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Proposal for AggregateSpend360 eLearning Replacement

Podcast script

Hi, my name is Joanne Deitsch. The AggregateSpend360 or AGS360 eLearning replacement project needs to be included in the 2017 budget. There are two compelling reasons why the current eLearning modules must be replaced.

The first reason in favor of the update is that the current eLearning modules are not really helping our clients master the needed skills for using AGS360. This places a burden on QuintilesIMS support systems such as the help desk and product management departments forcing them to provide inconsistent, ad-hoc training experiences for our clients. While the current eLearning modules cover the majority of AGS360 functionality, they are very menu driven and do not provide any contextual information that provides a background on how this content would be used back in the workplace. Some modules cover content that is rarely used by our clients.

The second reason the modules need replacement is that an upcoming upgrade to the AGS360 tool involves a total change in tool functionality. The current menu driven design is being replaced with an interface more reminiscent of a google search interface. This upgrade will invalidate the content in the current eLearning modules.

The new modules will address both concerns. The current eLearning modules are tied to menu functionality. The new eLearning modules will be broken down by job related activities that AGS360 users must complete in preparation for annual CMS reporting. The new modules are correcting customer expenses, entering customer expenses, entering meeting expenses, and running federal national reports. Each module covers a core activity allowing learners to come away from the learning equipped to correctly run reporting using AGS360. The new modules will use the updated interface.

It just makes sense that this is the time to replace the current eLearning modules. I urge you to include the upgrade or the AGS360 eLearning module to the 2017 budget. The new modules will help our client’s come up to speed more quickly on AGS360 as well as accurately reflecting the upgraded tool.