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 include a full turn-key solution, a blended team with your resources, and eLearning and LMS delivery options.

OUR TRAINING SOLUTIONS

The foundation of Training Services is our structured project approach supported by a specialized toolkit, including the following types of training:

- **eLearning**—eLearning is available on demand both pre- and post-implementation. This interactive, self-paced course simulates the system functionality and provides immediate feedback.
- **Microlearning**—Microlearning consists of short, on-demand, how-to videos and documents that enable users to quickly find answers.
- **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.
- **Train the Trainer (TTT)**—TTT sessions occur just prior to ILT. It is designed to validate the content and prepare the trainer(s) for the delivery of the end user training.
- **Post-Class Support**—assistance with go-live as floor support, phone support, or delivering post training workshops

MASTER TRAINING PLAN

The master training plan outlines the scope, approach, resources, communication plan, and project roadmap and includes the following deliverables.

- **ILT Class Plan & Calendar**—defines the functionality by user role, topics for each class being developed, the estimated length of each class being developed, and a proposed training delivery calendar
- **Training Material Development Plan**—lists all training material deliverables by type and provides their development status. Deliverables may include job aids, user reference guides, classroom instructor outlines, hands-on exercises, microlearning videos, microlearning documents, eLearning, and training evaluation forms.

ITS LEARNING MANAGEMENT SYSTEM (ILMS)

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

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

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