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# The Next Generation Learning Management System

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# The Next Generation Learning Management System

## TRANSFORMING THE LEARNING EXPERIENCE

Training a workforce and associates spread across geographies poses a formidable challenge in aspects such as coordinating, tracking and maintaining a comprehensive and cohesive learning experience for each employee or associate. Hence, over 50 percent of all training

*34% of LMS customers said they planned to implement wikis, blogs and other collaboration tools from their Corporate Learning Systems vendor within the next two years*

*-2011 CLS Magic Quadrant report*

provided in major corporations globally is being done through e-learning or Learning Management Systems.

A learning management system (LMS) is a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online

events, e-learning programs, and training content. Traditional LMS, with its rigid static architecture, was primarily employed for the efficient distribution of learning content with little or no flexibility offered to instructors and end users, reducing its value and limiting its adoption in organizations. The key to the success of a training initiative therefore, in today's age would be the adoption of a LMS which can support dynamic learning through collaboration and knowledge sharing.

## DYNAMIC LEARNING THROUGH COLLABORATION & KNOWLEDGE SHARING

In today's world there is lot of information around us, the only thing required is having the means to access, assess and use it. In this information age, people learn quickly, they write blogs, share and review their learning with one another in "social-enabled learning environments". This calls for moving the traditional LMS from the static one-way flow of knowledge from LMS to user to a more **collaborative, dynamic, inclusive approach** where users contribute and share their knowledge.

## SOCIAL LEARNING

With the proliferation of social networks and wide spread adoption of sites such as Facebook, Twitter and LinkedIn, there has been great demand to include similar tools to help people make connections internally in companies. Since it is likely that your employees have integrated social networks into the way they think, learn and solve problems, the LMS must evolve from systems that simply automate teaching, learning, and research collaboration to



technologies that also facilitate, and even drive, true learning. As there's a social component to learning, the next generation LMS should be dynamic, knowledge-sharing, collaborative platforms that foster informal learning, cross-divisional understanding and collaboration.

This is facilitated by designing social connect modules where social tools such as blogs, wikis, Q&As add to the learning experience by allowing users to share their knowledge, answer each other's questions and raise the overall knowledge:

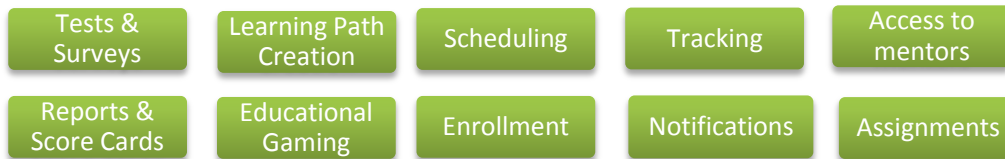


- > Users attend formal training sessions or learn from LMS content and articulate their learning, thoughts and ideas in innovative and creative ways such as blogs or presentations which are viewed by other users allowing them to comment and ask questions
- > Users access Twitter to gather valuable information as well as follow experts in related domains.
- > YouTube is another treasure trove of information where users access videos posted by domain specialists.
- > Scheduler with rich colour coded views of scheduled training sessions, assignments, quizzes and other events which are easily shared with the trainees.
- > Features to share audio/video content about reflections on the learning and broadcast it to the entire network through the Broadcasts feature.
- > Integrated RSS feeds to provide a steady flow of content on subscribed areas without having to browse multiple sites on the web.
- > The social learning is enhanced through use of game mechanics which monitor and drive engagement levels of users, such as by providing rich graphics of learning meters, leaderboards showing levels of progress of various users in a particular course, users with most number of comments on queries, user accessing the most content and awarding them with certificates and titles of- Novice, Competent and Expert.



## LEARNING ON-THE-GO THROUGH MOBILE LEARNING

With more and more employees on the road and working at a distance, there has been a strong and growing need for applications to be made accessible via mobile devices—smart phones, laptops and tablets. This is also called mobile learning or m-learning where the learning environment is supported on various mobile devices and provides employees easy access to mentors, experts, viewing course content, downloading content, replying to queries and finding answers on the go.



## SaaS

Software-as-a-Service (SaaS) platforms provide reliability, on-demand scalability, thus driving organizational efficiency and cutting down on operational expenses. This learning environment is backed up by analytics that track the content accessed along with the demographic and psychographic profile of the user to provide for specific and relevant content that fits the user's learning preferences.

## ADMINISTRATIVE FEATURES

These features are fully automated allowing precision management of content and learning resources along with bookmarking for future reference. The administrators as well as the users have the ability to create paths of learning in accordance to business and personal needs. The administrators and managers of various functions can view dashboards displaying measurable indicators of users engaged in training activities, content access and generation, social media usage etc.

## EXTEND-ABILITY

The next-generation LMS should be capable of delivering education and training to external audiences beyond traditional employees such as customers, Sales, Partners, Suppliers, Channel and Distributor Networks, Franchises/Franchisees, Association Members, Independent Agents, Contractors or Volunteers.



## Benefits of a Socially-Enabled Learning Management System

- > Interactive, informal methods of engagement aid in accelerating overall learning
- > Keeps your employees updated and attuned to current trends
- > Encourages creativity and thought leadership
- > Engages high performers and puts them on a fast-track lane of development
- > Richer, more collaborative learning experiences for all users aids in rapid adoption

## AT-A-GLANCE: Features

### Social Learning Features

- Blogs
- Social Learning Communities
- Social Networking Plugins- Twitter, Facebook, Youtube, LinkedIn
- Forums
- Gamification
- RSS Feeds
- Wikis
- Forms
- Scheduler
- Chat facility
- Broadcasts
- Polls

### Mobile Devices Support

#### SaaS Platform

- Analytics
- Reporting

### Extend-ability to outside audiences

#### Personalized Instances

- White label provision

#### Identity and Role creation

- Administrators
- Trainees
- Attendance

### Learning Path Management

- Course Creation
- Learning Path creation
- Content creation/ loading
- Bookmarking
- Learning Sessions
- Courses/Topics Tabs
- Rewards
- Certifications

### Administrative Features

- Approval workflows
- Scheduling
- Tracking
- Quizzes
- Assignments
- Notifications
- Reporting
- Enrollment
- Scoring
- Discussion Forums

### Personalized User Profiles

- Photos
- User groups
- Friend circles
- Personal blog
- Status



To learn more about **Happiest Minds Social Computing Solutions**, please write to us at [business@happiestminds.com](mailto:business@happiestminds.com) or visit: [www.happiestminds.com](http://www.happiestminds.com)

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## About Happiest Minds

Happiest Minds is a next-generation IT services company delivering transformational solutions for enterprises by leveraging disruptive technologies such as **cloud computing, social computing, mobility and analytics**. We combine our unparalleled experience, comprehensive capabilities in the following industries: **Retail, CPG, Manufacturing, Banking and Financial services, Travel and Hospitality, Hi-Tech and Media** with pragmatic, forward-thinking advisory capabilities for the world's top businesses, governments and organizations. Founded in 2011, Happiest Minds is privately held with headquarters in Bangalore, India and offices in Delhi - India, the USA, UK and Singapore.

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