



E-Learning at the Peace Corps A Moodle Deployment Story and Lessons Learned

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In March, 2018, the Peace Corps went live with a new Moodle-based learning management system.

- The project consisted of:
- ✓ Migrating two existing Moodle instances into one
- ✓ Upgrading from Moodle v2.9 to v3.3
- \checkmark Switching service providers and hosting
- ✓ Securing an Agency approved ATO
- ✓ Integrations with internal and external systems
- ✓ Relaunching/branding the LMS with a vision refresh





What We'll Cover Today

- The role of learning and a Learning Management System (LMS) at the Peace Corps
- Project management methodology
- Service provider relationship
- Moodle functionality, plugins, and customizations
- Migration challenges from an existing system
- Change management through communications, governance and engagement







Background





APPLY

VOLUNTEER STORIES COUNTRIES ABOUT MENU



Leadership

Global Initiatives

History

Our Strategic Partners

Changing lives the world over

The Peace Corps is a service opportunity for motivated changemakers to immerse themselves in a community abroad, working side by side with local leaders to tackle the most pressing challenges of our generation.



LearningSpace



The Peace Corps Mission

To promote world peace and friendship by fulfilling three goals:

To help the people of interested countries in meeting their need for trained men and women.

To help promote a better understanding of Americans on the part of the peoples served.

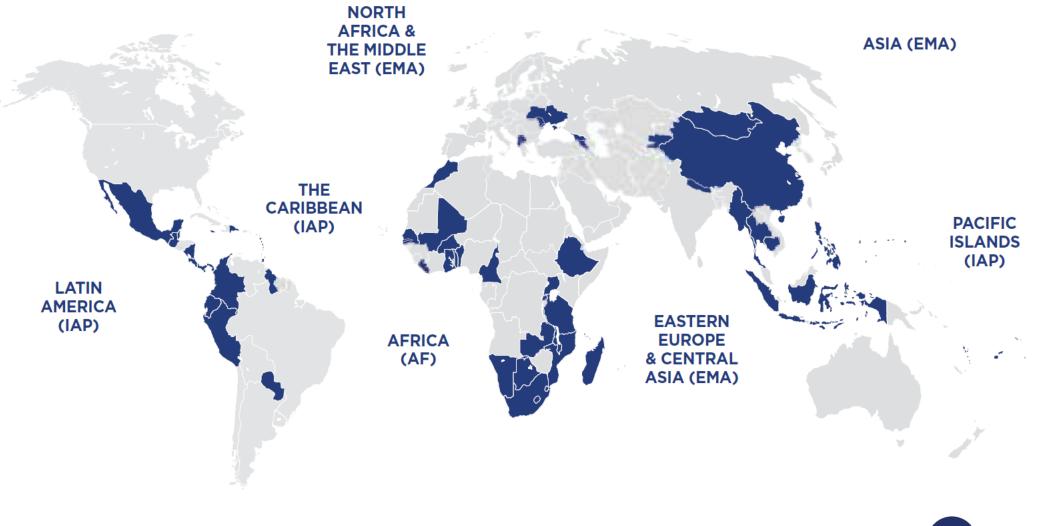


To help promote a better understanding of other peoples on the part of Americans.





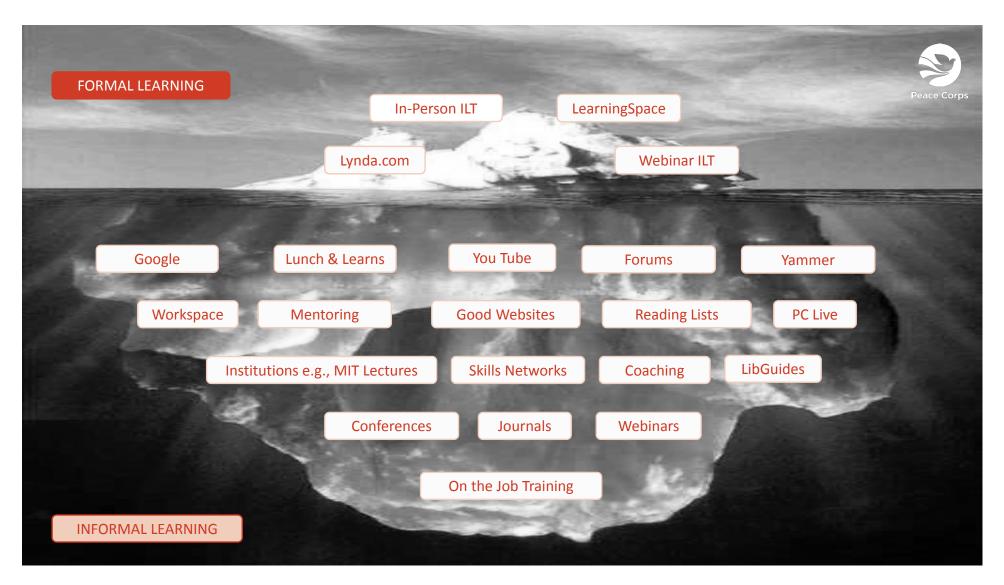
WHERE PEACE CORPS VOLUNTEERS SERVED IN FY 2017





Learning in the Agency







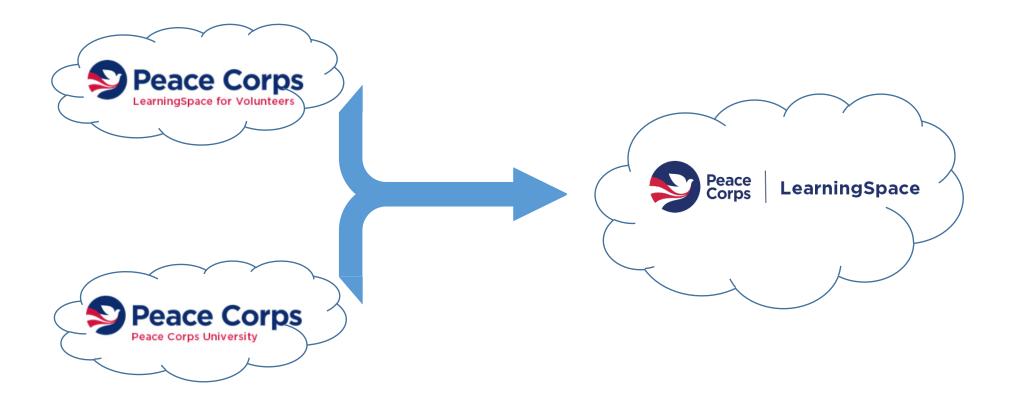
E-learning at the Peace Corps

- A critical enabling technology supporting the growth of a culture of continuous learning, and a key component of Agency knowledge management.
- An effective e-learning function and its associated business processes, technology, staffing, and support provide the Agency with:
 - Improved Volunteer effectiveness
 - Staff development and skill building
 - Compliance training & reporting
 - Improved operational efficiencies
 - Cost savings



LMS Transition Project (SEP'17-MAR'18)







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Guiding Vision for the LMS Transition Project



- All staff and Volunteers have the opportunity to learn, grow, and support the mission to the best of their ability.
- Collaboratively work across the agency to promote a global culture of continuous learning.
- We invest in e-learning as a high-impact capability to enhance learning, organizational effectiveness and efficiency.



LearningSpace Powers the Peace Corps by:



- Enabling supervisors to track Federally required courses and support the professional development of their staff
- Providing on-demand, self-directed learning whenever and wherever needed
- Expanding access to Peace Corps resources through a curated catalogue of courses from across the agency and our partners
- Supporting trainers to more efficiently and effectively support learners
- Empowering learners to connect and share their expertise with others



An Evolving Approach to Learning



OLD	NEW
Compliance tracking	Learning across service
Manual account management	Automated account management
Individual courses	Learning paths & competency frameworks
Computer Only	Untethered mobile devices
Two systems	One unified environment
Underutilized	Learning hub



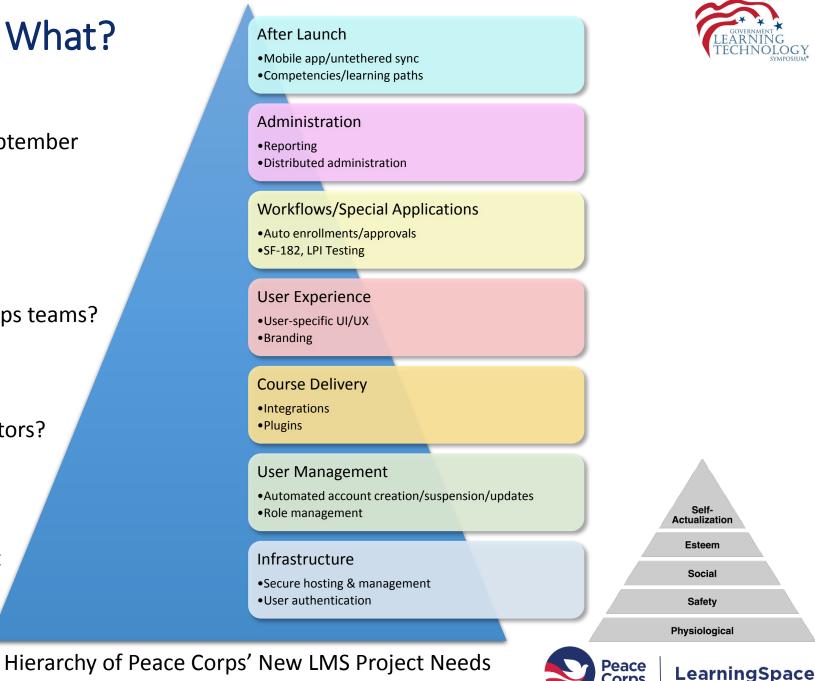
Project Methodology



Contract Awarded, Now What?

- Contract awarded August 1, 2017 •
- First partner meetings started mid-September •
- In the midst of a reorganization
- How to organize the work internally? •
 - Roles •
 - Work breakdown
 - Priorities •
- How to blend Partner's and Peace Corps teams? •
 - Roles •
 - Communications
 - Methodology
- Do we have the necessary success factors? •

- Give space to think through project 1.
- 2. Plan, share, repeat



Corps

Project Team Structure



Senior Leadership Director of Management Director OSLD Director OCIO Chief of Knowledge and Learning OSLD		-	Other Business Stakeholders Director OPATS Senior Advisor OGO OHRM	
Business Core Team	Partner Team	OCIO Core Team	Other Key Offices	Interfacing Teams
Business Project Manager OSLD, SME, COR COR OSLD, SME-TEFL	Implementation Services Customer Solutions Customer Services	Manager of PMO Project Manager Networking Single Sign-on Enterprise Architect Security Communications LMS/Trainer	OCFO OSS OGH OACM PCR OSG Users from Regions/Posts Records Retention/Migration	Interfacing Systems SharePoint PC Live Lynda.com WEBEX Data Team OCIO OCFO OSLD HRM OCIO

- 1. Understand OCIO processes/timeframes
- 2. Identify touch points and approval gates
- 3. Set expectations



Accelerated Project Schedule

- Existing contract ending late March
- Risk factors

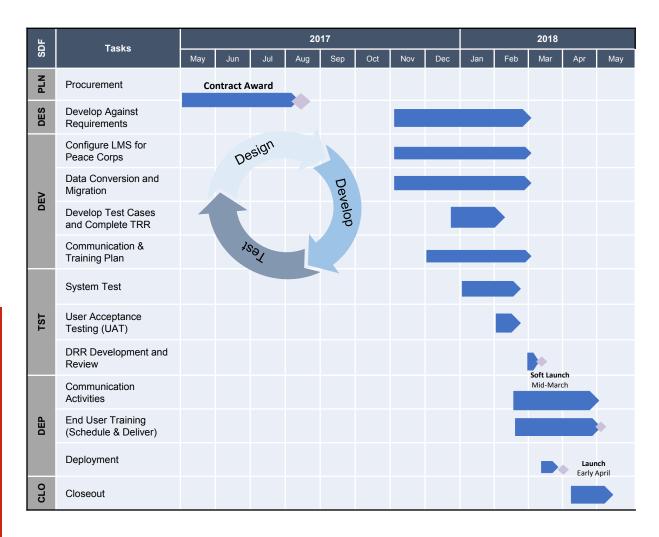
1.

2.

3.

- Firm go-live, delay not an option
- Merging 2 systems into one
- Successful ATO acquisition





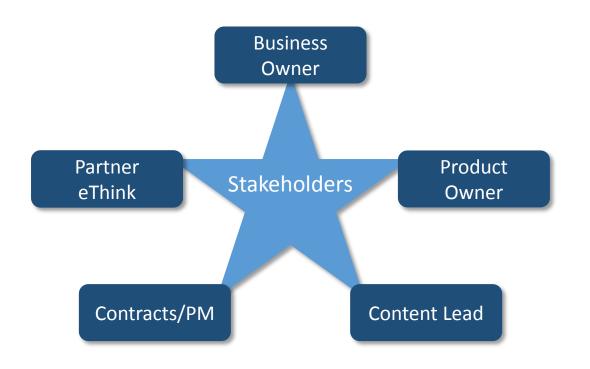


Lock in leadership early

Plan, share, repeat

Technical Project Roles: Quasi-Agile

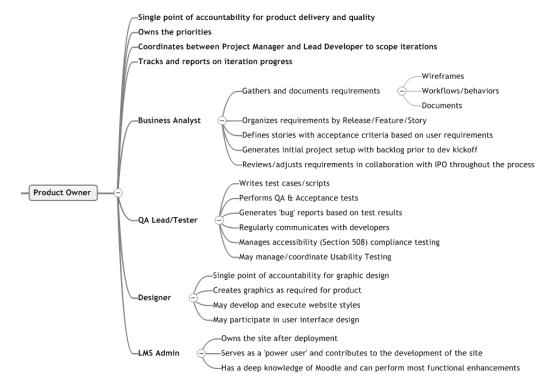




- 1. Socialize/agree on roles
- 2. Consider experience of team members
- 3. Maintain customer focus

Accommodate and leverage:

- Limited staff and time
- Ability to wear many hats
- Regular work still needed to be done
- Existing systems live till cut-over



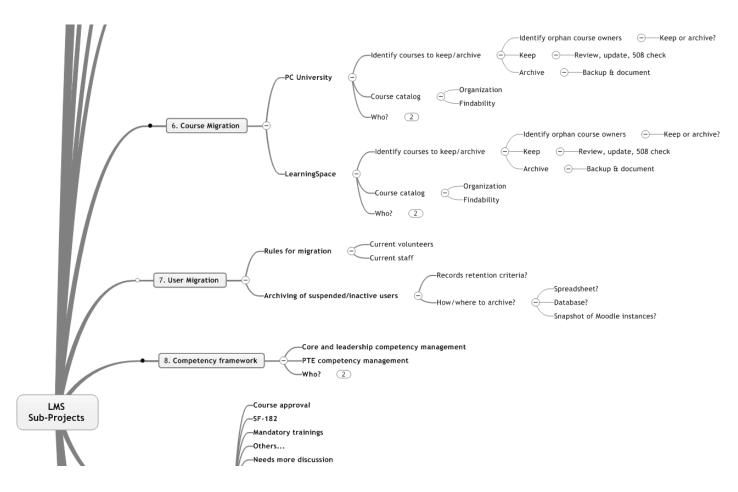


Organizing the Work: 13 Sub-Projects





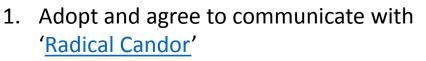
- 2. User Accounts
- 3. Integrations
- 4. Hosting
- 5. LPI (Language Proficiency)
- 6. Course Migration
- 7. User Migration
- 8. Competency Frameworks
- 9. Workflows
- 10.Reporting
- 11.Branding/Theming
- 12. Training
- 13.Comms/Change Management



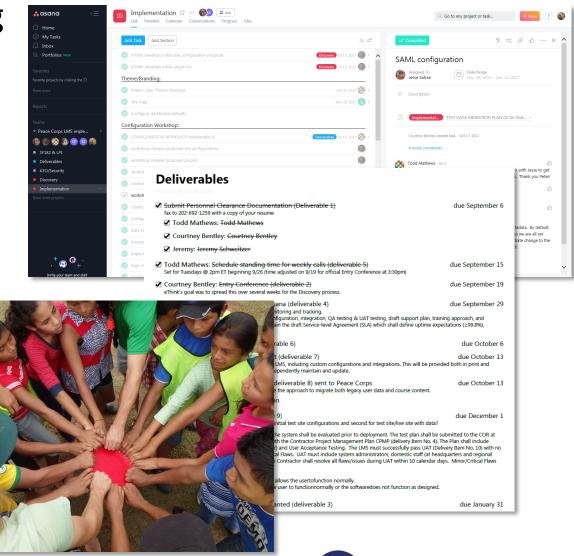


Blending Two Teams Into A High Performing One

- Accelerated Forming, Storming, Norming
- Weekly discovery meetings for the first month
- Role clarity
- Regular communications through Asana
- Managed sequence of deliverables
- Adapting and iterating throughout



- 2. Use an online collaborative team-space
- 3. Optimize meeting time





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Getting to Go-Live

- Site transfer processes
- Site URL and SSL cert
- User authentication and management
- User enrollment and course creation
- SMTP configuration
- Theme and site design
- Plugins and 3rd party tools
- Authority to operate (ATO)
- Integrations
- Course migration/updates







Site Transfer & Merge Processes



- Preservation of all courses, enrollments, and records
- Existing sites copied and transferred to new hosting environment
 - Rsync pull via an SSH Tunnel
 - Backup of the site database (sql.gz)
- Merging the two sites
 - One used as the 'new' site
 - Courses in the other site (~50)nm needed to be manually restored in the new site
 - Users with accounts in both sites had to be merged via DB

- 1. Verify <u>all</u> plugins are loaded in the new system (Moodle-specific)
 - 1. Course activities will not restore if the plugin isn't present
 - 2. Includes quiz question types, enrollment methods, etc.
 - 3. Test one course well before restoring the rest

Site URL and SSL Cert

- Live URL decision
- SSL Cert creation process
- Public IP needed for the DNS entry
- https://learning.peacecorps.gov Schedule a date for this URL cutover
 - Understand the OCIO processes/timeframe
 - 1. Does it require Change Control Board approval?
 - How often do they meet? 2.
 - What information do they need? 3.





User Authentication and Management



- Single sign-on via SAML for staff
- Oauth account linking for others (Facebook, Google, Microsoft, LinkedIn, Instagram)
- User account creation/maintenance
 - Moving from manual methods to automated via Moodle API
 - Updated and added new user data fields to accommodate LMS automation

e Dashboard Course catalog FAQ	Search courses		
Invitee/Volunteer/University Recruiter Log in	Is this your first time here?		
	Welcome to LearningSpace		
Your session has timed out. Please log in again.	LearningSpace is the online learning platform for all Peace Corps Trainees, Volunteers, and Staff		
Jsername	Staff		
Password	Peace Corps Staff Log In No username or password required Invitees and Volunteers		
Remember username	Invitees and Volunteers must use the username and password provided by the Peace Corps to login on the left. You have the option to link your login to your Coogle, Facebook, Linkedin, Instagram, or Microsoft accounts by clicking on one of the buttons below.		
Invitee/Volunteer/University Recruiter Log in	Invitees should have received an email from the Peace Corps regarding the creation of your account; If not, please first check your spam folder, and if you still can't find a login message please email PCLearn SuportBibeseccorps gov.		
orgot your username or password?	Forgot Your Password?		
kies must be enabled in your browser	Click the "Forgot your username or password" link to the left and follow the instructions.		
	Support		
	If you have any difficulties or questions, please email: PCLearnSupport@peacecorps.gov, including your full name.		
	VOLUNTEERS/INVITEES LOG IN USING YOUR ACCOUNT ON:		
	Microsoft G Google Facebook in LinkedIn instagram		

- L. Consider current and future data fields to support automation (e.g., auto-enrollments, supervisor roles/reports)
- 2. Find the data owners and the systems
- 3. Identify the internal processes for data consolidation and external integration
- 4. Set realistic expectations for integration effort



Course Creation and Enrollment

- Goal to automate as much as possible
- Enrollment rules based on user profile field data
- Automatic 'cohort' creation
- Distributed administration

- . Consider new roles necessary to accommodate distributed administration
- 2. Leverage the platform
- 3. User data quality is key

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SMTP Configuration

- Host/port
- Encryption
- Authentication
- NoReply
- Support Email Address

From: Do not reply to this email (via LearningSpace) [mailto:noreply@peacecorps.gov] Sent: Saturday, November 24, 2018 2:31 AM To: Bergh, Peter <pbergh@peacecorps.gov> Subject: Peace Corps LearningSpace :: Failed logins notification

Here is a list of failed login attempts at https://learning.peacecorps.gov since you were last notified

- 1. Understand the OCIO processes/timeframe
 - 1. Does it require Change Control Board approval?
 - 2. How often do they meet?
 - 3. What information do they need?

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Theme and Site Design

- Base theme decision
- Hex codes/RGB
- Logos
- Banner images
- Login page images
- Course level branding
- Custom CSS/SCSS



- 1. Stay focused on the purpose of the system
- 2. Theme/design can't make up for holes in your agency's systems landscape
- 3. Always takes longer than you expect



Plugins and 3rd Party Tools

- 127 contributed plugins
- Verified for Moodle v3.3
- Plugins added for new functions
 - Audio/video recording
 - Enrollment methods
 - Reporting



- 1. Verify <u>all</u> plugins are loaded in the new system
 - 1. Course activities will not restore if the plugin isn't present
- 2. Understand the OCIO processes/timeframe
 - 1. Does it require Change Control Board approval?







Authority to Operate (ATO)

- Delayed start, critical path
- Hosting on AWS, not Gov Cloud
- Heavy lift

1. Understand the OCIO processes/timeframe

2. Plan early, ensure resources are available

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Peace Corps Office of the Chief Information Officer (OCIO)



Learning Management System (LMS) PC41 Security Assessment Report (SAR)

Enterprise Continuous Monitoring and Ongoing Authorization Plan Assessments

for



GOVERNMENT LEARNING TECHNOLOGY SYMPOSIUM

_earningSpace

Peace Corps

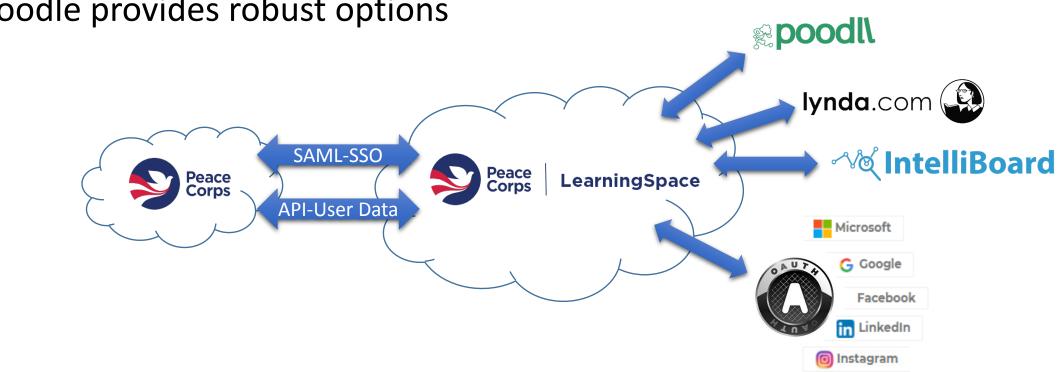


Office of Staff Learning and Development

System Security Plan (SSP) for Learning Management System

Integrations





Moodle provides robust options

- Verify plugins/integrations are maintained before committing 1.
- Test and verify 2.

Course Migration/Updates

- Inventory all courses (170)
- Active or archive
- Outreach to all course owners
- Revise to accommodate new branding/functions
- Updated course catalog for multiple audiences

					Last Updated Fnrol	Iment 🔽 Category 🔽	Subcategory 🔽 New name	 Tags grants, pcgo, oggm, grants management
			Cours	e Update Needed?	▼ Last Updated ▼	Funding		
	Course C	wner Cou					0	IT, ocio,
Course Na	me Course o	-	rate to new LMS yes -	SCORM problems		Information	Security, Policy, &	
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Privil	leged User IT Sector		Migrate to new LMS	 need to keep record of attendance and site until 2 	2019/next		"	IT, ocio,
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		Laara Manler	Migrate to new LN			Self-enrollment		
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	amployees	Christina Zielke	Migrate to new L	11.2	2017			
	Office of Global Health	Chinscald	to new l	MS				
	and HIV Overview 2017 CME Pre-Test	Manika Haugst	etter Migrate to new I					

- . Understand records retention requirements
 - 1. For course content/training materials
 - 2. User training records
- 2. Socialize and provide tools/guidance for course owners





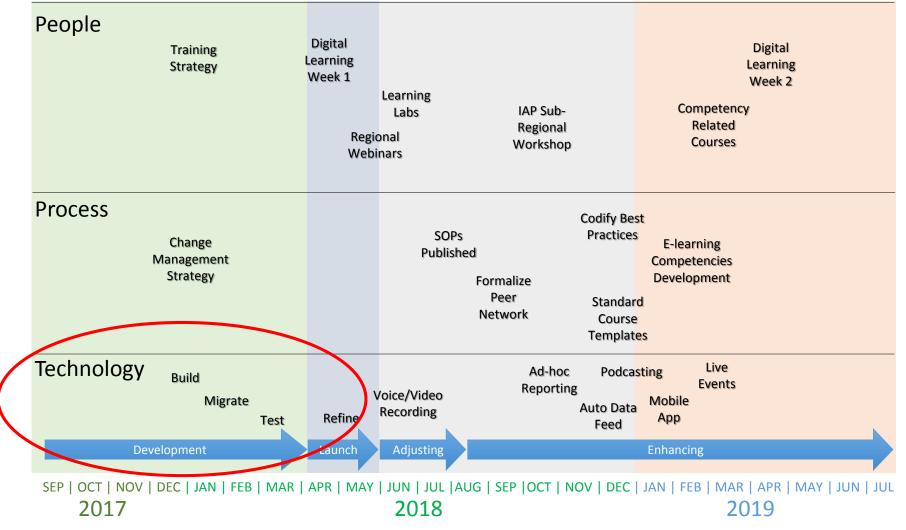
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LearningSpace Timeline



 2017
 2018
 2019

 SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL





System Launch and Change Management



Communications

- Agency-wide rollout
- HQ events
- Global virtual events
- Ongoing targeted communications



Governance



Peace Corps

LearningSpace



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Engagement

	🕞 Update 🔟 Poll 😨 Praise	🖙 Announcement	÷	on 🚯 🌚
	Share something with this gr	roup	technology for more th	e been trying to ap to corporate learn han 30 years. From deo disk to CD-ROI deo VouTube, we ha
	Deter Bernh - Senter	elopment	pproach the e-learning . It's a few years old now, been thro technolog	ugh a rapid shift in gy-enabled trainin
LearningSpace Rock Stars & PAR	ате nins for sharing LearningSpace best practices. н	✓ Joined	for-developing does not videos tr phone, i to where	t simply mean print nat are easy to view t means "bringing e employees are."
NEW CONVERSATIONS ALL CONVERSATIONS FILES 2 SEARC	н	MEMBERS (29) @ @ @ @ @ @	ping	r words, this new e shift in tools, it's a g employee-centric
● Update 崔 Poll 愛 Praise ← Announcement Share something with this group	۲	INFO Click here to edit this section.	CES Just See a	11
20 st 10:35 AM		GROUP ACTIONS		
Peter Derg	om Google have access to the Google Play Store on can be downloaded from the Play Store and	Add		
Weter Bergh – November 20 of Veter Moodle mobile app works on Chromebooks! Users with Chromebooks with the latest update fir and can run Android apps. The Moodle mobile ap runs on a Chromebook. This may be useful for Volunteers who arrive with	n personal Chromebooks.	e-learning Resource Center		

E-learning, EdTech & Cool Tools for Working Smarter



Peace Corps

LearningSpace

✓ Joined





ONCE YOU GET FAMILIAR AND COMFORTABLE WITH



Kakha Gordadze, Training Manager, Georgia

LEARNING SPACE, THE POSSIBILITIES ARE

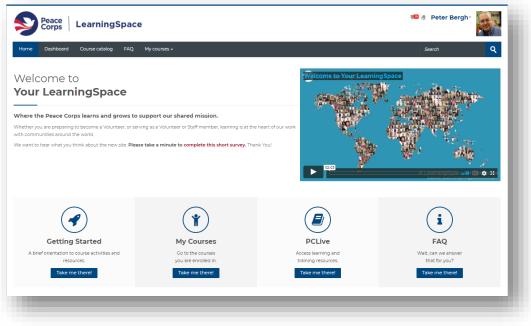


INFINITE



LearningSpace

E-learning for the whole agency (learning.peacecorps.gov)



HQ Offices Creating Courses

- Safety & Security
- Chief Information Officer
- Victim Advocacy
- Staff Learning and Development
- Intercultural Learning
- Health Services
- Civil Rights and Diversity
- Management
- Overseas Programming and Training Support 17. N
- Global Health and HIV
- Grants Management
- Peace Corps Response
- University Programs
- Third Goal
- Staging
- General Counsel
- Travel and Transportation
- Inter America and Pacific Region
- Africa Region
- Human Resources

Active Posts IAP (9/19)

Costa Rica
 Ecuador

Guatemala

2. 3.



Jamaica 4. 5. Mexico Nicaragua 6. Panama 7. Paraguay 8. 9. Peru EMA (11/17) 10. Armenia 11. Cambodia 12. China 13. Georgia 14. Indonesia 15. Kyrgyz Republic 16. Macedonia 17. Moldova 18. Mongolia 19. Morocco 20. Thailand AFRICA (17/23) 21. Benin 22. Comoros 23. Ethiopia 24. Ghana 25. Guinea 26. Liberia 27. Madagascar 28. Malawi 29. Mozambique 30. Rwanda 31. Senegal 32. Sierra Leone 33. Tanzania 34. The Gambia 35. Togo 36. Uganda 37. Zambia



Successful Teamwork

S Peace Corps

> Peace Corps

S Peace Corps



3

S Peace Corps

> Peace Corps

> > Peace

