Building an RFP and Selecting an LMS

Bill Horzempa, HP Enterprise
Michael Lennox, Splunk
Bob Lucas, Infoblox

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The Computer Education Management Association

Agenda

- The HPE Journey
- RFP: Ten Questions
- RFP: Table Work
- RFP: Parsing the Response
- LMS Selection

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Introduction of Presenters

- Bill Horzempa, HP Enterprise
- Michael Lennox, Splunk
- Bob Lucas, Infoblox

- What experience does each of us have with writing and/or answering an RFP?

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HP Enterprise's Experience

Bill's charts are below.

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What's Our Top Ten?

Audience brainstorm top ten questions to ask when writing an RFP.

Ask away!

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Top Ten Questions to Answer Before Writing an RFP

1. Why are you writing an RFP?
2. What are your business processes?
3. What are your business goals?
4. What does your technical landscape look like?
5. Who are the stakeholders?
6. Who owns the process? (Writing, evaluating)
7. What is your evaluation criteria?
8. What is your selection process?
9. What is your procurement process?
10. What is your timeframe?

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Tips

- Beware stakeholder/scope creep.
- Closed questions are easier to compare.
- Objective questions are easier to compare.
- Make the RFP your own.
  - Templates are a helpful starting point, but probably don't perfectly match *your* business
- Weighting questions/responses is better than counting yesses and nos.
- Provide context for the vendor. Explain why you believe a specific feature is important.
- Don't just 'pass around a list and send to vendors'
- Make sure you're submitting to the right vendors.

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RFP: Table Work

- Click [HERE](#) to get to the sample RFP…

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Table Work

- Tables 1 and 2: You are a Startup
- Tables 3, 4, and 5: You are SMB
- Tables 6 and 7: Enterprise Consolidation (due to M&A)
- Tables 8, 9 and 10: Enterprise LMS

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LMS Selection

- Group discussion
- Thoughts from vendors

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Building an Education RFP and Choosing an Enterprise LMS

HPE's "NextGen" (HPE's brand for our LMS) journey from RFP to selection to implementation

Bill Horzempa
HPE Education services
October 25, 2016

Topics to address

- Why HPE implemented a new Learning Solution
- What HPE needed in an LMS
- The scope of the solution
- The selection process
- Gotchas, Learnings & the impact of Murphy's Law
- What's next
- Demo the live enterprise solution (At a Lunch or Break)

Goal for HPE EDU NextGen?

GOAL: Deploy modern training management, delivery and customer self-service capabilities to all countries with a direct customer technical training business that :

- Reduces business risk by replacing obsolete, at risk, applications
- Drives growth through introduction of self-paced e-learning and better virtual delivery reach
- Enables operational efficiencies through strong reporting and decision support capabilities
- Reduces cost through customer self-service registration, ecommerce and support

Why we implemented NextGen

Without critical investment we couldn't meet our customers & internal growing needs

- HP cannot address IT Training market growth areas our competitors can
  - Traditional classroom training is shrinking – Double digit YoY drop in students
  - Key grow areas are not addressable - limited virtual delivery, no eLearning capabilities, subscriptions, mentoring or badging

- HP Education cannot access operational efficiencies others can
  - 100% manual registration and country-based operations inhibit cost reduction & efficiency opportunities
  - Current system only deployed to 2/3 countries globally – missing major markets

- Current systems represent a significant risk to business
  - Current system is 21 years old, has no support (vendor bankrupt) with rising outages
  - Business continuity plans are 100% manual, non-system supported
  - Current situation is unsustainable - severe compliance and business continuity risk

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The benefits of implementing HPE NextGen

Three primary areas of benefit

− Substantially reduced business continuity risk

- Eliminates stability and business loss risk
- Modern, web-based, cloud-based system
- New capabilities to address many workarounds and compliance issues
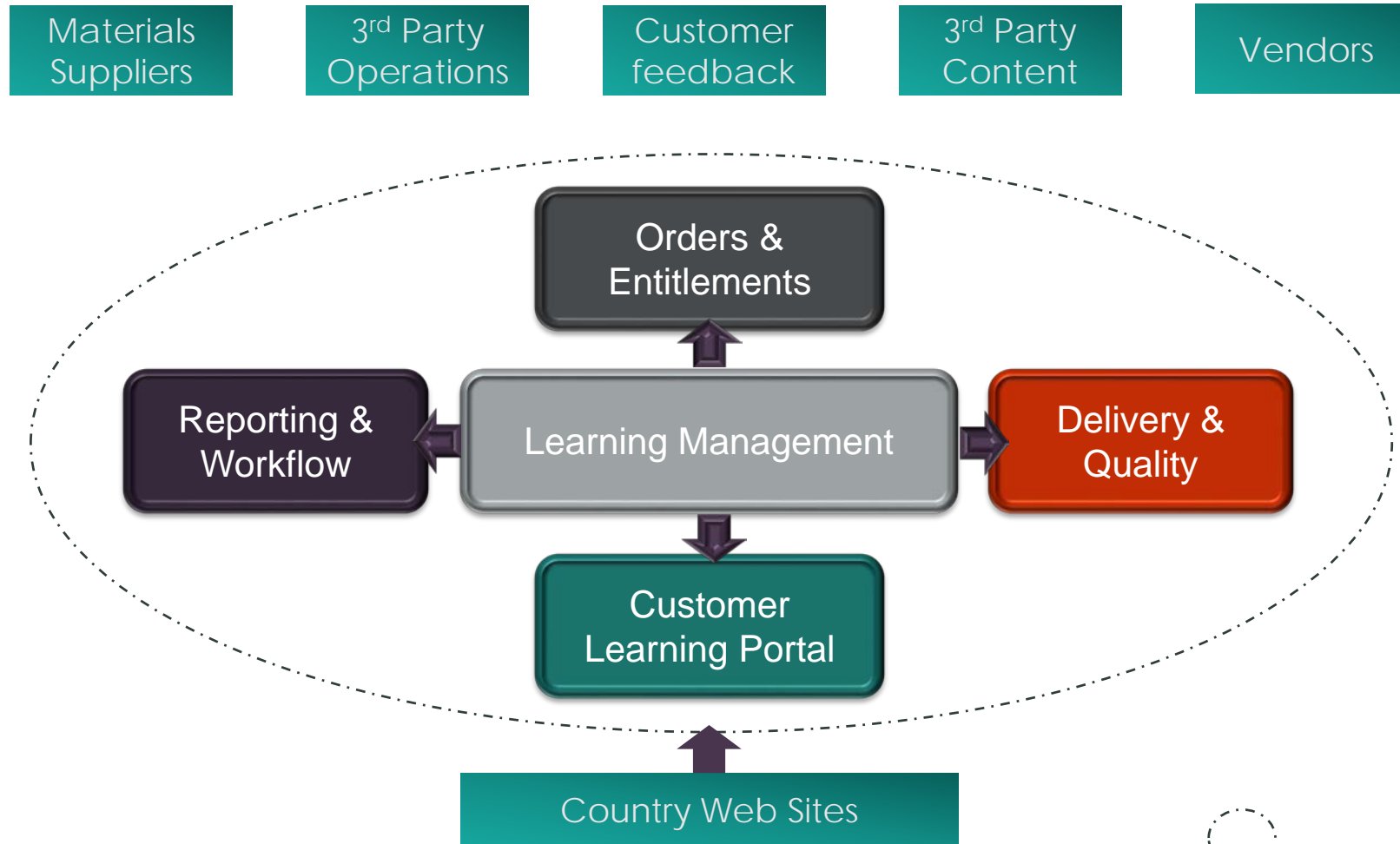
− New growth & margin opportunities

- Ability to sell higher margin self-paced e-learning into existing markets
- Customer visibility to all virtual events (Fill boost)
- New demand generation & opportunity discover tools / data

− New centralization and business efficiencies

- A global system for all events & registrations
- Superior global analytics
- Standardized processes
- Enables centralization of numerous operational processes

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Major Scope Items

Materials Suppliers

3rd Party Operations

Customer feedback

3rd Party Content

Vendors

Orders & Entitlements

Reporting & Workflow

Learning Management

Delivery & Quality

Customer Learning Portal

Country Web Sites

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Major Functionality building blocks
Rainmaker vs. Saba

Legend:
- Scope completely met with minor adjustments
- Scope partially reduced
- Configuration & Build required
- Dropped from scope

Orders & Entitlements
- Skeleton Order Loading
- eCommerce Services
- Entitlements Management

Reporting & Workflow
- Workflow Automation
- Data Extract Management
- Analytical Reporting
- Operational Decision Support

Learning Management
- Core Learning Management, Planning & Operations
- Registration Management
- Pricelist Management
- Notifications Management

Delivery & Quality
- Learning Content Management
- Defect Tracking
- Content Hosting & Delivery
- Virtual Platforms (VL/VR)

Customer Learning Portal
- Self-service Registration
- Launch & Track
- Self-service Support
- Training Advisor

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What we delivered in Phase 1

Customer Learning Portal

Self-service Registration

- Offering Selection
- Registration & Global Trade
- Search & Deep links
- Promotions & Entitlements
- Checkout & eCommerce

Launch & Track

- Active Training & Subscriptions
- Content & Virtual Services Launch
- Standard Content Tracking

Self-service Support

- Enrolment Management
- Transcripts & Certificates
- Order History
- User Profile & Preferences
- Entitlement Statements
- Contact HP

Training Advisor

- Question & recommendations Management
- Training Recommendations
- Custom Catalogs

- Multi-lingual User Interface
- Country-specific Context
- HP Branding

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Modern Digital Learning – Where we are going
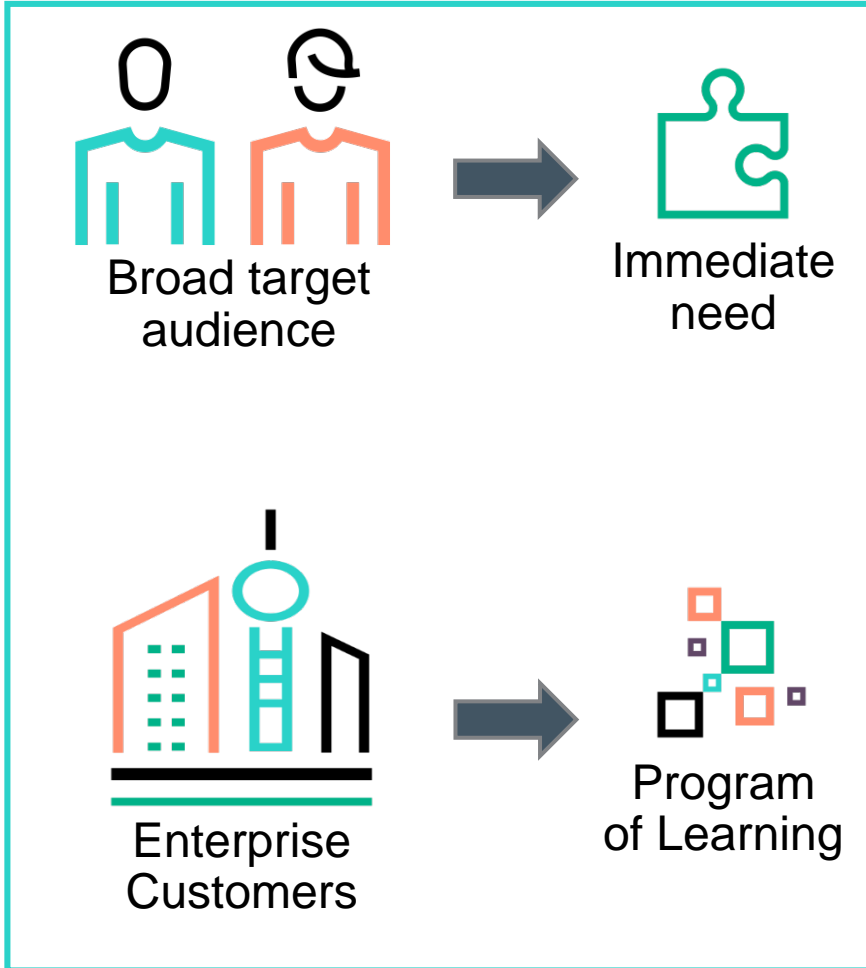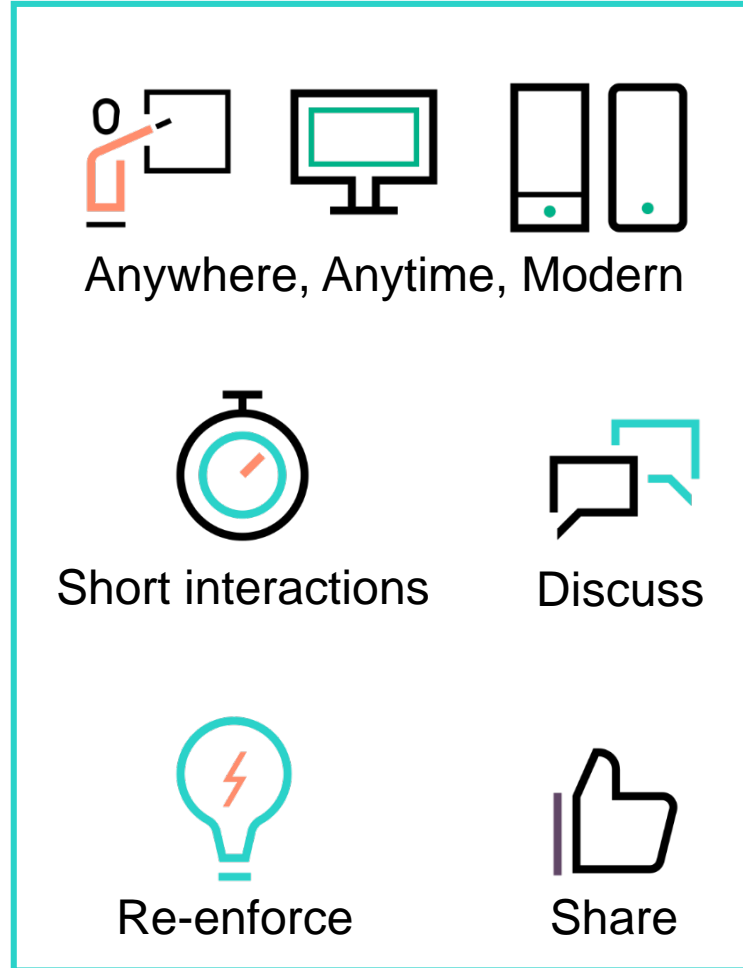
Primary building blocks of our Learning Infrastructure

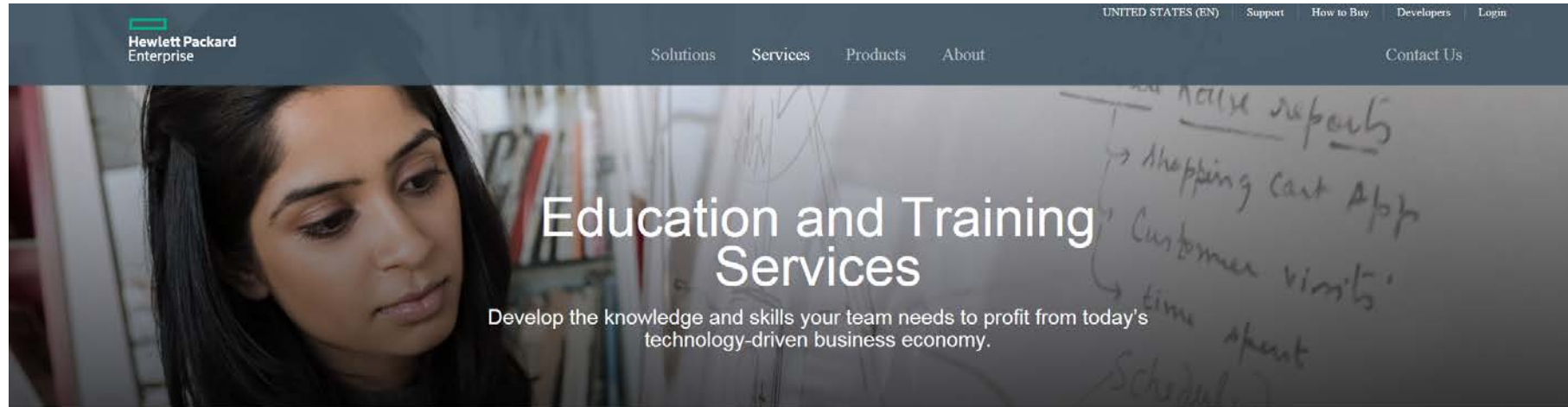|		
Content Factory	HPE Back-office	Analytics & Data Management
Learner Accreditation & Motivation	Training Operations	Customer Self-service
Web Gateway, Catalog & Search	Content Delivery	Learner Interaction & Engagement

Demo the HPE Learning Solution at lunch or a break

– www.hp.com/learn

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Thank you

Click HERE to return to master deck…

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