Artifact Saba System Administrator Training

The System Administrator for a Saba Learning installation requires a solid understanding of many topics. In the normal course of business, the person who is trained as the System Administrator during the implementation, may be promoted, reassigned or leave the organization. This offering gives the knowledge required to be successful to the replacement Saba System Administrator along with transition support.

System Administrator Role

It is critical that the investment in the Saba LMS effectively supports the overall Learning and Development objectives of an organization. In most small and medium-sized organizations, the System Administrator is the go-to resource for any questions and decisions relating to Saba Learning. It is critical that this person has the skills and knowledge required to exploit the full functionality of Saba Learning.

This person must have the ability to configure new and existing functions and to provide wise counsel to the entire organization about applying "Best Practices" to meet the organization's needs. This is critical to getting the full value from this very powerful and comprehensive package.

The Artifact Saba System Administrator Training program provides the skills and knowledge necessary to administer their Saba Learning System. It also includes a bank of consulting hours to ensure that the System Administrator has access to expert knowledge and analysis while developing the experience and in-depth knowledge required to deliver an effective service to the company.

Scope of Services

Virtual Workshops

This package consists of three parts:
1. Virtual Workshops,
2. Documentation and Job aids and
3. Bank of hours.

The first 2 items deliver information and tools that reflect very closely the material discussed and decisions made during the original implementation. The workshops focus on the existing system as it is configured so that the new Administrator gains a high level of confidence in their understanding of how the system is setup.

The bank of hours provides a mentoring capability that provides expert advice in the initial critical months while the new Administrator applies what was learned and begins to gain the experience required to make adjustments to the configuration and to implement new functionality.

We deliver a series of 1/2 day workshops:

Foundation data
User profile
Import of Foundation Data
Job Type mapping
Resources (People, Locations, Facilities, Rooms)

Catalog Administration
Catalog Configuration
Audience Types
Curricula
Certifications
Courses
Offerings

Content Administration
Production Repository
Knowledge Base
Importing content
Creating questionnaires & tests

HR Administrator
Job Roles
Competencies
Success plans

People Administration
Administering people (add, edit and view profiles, assign security privileges)
Administering people's learning
Managing certifications
Prescriptive rules

Other User Roles
Instructor
Registrar
End User
Manager

System Administration and User Interface
Menu Structure
User Interface Configuration
Business Rules

Portals
Components
Indexes
Notifications

Reports
Overview of existing reports
Creating Custom Reports
Report Templates
Introduction to Queries and analytics (advanced topics)

In each of these virtual workshops the Administrator will:
- Participate in demonstrations of the essential use cases of each role,
- Investigate the current configuration and learn to evaluate the choices available for building an optimal configuration,
- Accomplish tasks on their own with the support of the Artifact expert.

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Documentation and Job aids

During the virtual workshops, the following documentation will be reviewed:
  a) Saba Learning technical documentation
  b) Job Aids

The 24 job aids describe the step-by-step procedures guiding the System Administrator in managing and populating the Saba Learning Cloud environment:

- Add Location
- Add Facility
- Add Room
- Add Instructor
- Add Course
- Add Delivery Type
- Add ILT Offering
- Add Session Template
- Post content to production server
- Add WBT Offering (attaching content)
- Add Virtual Offering (using Saba Meeting)
- Participant Searches
- Participant Browses
- Participant Orders ILT
- Participant Cancels ILT
- Manager orders ILT
- Manager cancels ILT
- Registrar orders ILT
- Registrar cancels ILT
- Add Package
- Add Curriculum
- Add Certification
- Add Prescriptive Rule
- Add Job Role
- Add Competency
- Associate Competency to Course
- Associate Competency to Job Role

The hands-on perspective of the workshops along with the Job Aids enable the System Admin to review and update the configurations and the existing content to yield a superior user experience and competency development gain, in a closer alignment with the corporate performance objectives.

Bank of hours

During the period while the workshops are being given, the new System Administrator has access to the trainer for question relating to the system. In order to assist the new System Administrator after the training workshops, Artifact provides a bank of support hours.

This provides on-demand access to expert knowledge and analysis to support the new System Administrator in dealing with situations or choices that must be made in order to keep the system running smoothly or to take advantage of the system's features to meet the corporate objectives.

These hours will not be used to resolve problems that are normal support issues such as outages or software deficiencies which are covered under the Saba Learning contract.

Usage

This service is normally used for the following:

- coaching about the use of the system,
- developing strategies to support new requirements,
- analysis of user requests or problems and
- implementation of new reports or new dashboard components

The recommended number of hours will depend on the past experience of the new System Administrator, the complexity of the environment and the state of projects currently underway or being planned by the organization.

Management of the Bank of Hours:

When a predetermined number of hours are consumed, the Artifact Saba Solution Consultant will deliver a report with the hours consumed and the hours left in the Bank.

Service Delivery

All delivery is remote and online using the Saba Collaboration application, e-mail and telephone. This delivery method was chosen to expedite the training deployment and provide a substantial cost savings over traditional on-site consulting and training.

Artifact Software provides solutions that leverage our technology expertise and our in-depth understanding of the Learning and Development environment. Our product offerings include L&D portals, COTS content and software tools. These are supported by implementation services, SaaS hosting, custom development and human capital management consulting.

For more information, visit our web site www.artifact-software.com or e-mail us at sales@artifact-software.com.