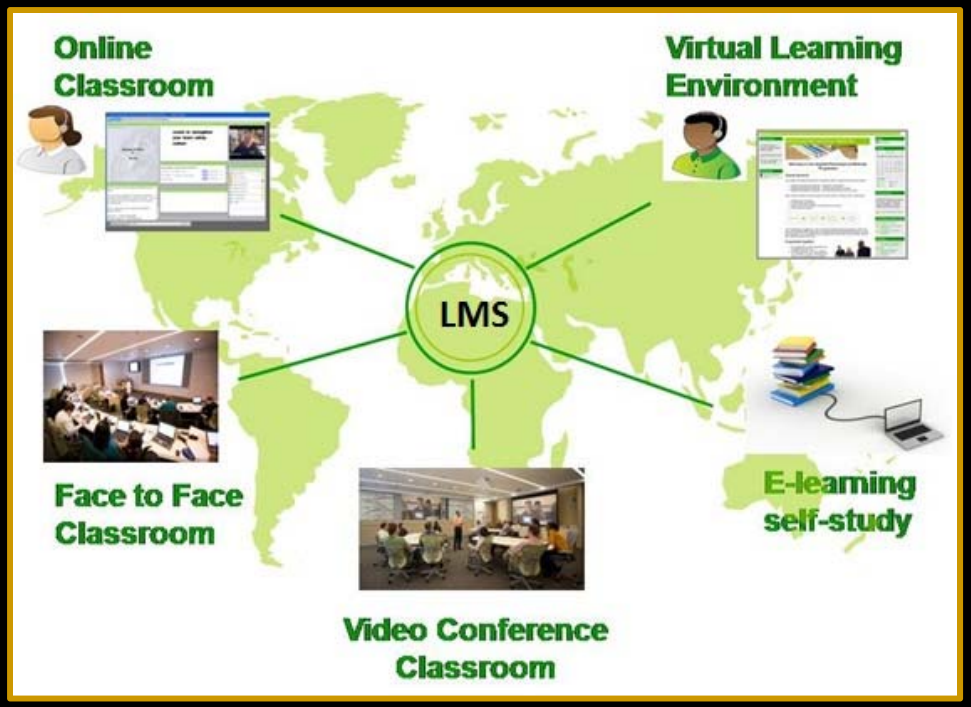
BEYOND 2015



But I've been to OZ and not only talked to the Wizard, I got the Broom from the Witch.
Multiple times.

KEY APACHE TRAINING NEEDS – BEYOND 2015

- Learning Management System
- Centralized Learning Portal
- From Which All Training is Managed and Launched



KEY APACHE TRAINING NEEDS – BEYOND 2015

- Learning Management System
  - It's an IT infrastructure issue
  - IT needs to help lead Apache Corporate LMS discussion
  - I can be of help when the time comes

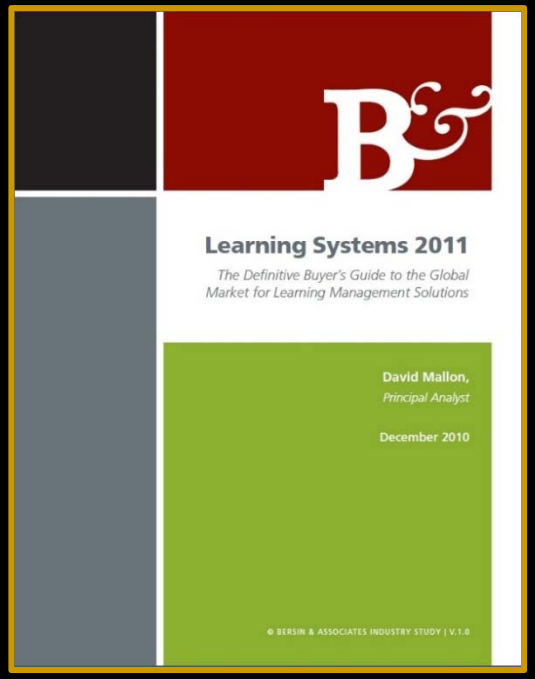


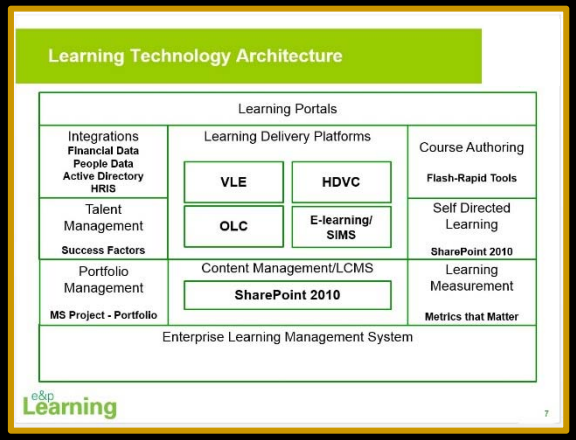
Figure 12: Business Value of LMS at Each Stage

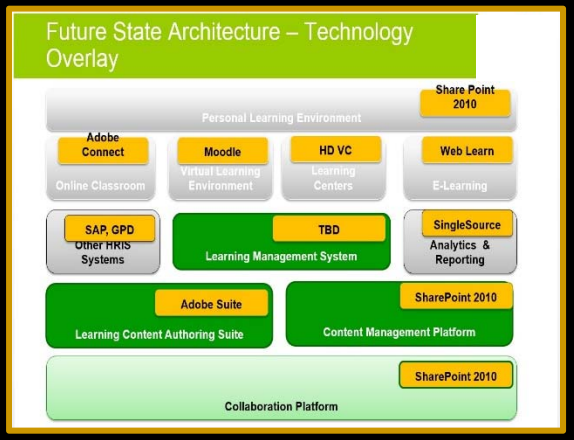
LMS Business Value by Role	
Role of LMS	**Cost-Justification and Business Value**
Training Management System	• Automate training processes and administration; • Improve efficiency of resource allocation; • Cost-savings in administration; and, • Better serve learners and instructors.
e-Learning Platform	• Reduce travel and delivery costs through online training; • Increase reach to more learners; and, • Make it easier to build and deploy courseware.
Enterprise Learning Application	• Meet corporate compliance requirements; • Centrally manage e-learning content, programs and resources for greater consistency and less redundancy; • Reduce overall training expenses by centralizing information and control; and, • Align learning programs and spending with corporate initiatives.
Talent Management	• Identify critical skills gaps and implementing plans to fill them; • Implement a consistent employee performance management process; and, • Make it easier for managers and employees to align goals and implement performance planning.
Social Learning	• Facilitate connecting employees with experts in areas of need; and, • Increase the scale, density, and utility of corporate social networks.
Customer Training	• Provide training to external customers and partners; • Generate revenue; • Increase customer success and loyalty; and, • Increase adoption of products and platforms.

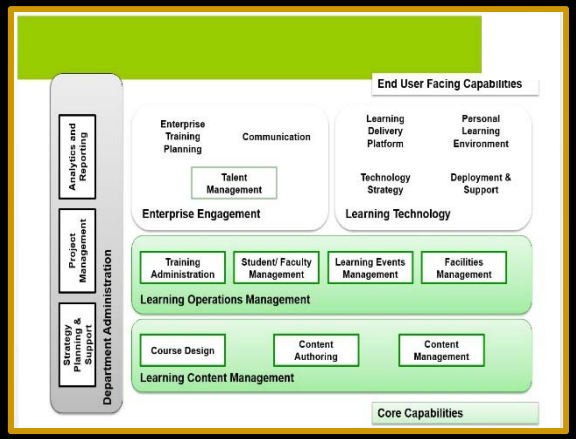
Source: *Bersin & Associates, 2009.*

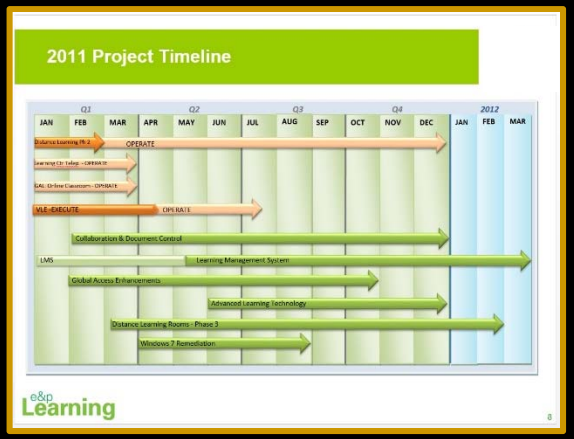
KEY APACHE TRAINING NEEDS – BEYOND 2015

- It's an IT infrastructure issue
  - Learning Technology Architecture
  - How Learning Technology fits in with everything else IT-wise
  - IT needs to help lead Apache Corporate LMS discussion
  - I can help when the time comes



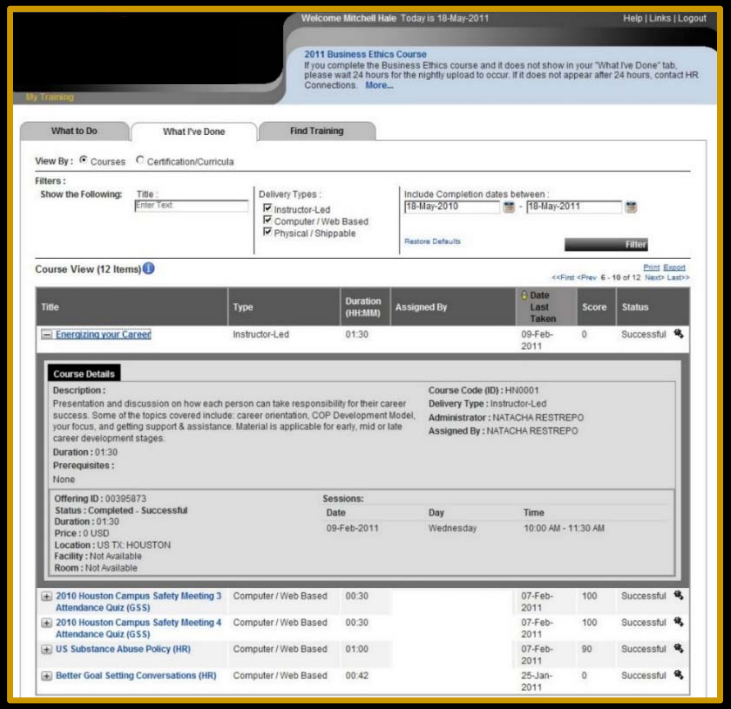






KEY APACHE TRAINING NEEDS – BEYOND 2015

- Learning Management System
  - Industry Standard
  - Personalized Learning Portal
  - Apache is a decade behind



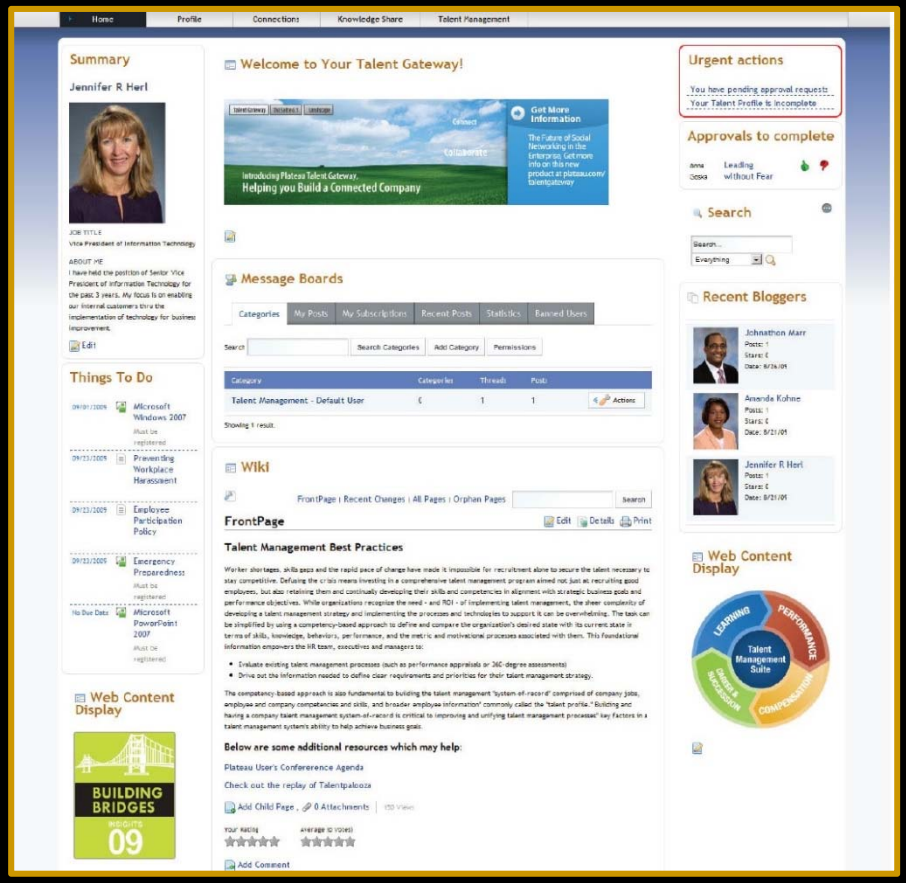
KEY APACHE TRAINING NEEDS – BEYOND 2015

- Learning Infrastructure - Languages

- IT Language
- HR Language
- E&P Language
- HSE Language

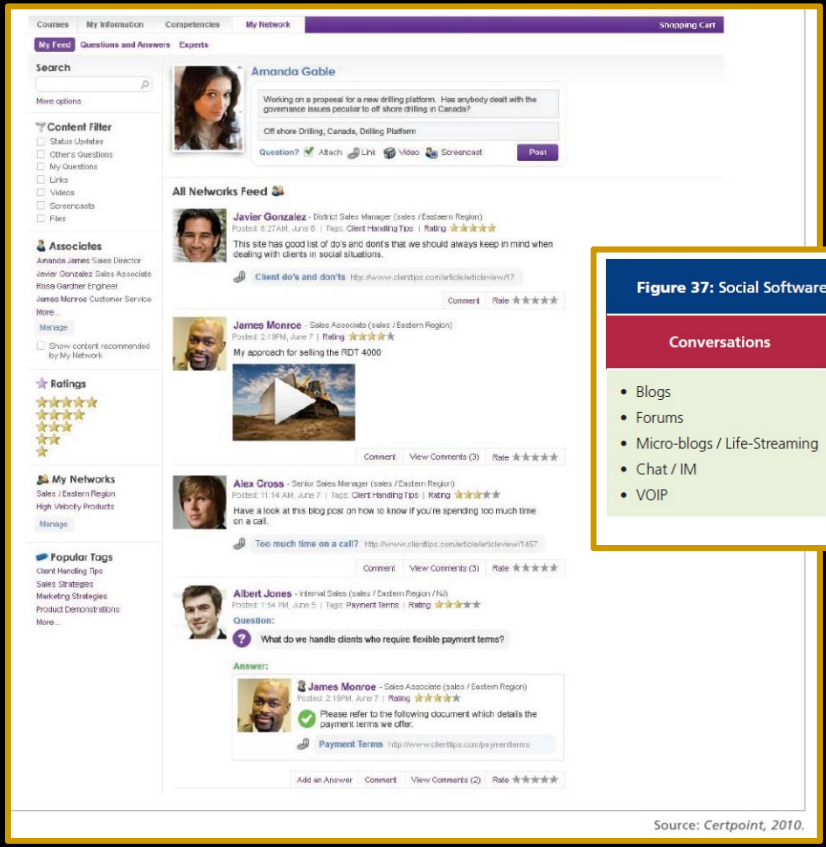
KEY APACHE TRAINING NEEDS – BEYOND 2015

- Learning Management System
  - State of the Art
  - Socialized Learning Portal



KEY APACHE TRAINING NEEDS – BEYOND 2015

- Social Learning
  - More Social, Collaborative Learning
  - Next Level of Self-Help = Training each other
  - Blogs
    Forums
    Wikis
    Chats
  - Yammer



Source: *Certpoint, 2010.*

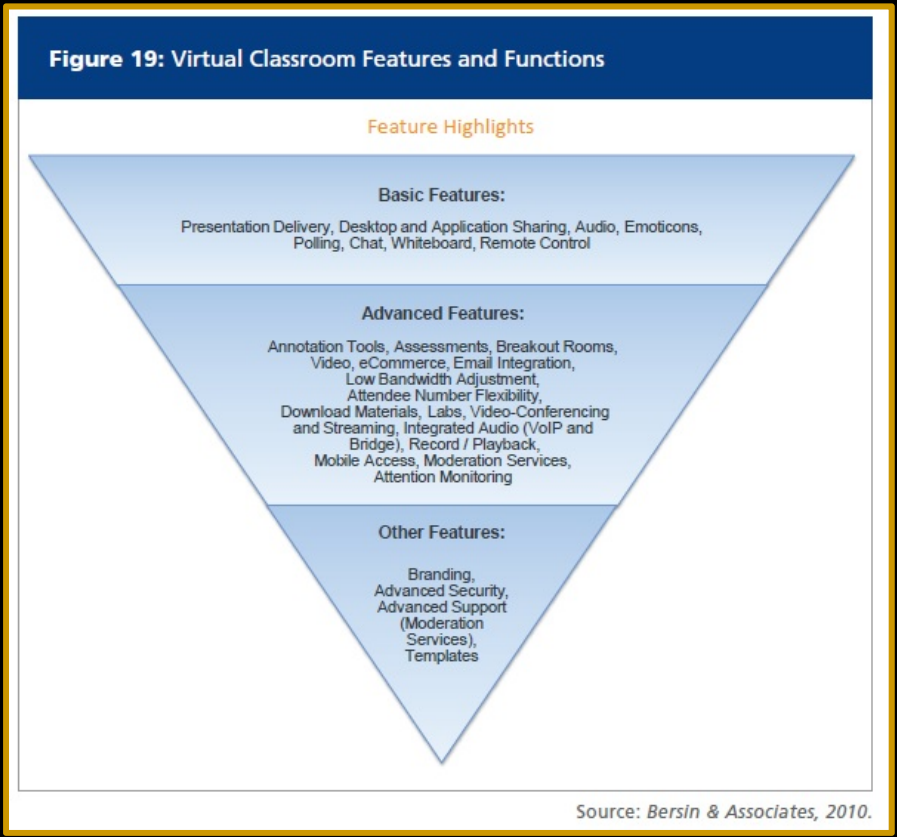
Figure 37: Social Software Features and the Four Cs

Conversations	Content	Connections	Collaboration
• Blogs • Forums • Micro-blogs / Life-Streaming • Chat / IM • VOIP	• Content-Sharing • Content Management • Tagging / Rating • Social-Bookmarking • Syndication	• User Profiles • Social Graphs • Friends / Contacts • People-Matching	• Wikis • Workspaces • Project / Process Support • Innovation / Idea Generation • Calendars and Events

Source: *Bersin & Associates, 2009.*

KEY APACHE TRAINING NEEDS – BEYOND 2015

- Virtual Classroom Training
  - Lync Criteria
    - Polling
    - Whiteboarding
    - Materials Downloading
    - Branding



KEY APACHE TRAINING NEEDS – BEYOND 2015

- What Do We Want as a Company?
  - IT Training
  - IT Training Infrastructure
    - **LMS, Virtual Classrooms, Mobile Learning, Social Learning**
- Role-Based Training Program
  - Combine IT Apps & Productivity with Job Role Function Training
  - Rather than Pure App-centric Training
- Elimination of Training Silos
  - In the best interest of Apache
  - Further De-Silo-ing of Apache Training to bring together
    - HR
    - HSE
    - IT
    - E&P

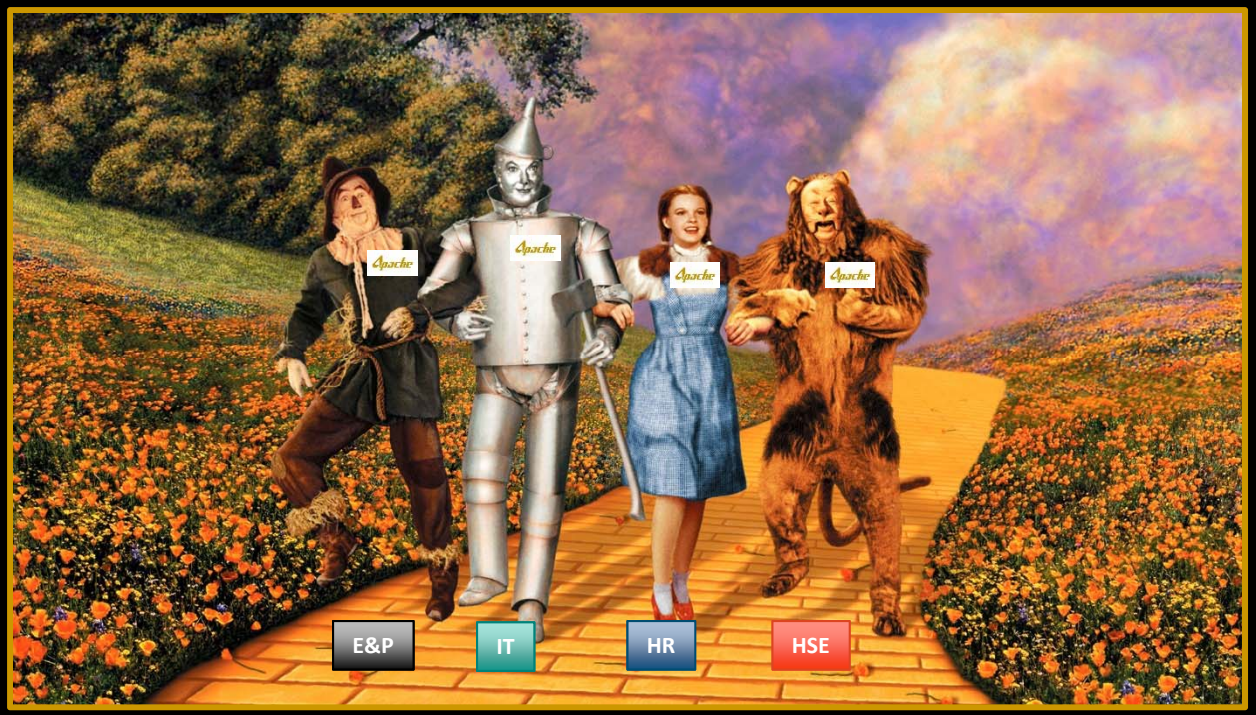
Accountant

Regional Well Supervisor

Pumper

IT Manager

BEYOND 2015



AGENDA

- Review 2013 IT Customer Satisfaction Survey
  - Results & Metrics – IT Training
- Discuss Apache IT Training Initiative
  - 2014 Q4 Discovery Phase
  - 2015 Phases
- Discuss IT University Issues
- Develop IT Training & IT University Priorities
  - for 2015
  - and Beyond

QUESTIONS & DISCUSSION