

Verizon (fGTE) Behavior Based Safety System Follow- Up Update

ITSC 2001

Branden Jones

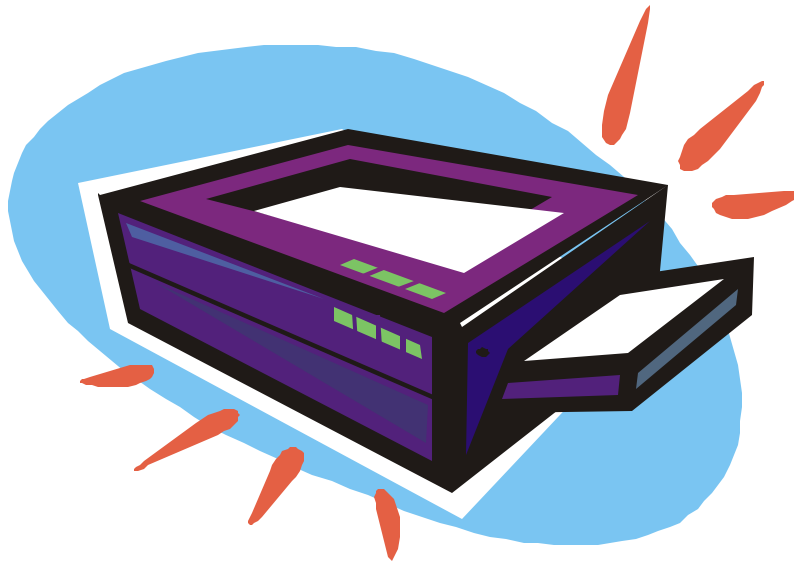
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BBS National Database

- Reported on History, Development, and Lessons Learned in San Diego
 - Nation-wide for former GTE
 - Fax Data Entry
 - Web Based Reports
 - System “Crashed” in August of 2000 with ~18,000+ Entries



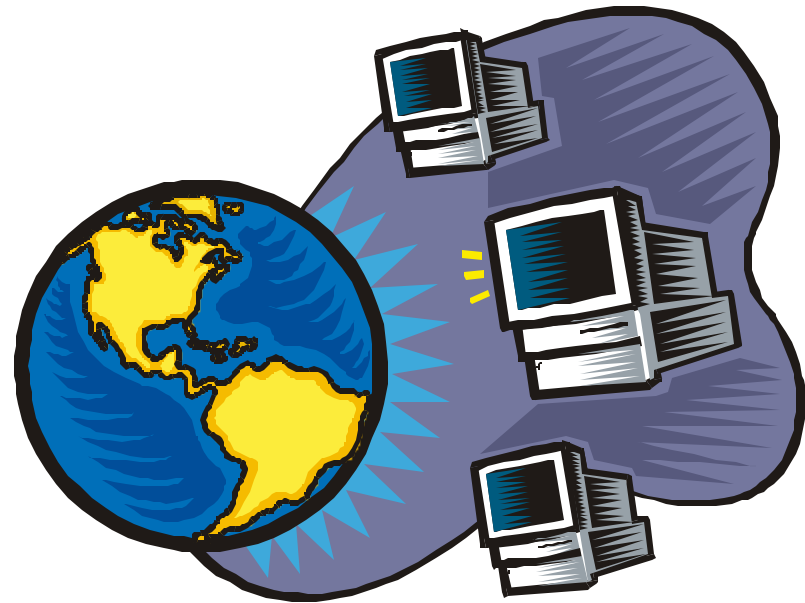
Current Status



- Report System Re-Designed and Implemented
 - Reporting Queries Re-worked
 - Stats from ~37,000 Records in ~10 Seconds
- Fax Data Entry
 - On Hold Awaiting New System

Where We're Going ...

- Developing New System to Integrate fGTE and fB-A Programs
 - fGTE BBS Program
 - fB-A Work Observations
 - Integrating with Management System for the Elements of the Injury Prevention Plan



Selecting Computer Based Training Programs

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Discussion Items

- Benefits of Computer Based Training (CBT)
- Application Options for CBT
 - CD-ROM
 - Web Based
- Considerations in Selecting Programs
 - Content, Content, Content
 - Multimedia
 - Navigation
 - Interactivity

Discussion Items (continued)

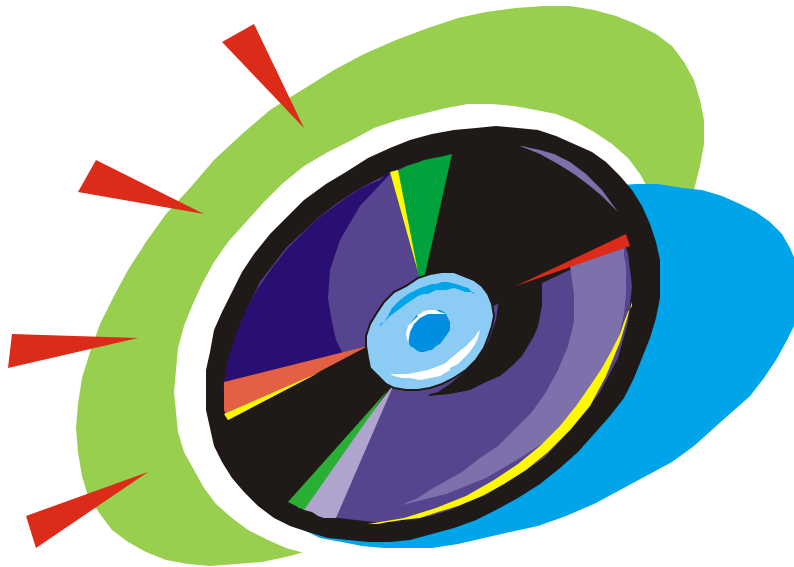
- Considerations in Selecting CBT
 - Remediation
 - Customization Options
 - Learning Management Systems (LMS)
 - Cost Estimation
 - Vendor Stability
- Emerging Technologies and Trends
 - Data Integration (Real Time)
 - DVD Media
 - Hybrid Implementations

Benefits of CBT

- Reduced Delivery Costs
- Increasing Efficiency
- Verifying Understanding
- Reaching More Learners with Fewer Trainers
- Leveraging Networks



Application Options for CBT



- Web Based
 - Browser Interface Only
 - Browser / Plug-in Combinations
 - Custom Clients
 - Requires Connectivity
 - Internet
 - Intranet
- CD-ROM
 - No Connectivity Required
 - No Bandwidth Limitations

Considerations Selecting CBT

- Content, Content, Content
- Multimedia
- Navigation
- Interactivity
- Remediation
- Customization
- Learning Management Systems
- Cost Estimation



Content, Content, Content



- Programs Which are Generic may not Meet Your Workers Needs
 - Apply the Same Principles as You would for Videos and Other Media
- CBT Technology should Increase Relevance, not Decrease it

Multimedia

- Graphics
- Animations
- Audio
 - Compressed (CD)
 - Streaming (Web)
- Video
 - Compressed (CD)
 - Streaming (Web)
- Can be Somewhat Hardware and Platform Limited



Navigation



- Needs to be Intuitive
- Basic Functions
 - Next Screen
 - Previous Screen
 - Practice Elements
 - Test or Quiz Elements
- Supporting Functions
 - Glossaries
 - Tables of Contents

Interactivity

- Two Major Kinds
 - Practice Elements
 - Typically Not Tracked
 - Test or Quiz Elements
 - Tracked or Graded
- Spaced Throughout Programs
- Should be Applicable and Well Designed, not “Busy Work”



Remediation



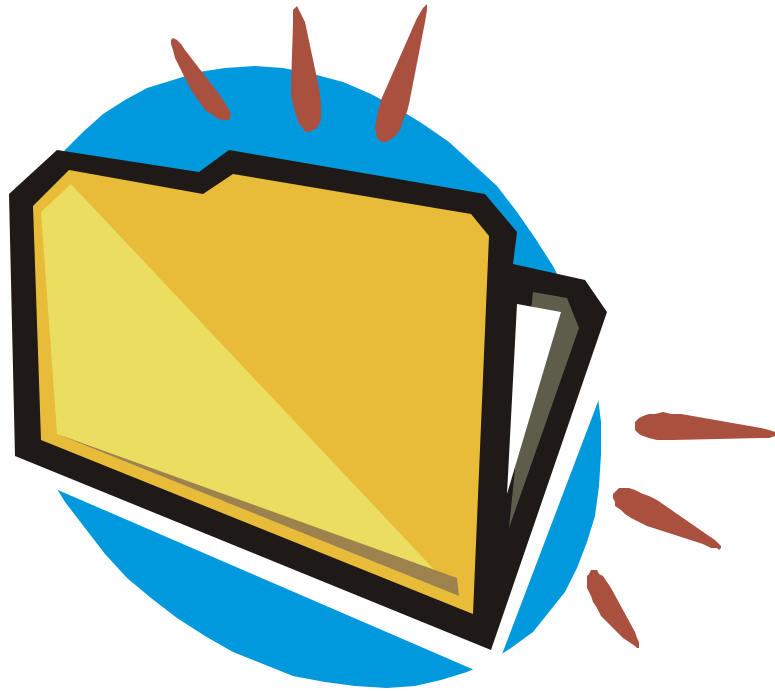
- Duty to Remediate
- 100% Remediation
- Remediation Should Include “Re-training”, not just Repetition
- Practice Exercises Should Include “Coaching” to Improve Testing Success

Customization

- CBT Technology Should Allow More Flexibility for Custom Content – Not Less
- What Skills are Required to make Customizations
- Cost of Customization Efforts



Learning Management Systems



- Historical Data Points can be a Problem for Many Systems
- Watch Out for Extra Costs (in Addition to Content)
- Can the LMS Handle Content from Other Programs

Cost Estimation

- Fees, Fees, Fees
 - Per Course?
 - Per Person?
 - Per Year?
- Course Content
- Learning Management System
- Customization Costs



Vendor Stability



- 14 Months Ago = 150+ Major Name Providers
- Now, ~24 Major Name Providers
- E-Commerce Meltdown
Avoidance:
 - Look for Code Escrow in Contracts
 - Look to Core Business Products from the Past

Emerging Technologies



- Data Integration (Real Time)
 - LOTO Procedures
 - Injury Data
 - Chemical Inventories
- DVD Media
 - Affordable Duplication Equipment and Media
- Hybrid Implementations

Questions ... Comments?

Thanks!!!