

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

ITSC 2001

Branden Jones

Sigma Consultants

# BBS National Database

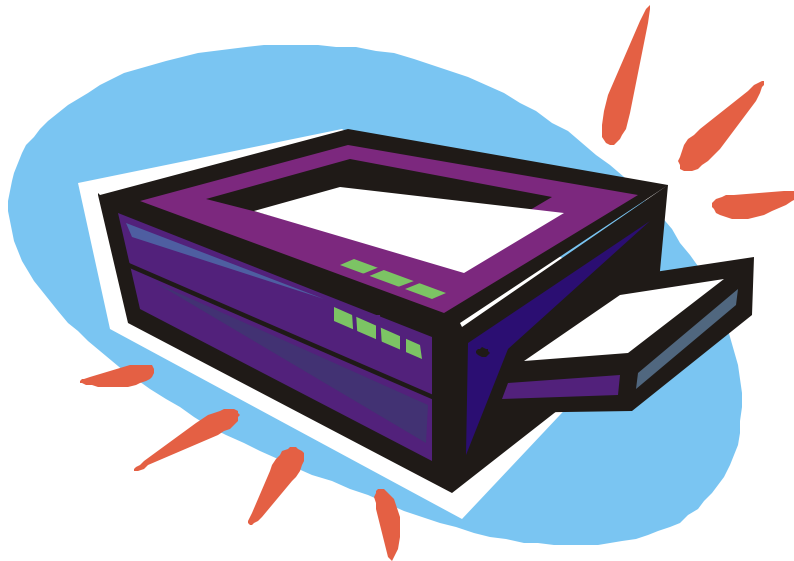
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- Reported on History, Development, and Lessons Learned in San Diego
  - Nation-wide for former GTE
  - Fax Data Entry
  - Web Based Reports
  - System “Crashed” in August of 2000 with ~18,000+ Entries



# Current Status

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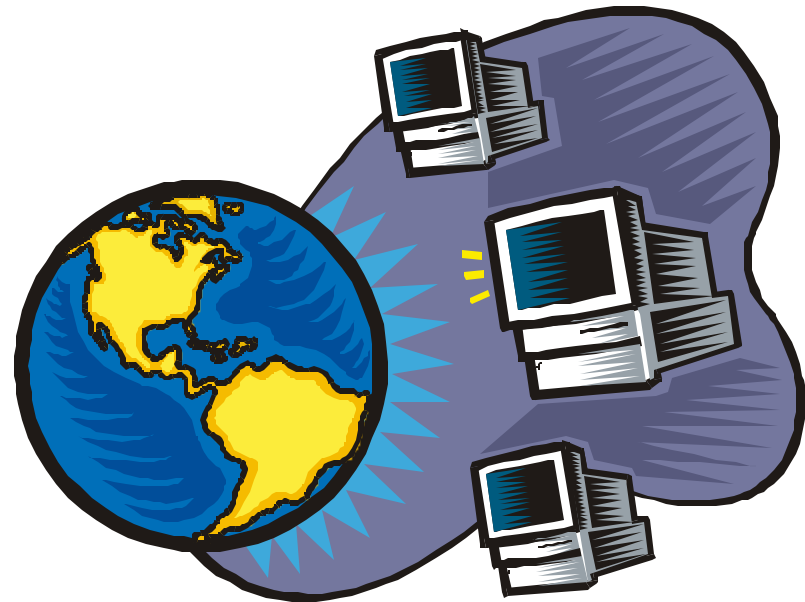


- Report System Re-Designed and Implemented
  - Reporting Queries Re-worked
  - Stats from ~37,000 Records in ~10 Seconds
- Fax Data Entry
  - On Hold Awaiting New System

# Where We're Going ...

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- 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

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- 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

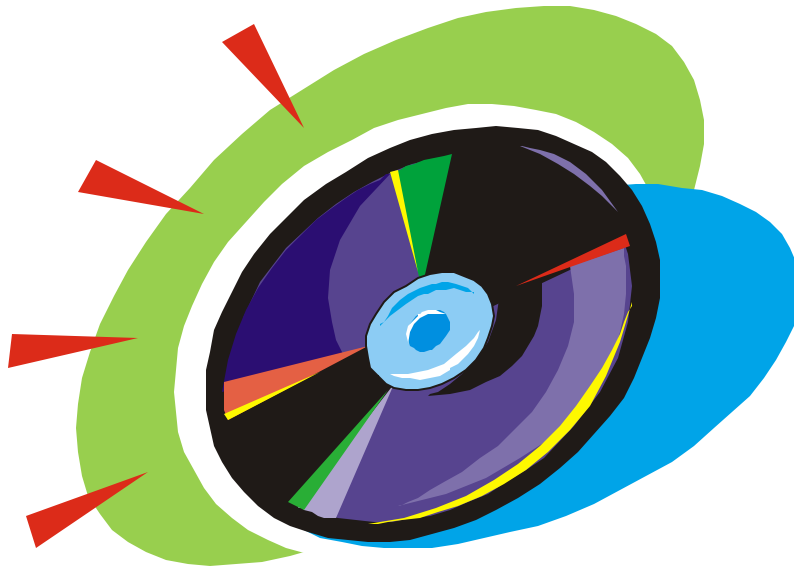
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- Reduced Delivery Costs
- Increasing Efficiency
- Verifying Understanding
- Reaching More Learners with Fewer Trainers
- Leveraging Networks





# 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

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



# Navigation

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

# Interactivity

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- 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

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

# Customization

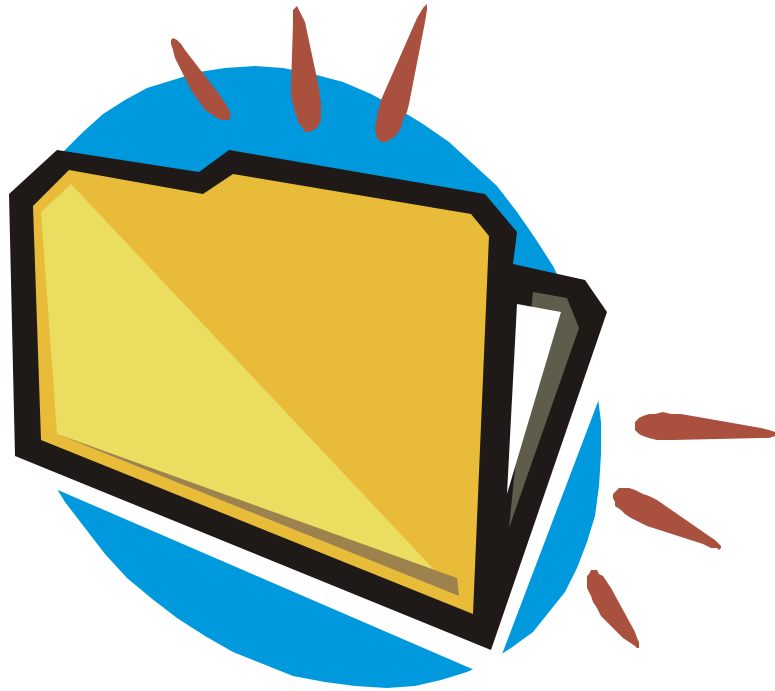
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- CBT Technology Should Allow More Flexibility for Custom Content – Not Less
- What Skills are Required to make Customizations
- Cost of Customization Efforts





# 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

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



# Vendor Stability

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- 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

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

Questions ... Comments?

Thanks!!!