

Maximizing the mileage of IT systems



Web-based training program developed for Ingersoll-Rand

Ingersoll-Rand Company (IR) is a global innovation and solutions provider with powerful brands and leading positions within its markets. The company features a portfolio of worldwide businesses comprising an enviable roster of leading industrial and commercial brands, which are positioned as number one or two in their markets. The breadth of the company's products enables participation in virtually every industrial activity that society engages. This diversity increases opportunities to serve customers more broadly in select markets, such as automotive, construction, and general industries, and from a financial perspective, helps minimize the effect of downturns in any given market. They employ approximately 45,000 employees throughout the world, and operate in more than 100 manufacturing facilities, half of which are located outside the United States.

THE NEED FOR E-LEARNING

Ingersoll-Rand introduced new Oracle HR Self Service modules (HRSS) to serve its workforce worldwide. The modules were targeted at IR employees who were participants in the Annual Incentive Matrix / Performance Management Process (AIM/PMP) program. The company approached Tata Interactive Systems with the requirement to develop a Web-based training program with a notional learning time of approximately two hours to help the learners of the HRSS modules in using the system to its fullest.

HOW OUR SOLUTION HELPED

The course was deployed as a single Learning Object (LO) that was accessed by the learners from the LMS. The writing style was simple and the courses were taught according to the principles of adult learning that specified that adults learnt best when the training was practical, focused, and reflected the realities of daily work life. To achieve this, mainly the 'Show-Tell' and 'Try' modes of teaching were employed. Implicit user assessment was ensured in the program through interesting exercises that were interspersed with the content. The goal of these exercises was to reinforce the learner's comprehension of the instructional points covered within each unit. The answers for these questions were not scored.



The program was a truly multi-functional model that highlighted how e-learning could be used to roll out the training and training management simultaneously, with the same level of ease and efficiency.

Product features were divided into the following broad categories:

Features for end-users

- Navigational features
 - o Next and Back buttons
 - o Navigation across modules and topics
 - o Menu
 - o Exit
- Facilitating features
 - o Help
 - o Glossary
 - o Checkpoint

Features for the administrator (managed by the LMS manager at Ingersoll Rand)

- Tracking the number of times the user logged on
- Unit tracking of each user
- Tracking of the number of hours spent by users on the course
- Tracking of the assessment score of each user
- Tracking of the total number of users
- Templates and tools to facilitate content updates
- Assignment of users and groups of users
- Report generation

TECHNOLOGY USED

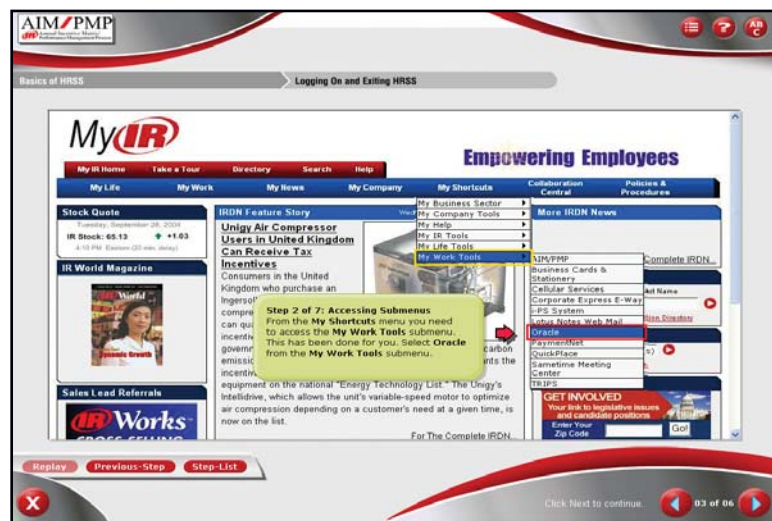
The product was developed using Flash MX, Adobe Photoshop 6.0, Macromedia Fireworks 3.0, RoboDemo 5.0, and Dreamweaver MX.

SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of the Web-based training program designed for Ingersoll-Rand Company. To experience our products at work, you may view our demos by registering online at www.tatainteractive.com.



Main page from where users could access the course depending on their positions in IR.



'Checkpoint', where users could check their understanding of the concepts learnt.

