



ITS TRAINING SERVICES

WELCOME TO ITS TRAINING SERVICES

ITS Training Services provides the people, process, and methodology to help insurance organizations plan, manage, and execute their training process more effectively and efficiently. Our flexible delivery models allow us to deliver a full turn-key solution, a blended team with your resources as well as eLearning and LMS delivery options.

OUR APPROACH

The foundation of Training Services is our structured project approach and are supported by a specialized toolkit, including Micro-Learning and E-Learning systems.

Planning and Development – Utilizing the master training plan, develop the list of materials.

eLearning and Pre-Class work – Helps with early adoption of system and changes / Pre-Training Activities / User readiness assessment / new system advocates / eLearning / system demonstrations / pre-hands on activities.

Train the Trainer (TTT) – TTT sessions will occur just prior to ILT. A session will be delivered for each different class developed. It is designed to validate the content, timing, and exercises. It also prepares the trainers for the delivery of the end user training. Presentation skills class may be added on as well to help some that may not be as proficient in training.

Instructor Led Training (ILT) – Instructor Led Training (ILT) is delivered immediately prior to go live and is designed to prepare the end users to do their job in the new system. It combines system functionality with processes and procedures and provides extensive hands-on practice.

Post Class Support – Develop a plan to assist with go live as floor support, phone support, or delivering post training workshops.

ITS Training Services Benefits	
Collaborative engagement	Consistent training experience
Planning and training templates	Rapid and smooth transition
Higher Productivity and ROI	

PROJECT PLANNING PHASE

Planning Workshop Deliverables:

Master Training Plan - Plan that outlines the scope, approach, resources, communication plan, and project roadmap.

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ILT Class Plan & Calendar - Defines the functionality by user role, topics for each class being developed, the length of each class being developed, and a proposed training delivery calendar.

ILT Material Development Plan - Lists all ILT deliverables by type and a status tracking workbook.

eLearning Development Plan – Lists all eLearning courses to be developed along with their topics and a status tracking workbook.

DEVELOPMENT PHASE

Development Tools | Design Templates | Material Development | Review and Sign-Off Process

Training Tools & Templates:

Master Training Plan – Defines the scope, approach, roles & responsibilities, resources, and communication plan for conducting training project.

Instructor Lead Training (ILT) Plan – Defines matrix of system functions by user role including list of training topics by user role with estimated class duration, number of classes and Training Calendar.

Training Material Plan & Status – Defines training material scope and development status by training medium including user reference guides, job aids, videos, and eLearning.

Training Material Templates – Including Job Aids, User Reference Guides, Instructor Outlines, Hands-on Exercises as well as the following optional add-ons: Instructional Videos, eLearning, Training Evaluation Forms, and eLearning Development Tools

DELIVERY PHASE

Scheduling | Trainers | Facilities | Feedback / Surveys

Training Roles & Responsibilities – Training Project Manager, Subject Matter Expert, Instructional Designer, Trainer, Training Support, and Training Technical Support

Learning Management System – ITS can provide a hosted LMS that can:

- House all training documents, videos, and eLearning with unlimited access
 - Track learner progress and completion and provide badges to the learners
 - Provide management reports on usage
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ABOUT INSURANCE TECHNOLOGY SERVICES (ITS)

Based in Dallas, Texas, ITS is an insurance consulting and services firm specializing in the design, implementation, and utilization of technology to optimize critical business processes and achieve exceptional results. ITS serves P&C insurance organizations of all sizes across the country. ITS provides system implementation support (including project management, business analysis, forms design, system development, testing, and legacy data conversion), process improvement services (including PMO establishment, quality assurance, and production support), and change management services (including end-user training, organizational change planning, and business process reengineering), as well as proprietary insurance platforms for automated functional testing and data migration. ITS helps insurance organizations manage and reduce risk by deploying agile teams with exceptional insurance and technical expertise to streamline implementations and boost the capabilities of existing IT staff.

For more information please visit: www.InsuranceTechnologyServices.com