

## Table of Contents

Introduction.....	3
Purpose.....	3
Applicability.....	3
System Governance.....	3
Purpose.....	3
Guidelines.....	4
Permissions and Roles.....	4
Purpose.....	4
Roles.....	4
Automatic Roles.....	4
System Roles.....	5
Position Vacancy or Changes.....	5
Domain Administrator.....	5
Forms.....	6
Enterprise Configuration Standards.....	7
Purpose.....	7
Forms.....	7
Centrally Controlled Configuration Options.....	7
Access Approval (Approval Paths).....	7
Categories.....	7
Course Providers.....	8
Credit Types.....	8
Domains.....	8
Equipment Types.....	9
Job Titles.....	10
External Learning Event Types.....	10
Organizations.....	10
Room Types.....	11
Training Facility Types.....	11
Training Profiles.....	11
Editable Configuration Options.....	11
Certificates.....	11
Emails.....	12

Training Facilities .....	12
Naming Conventions .....	12
Training Facilities .....	13
Support Standards.....	14
Purpose.....	14
Guidelines .....	14
Issue Resolution Process .....	16
Planned Maintenance or Outage Process.....	17
Content Sharing Standards .....	17
Purpose.....	17
Guidelines .....	17
Required Training .....	18
Purpose.....	18
Guidelines .....	18
Communications .....	18
Change Management Standards.....	18
Purpose.....	18
Forms.....	19
Guidelines .....	19
Process.....	19
E-Learning Standards.....	20
Purpose.....	20
Software Program .....	20
Guidelines .....	20
Stage / View Area .....	20
Text.....	20
Title.....	21
Logo.....	21
Next Button.....	21
Contact Information .....	21
Accessibility Standards.....	21
Definitions .....	24

## Table of Exhibits

EXHIBIT 1. LEARNALASKA DOMAIN STRUCTURE .....	9
-----------------------------------------------	---

## Modification Log

Date	Status	Author	Comment
01-22-2013	Draft	Amanda Webb-Thomas	Initial draft.
08-15-2013	Modified	Amanda Webb-Thomas	Updates to draft made post go-live.
08-19-2013	Modified	Holly Cox	Added content to E-Learning Standards section
04-16-2014	Modified	Amanda Webb-Thomas	Update Domain diagram
06-05-2014	Modified	Amanda Webb-Thomas	Update Permissions and Roles
06-17-2014	Modified	Amanda Webb-Thomas / Holly Cox	Document wide revisions
01-26-2015	Modified	Amanda Webb-Thomas	Expanded Roles and Domain Administrator sections. Updated Domain diagram.

## Introduction

### *Purpose*

The LearnAlaska Learning Management System (LMS) will serve as the enterprise LMS for the State of Alaska and be used solely to administer and deliver training to State employees. The purpose of this document is to detail the system’s governance structure, define standards and naming conventions to be used in the LMS to promote consistency, define the support standards, define permissions and roles, set content sharing standards, define the change control process, and specify eLearning standards.

### *Applicability*

Any agency that has a domain or training program administered and hosted in LearnAlaska.

## System Governance

### *Purpose*

LearnAlaska is being deployed as an enterprise-wide learning management system. It is important that all customers are equally represented in the governance of the system to ensure that it can accommodate the majority of users in the state.

## Guidelines

Each agency that has a unique domain or has training content in LearnAlaska should have at least one contact person with whom the LearnAlaska Enterprise Administrators will communicate and work with. In the case that an agency is granted an agency specific domain, a primary representative will serve as the agency's Domain Administrator and on the LearnAlaska LMS Governance Group.

The Governance Group shall be responsible for the following:

- Review and enforcement of system standards
- Evaluation of change requests
- Evaluation of system enhancements

The Governance Group will have two chairs, the Enterprise Administrators of the system, who will serve as the final arbitrator of decisions that cannot be made by a majority of the group.

## Permissions and Roles

### Purpose

LearnAlaska uses system and automatic roles to give users permission to view, launch, or manage an item within the system. It is recommended that agencies complete the Super User Request Form prior to provisioning users with system roles and work with the Help Desk to grant or remove user access as necessary. If possible users are also encouraged to attend a session of LearnAlaska Super User training prior to being granted a system role in the system.

### Roles

The most common roles include those roles that are assigned automatically in the system and those that are assigned manually by an authorized user. Automatic roles are granted

#### Automatic Roles

Automatic roles are added or remove from a user's profile by the system. These roles cannot be granted or removed manually by an authorized user.

- **Instructor:** Users assigned to conduct a section of classroom training are granted the Instructor Role. Instructors have access to the Instructor Tools menu options in which they can review section enrollment, email students, and modify student status to record Completions. Course Managers and Administrators also have access to the Instructor Tools even if they are not the instructor for a particular classroom section.

- **User Manager:** Users who have been specified as a manager of another user are granted the role of User Manager. User Managers have access to the Approval Console and information specific to their direct report(s).

## System Roles

- **Administrator:** Users in this role may access all functions in the domain, including Manage System functions. They can also create and edit all course and content types. See next heading for more information specific to [Domain Administrators](#).
- **Classroom Course Manager:** Users in this role are granted management access to a specific classroom course. A user with this role may manage the classroom details, schedule/edit classroom sections, and manage section enrollment and waitlists.
- **Content Manager:** Users in this role can add, edit and delete Reference Center content such as announcements, glossary terms, and documents. Domain Content Managers have access to all Reference Center content within the domain for which their role is associated. Their responsibilities include, but are not limited to; following the content naming conventions defined in this document; ensuring that a thorough search of the system will be conducted prior to adding content to avoid duplication; and agreeing to not modify other Content Manager's content for which they have Manage access.
- **Course Manager:** Users in this role can add, edit and delete courses (SCORM 1.2, Classroom), curriculums, and tests. Course managers may also manage enrollments and waitlists for classroom courses. Domain Course Managers have access to all course content within the domain for which their role is associated. Their responsibilities include, but are not limited to; following course naming conventions defined in this document; ensuring that a thorough search of the system will be conducted prior to adding courses to avoid duplication; and agreeing to not modify other Course Manager's content for which they have Manage access.
- **Report Manager:** Users in this role may view and run all system reports when also granted the Course and Content Manager roles.

## Position Vacancy or Changes

For those roles that have been added to user's profile that are System Roles, an authorized user should be notified when a user leaves State service or changes positions. System Roles are not removed automatically; an authorized user must remove System Roles from the user's profile.

## Domain Administrator

Each agency for which an agency-specific domain has been configured is required to appoint a primary and backup Domain Administrator (DA). The DA will be responsible for the following within their domain.

## ***Responsibilities***

- ***Security*** – Grant department employees Super User access in the LMS to administer course and content items.
- ***Enforcing Standards*** – Certain naming and content standards have been created to promote efficiency in the LMS, the DA is responsible to review course/content added to the LMS by department Super Users and enforce standards when necessary.
- ***Training*** – Provide training for department Super Users if the need for training arises outside of the training that is provided by the Enterprise Administrators.
- ***Communications*** – The DA will be the main point of contact for the Enterprise Administrators and the LearnAlaska Help Desk.
- ***Approvals*** – As Administrator a user will have access to the Approval Console and requests for all users in their domain. The Administrator may assist with processing approvals for users in their agency in cases when the assigned approver may be unavailable. As Administrator they may have access to the approval requests for training hosted in other domains, such as the Statewide Content domain. The users shall refrain from processing those approvals and will instead contact the Domain Administrator of the hosting domain for assistance.

## ***Position Vacancy / Changes***

When an Agency Domain Administrator is changing, the agency must submit a notification to the Enterprise Administrator at least 15 days to the change. If a replacement Domain Administrator is not immediately identified, the Agency's backup Domain Administrator will serve as the Primary until a replacement is appointed and completes the required training.

## ***Resources***

Governance and documents of interest to Domain Administrators will be stored on the LearnAlaska Portal website. This portal site will also be used to link to end-user training materials, frequently asked questions, and system announcements.

## ***Forms***

[Super User Request Form](#)

## Enterprise Configuration Standards

### *Purpose*

Some configuration options in LearnAlaska have an impact on all domains across the system; consequently it is necessary to have standards and controls to limit the chance of a configuration decision impacting other domains. The purpose of this section is to inventory the options that will be maintained at the Enterprise (Core) level and those options that are configurable at the domain level.

### *Forms*

LearnAlaska Change Request Form

### *Centrally Controlled Configuration Options*

#### **Access Approval (Approval Paths)**

Access approval is an optional tool that requires users to obtain approval before accessing content or enrolling in an activity. Paths are based on system or automatic roles assigned to the user. Any user who has one or more system or automatic roles assigned to them may be responsible for approving access requests. All predefined approval paths are linear (as opposed to non-linear). Approval paths are defined at the Core and are available to all domains.

#### ***Domain Specific Information***

Approval paths are site-wide. Edits to approval paths in any domain within the site will affect all domains simultaneously. Consequently new approval paths must be requested from an [Enterprise Administrator](#).

### **Categories**

Categories are used to organize, or group, content items to assist with classifying items and system searches. A set list of root categories has been defined to maintain consistency. Agencies may request the addition of sub-categories to meet their training needs. Each domain is required to associate all of its course and content options with the root and sub-categories as applicable. Categories will not be created deeper than one level below the root category. Categories are defined at the Core and are available to all domains.

#### ***Domain Specific Information***

Categories are site-wide. Edits to a category in any domain within the site will affect all domains simultaneously. Consequently edits to existing categories and new categories must be requested from an [Enterprise Administrator](#).

## Course Providers

A course provider is any entity that creates and offers online or classroom courses. Course provider is a required field when creating or managing courses. Course providers are defined at the Core and are available to all domains.

### *Domain Specific Information*

Course providers are site-wide. Edits to a course provider in any domain within the site will affect all domains simultaneously. Consequently edits to existing course provider and new course providers must be requested from an [Enterprise Administrator](#).

## Credit Types

Credit Types are associated with course. A credit type indicates the kind of credit a user receives for completing a course. Credit types are defined at the Core and are available to all domains.

### *Domain Specific Information*

Credit types are site-wide. Edits to a credit types in any domain within the site will affect all domains simultaneously. Consequently edits to existing credit types and new credit types must be requested from an [Enterprise Administrator](#).

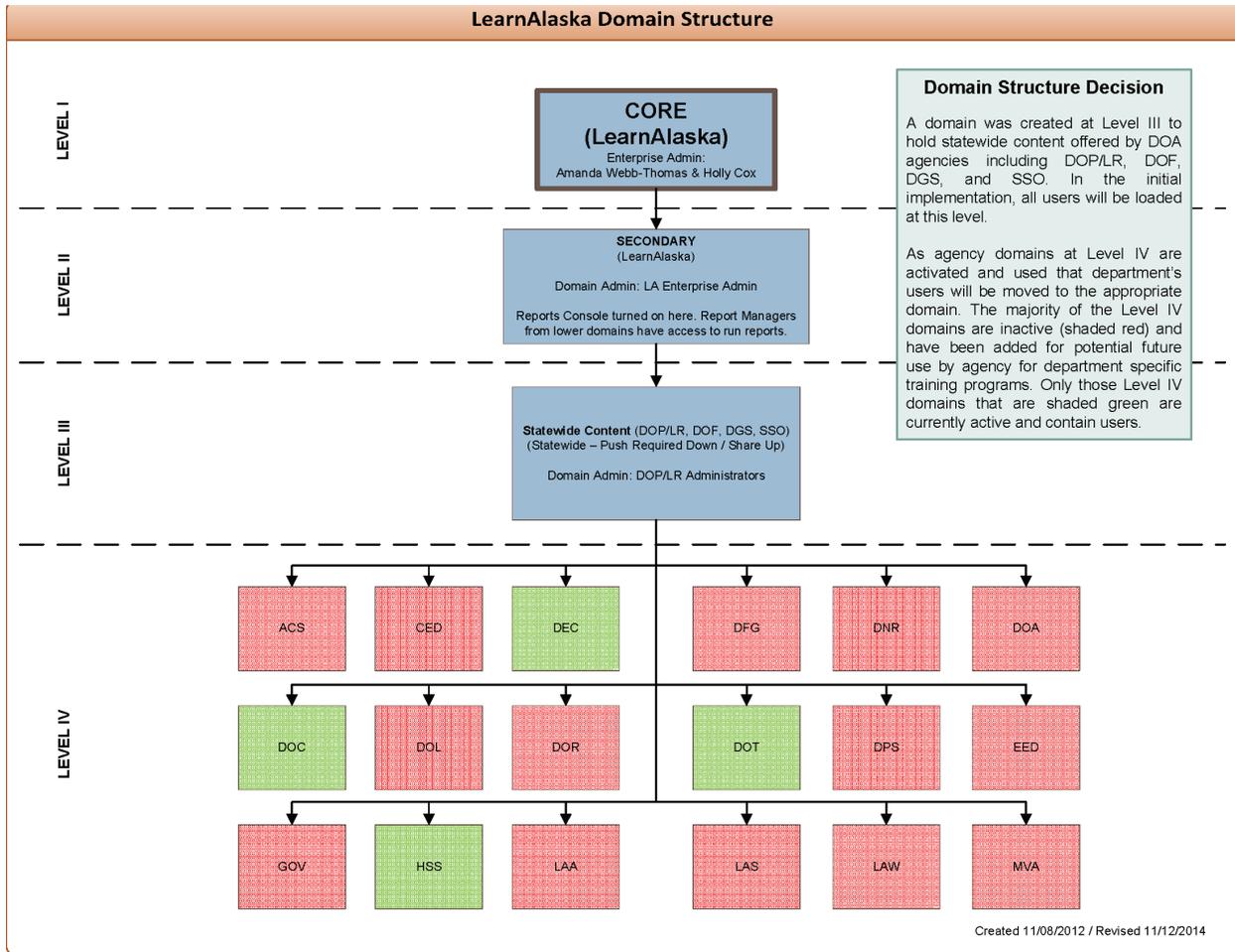
## Domains

A domain is a portal into the system that has unique course items, specified users, a unique menu structure, and specific configuration settings. As part of the central system, domains share a single code base, single database, shared content repository and central user collection.

The type of authorized user also determines which domain information will be visible. Enterprise Administrators have access to the entire domain structure. Domain Administrators only have access to the domains that they administer.

The following drawing shows the domain structure implemented in LearnAlaska.

**Exhibit 1. LearnAlaska Domain Structure**



### Domain Specific Information

In order to maintain consistency as well as integrity of the system, agencies may not add domains or sub-domains to the system or change the agency skin. Requests for sub-domains must be vetted through the change control process; this process may be initiated by requesting a sub-domain from an [Enterprise Administrator](#).

### Equipment Types

Equipment types are used to list available equipment associated with training rooms. Equipment types are defined at the Core and are available to all domains.

### Domain Specific Information

Equipment types are site-wide. Edits to equipment types in any domain within the site will affect all domains simultaneously. Consequently edits to existing equipment

types and new equipment types must be requested from an [Enterprise Administrator](#).

## Job Titles

Job titles are loaded with the user data. Job titles can be used for reporting, training assignments, and setting item permissions. Available in LearnAlaska are the class code and the job title. An example job title is “P3608 PUBLICATIONS SPEC III”. Job titles are defined outside of LearnAlaska. These elements come from the Payroll System (AKPAY) and are read-only in LearnAlaska. No edits can be made through the front-end of the tool.

### *Domain Specific Information*

Job titles are site-wide and are almost never agency specific.

## External Learning Event Types

Learning event types are associated with external learning events. Equipment types are defined at the Core and are available to all domains.

### *Domain Specific Information*

Learning event types are site-wide. Edits to a learning event types in any domain within the site will affect all domains simultaneously. Consequently edits to existing learning event types and new learning event types must be requested from an [Enterprise Administrator](#).

## Organizations

Organizations are used to group system users. The organization structure matches the State of Alaska department structure. Organizations are closely tied to the domain structure and can be used for reporting, training assignments, and setting item permissions.

The organization structure defined in LearnAlaska consists of two-levels. These elements come from the Payroll System (AKPAY) and are read-only in LearnAlaska. No edits will be made through the front-end of the tool.

- The first level contains the department name.
- The second level of the organization structure contains the department number followed by division and unit data. There are over 1000 units defined and loaded for the organization structure. An example unit is “02\_COM-COMMISSIONERS OFFICE” which refers to the Department of Administration’s Commissioner’s Office.

### *Domain Specific Information*

The organization structure is site-wide.

## Room Types

Room types are used to categorize rooms. Room types are defined at the Core and are available to all domains.

### *Domain Specific Information*

Room types are site-wide. Edits to a room types in any domain within the site will affect all domains simultaneously. Consequently edits to existing room types and new room types must be requested from an [Enterprise Administrator](#).

## Training Facility Types

Facility types are used to categorize training facilities. Facility types are defined at the Core and are available to all domains.

### *Domain Specific Information*

Training facility types are site-wide. Edits to facility types in any domain within the site will affect all domains simultaneously. Consequently edits to existing facility types and new facility types must be requested from an [Enterprise Administrator](#).

## Training Profiles

Training profiles are used to create training periods within which a user must complete a required training assignment. Training profiles are defined at the Core and are available to all domains.

### *Domain Specific Information*

Training profiles are site-wide. Edits to training profiles in any domain within the site will affect all domains simultaneously. Consequently edits to existing training profiles and new training profiles must be requested from an [Enterprise Administrator](#).

## *Editable Configuration Options*

### Certificates

Custom certificates of completion may be created. Certificates may be associated with a domain or a specific course/content item. The LMS will look at the course/content level first, the domain level next, and finally at the base certificate for the entire LMS when presenting a certificate to a user.

### *Domain Specific Information*

A certificate defined at the domain will override the base certificate defined for the LMS; consequently the base certificate should not be changed for the domain and should instead be defined at the course/content level.

## Emails

LearnAlaska is configured with 121 base email triggers; of which many were inactivated prior or shortly after go-live. The email messages for the remaining active triggers have been updated with SOA language and URLs as necessary. Helpful references include the spreadsheet titled “LearnAlaska\_MS\_Emails.xlsx” that includes the trigger title and activity flag and a Word document “LearnAlaska\_MS\_Emails\_BASE-and-Updates.docx” that provides information about the emails as configured in the Base Meridian system and the email as it exists in LearnAlaska with updates made by the LearnAlaska team. These documents can be found on the LearnAlaska [Portal > Super User Info](#) webpage.

### *Domain Specific Information*

Emails are domain specific. Messages sent to students regarding a course or content item hosted in a specific domain will use the email from that domain. In cases where a user enrolls in a course or content item from another domain the user will receive the email from that domain.

Domain Administrators may modify emails within their domain. Authorized users may **copy** the configured email and make any modifications to the copied version. The original version will be retained and cannot be deactivated.

## Training Facilities

Training Facilities and Rooms may be added to the system and included in Classroom Event scheduling info so that students will know where to attend training.

Contact an Enterprise Administrator (EA) at [LearnAlaska.SiteAdmin@alaska.gov](mailto:LearnAlaska.SiteAdmin@alaska.gov) **prior to adding a training facility** in LearnAlaska. Include the name of the training facility and physical address in your inquiry. The EA will conduct a site-wide search for the training facility to ensure that it does not already exist in the system.

If the facility is found in another domain, the EA will edit the Content Sharing options to make the facility available to all domains.

If the facility is not found, the EA will respond with the recommended facility name using the naming conventions discussed below.

## Naming Conventions

In order to maintain integrity of reporting and content sharing, the following naming conventions are required.

Element	Naming Convention	Example
<b>All Courses, Content items (documents,</b>	SOA-Dept Acronym- <i>Div Acronym (optional): Title</i>	SOA-DOA-DOF: AKSAS: Introduction

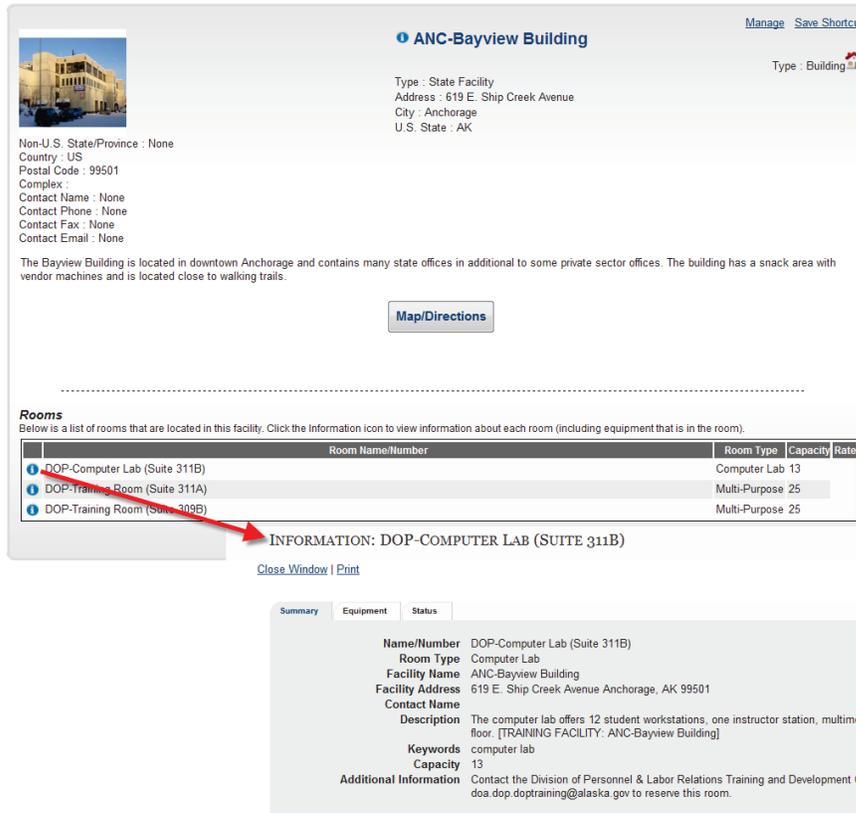
tests, etc.)		
<b>Course Provider</b>	SOA-Dept Acronym- <i>Div Acronym (optional)</i>	SOA-DOA-DOF
<b>Custom Roles</b>	Dept Acronym- <i>Div Acronym (optional)</i> -Role Name	DOA-DOF-Instructors
<b>Report Layouts that are shared</b>	Dept Acronym- <i>Div Acronym (optional)</i> -Report Layout Name	DOA-DOF-Training Billing Report
<b>Room</b> *See note below	<i>Div Acronym (optional)</i> -Room Name	DOA-10 <sup>th</sup> Floor Training Room PFC-Hugh Malone Boardroom Sheffield Ballroom
<b>Training Facility</b>	See table below for standards	

## Training Facilities

Situation	Standard	Example(s)
<b>Airport Code is commonly known or easy to figure out</b>	Airport Code-Building Name/Desc	ANC-Atwood Building ANC-State Troopers Building JNU-State Office Building NOM-DOT Office SWD-Spring Creek Correctional Center
<b>Airport Code is unlike City name</b>	Airport Code-Town Name Building Desc	ADQ-Kodiak State Troopers Building DUT-Unalaska Police Department ENA-Kenai Wildwood Correctional Complex FAI-Fairbanks Westmark Hotel

\* Every training facility entry must contain at least **one** Room entry in order to be assigned to a Classroom Event. **Room Description must reference the training facility name in order to search by this information.**

## Example:



**ANC-Bayview Building** Manage Save Shortcut

Type : State Facility  
Address : 619 E. Ship Creek Avenue  
City : Anchorage  
U.S. State : AK

Type : Building

Non-U.S. State/Province : None  
Country : US  
Postal Code : 99501  
Complex :  
Contact Name : None  
Contact Phone : None  
Contact Fax : None  
Contact Email : None

The Bayview Building is located in downtown Anchorage and contains many state offices in addition to some private sector offices. The building has a snack area with vendor machines and is located close to walking trails.

[Map/Directions](#)

**Rooms**  
Below is a list of rooms that are located in this facility. Click the Information icon to view information about each room (including equipment that is in the room).

Room Name/Number	Room Type	Capacity	Rate
<a href="#">DOP-Computer Lab (Suite 311B)</a>	Computer Lab	13	
<a href="#">DOP-Training Room (Suite 311A)</a>	Multi-Purpose	25	
<a href="#">DOP-Training Room (Suite 309B)</a>	Multi-Purpose	25	

**INFORMATION: DOP-COMPUTER LAB (SUITE 311B)**

[Close Window](#) | [Print](#)

Summary	Equipment	Status
<p><b>Name/Number</b> DOP-Computer Lab (Suite 311B)</p> <p><b>Room Type</b> Computer Lab</p> <p><b>Facility Name</b> ANC-Bayview Building</p> <p><b>Facility Address</b> 619 E. Ship Creek Avenue Anchorage, AK 99501</p> <p><b>Contact Name</b></p> <p><b>Description</b> The computer lab offers 12 student workstations, one instructor station, multimedia projector, and telephone. It is located on the 3rd floor. [TRAINING FACILITY: ANC-Bayview Building]</p> <p><b>Keywords</b> computer lab</p> <p><b>Capacity</b> 13</p> <p><b>Additional Information</b> Contact the Division of Personnel &amp; Labor Relations Training and Development Client Services staff at 907.375.7700 or <a href="mailto:doa.dop.doptraining@alaska.gov">doa.dop.doptraining@alaska.gov</a> to reserve this room.</p>		

Currently there are two known system issues around training facilities:

1. A training facility cannot be deleted from the system.
2. A training facility cannot be renamed once it is saved.

### *Domain Specific Information*

Training facilities may be defined at the domain-level and shared across the enterprise. The enterprise administrator reserves the right to inactivate duplicate entries if necessary.

## Support Standards

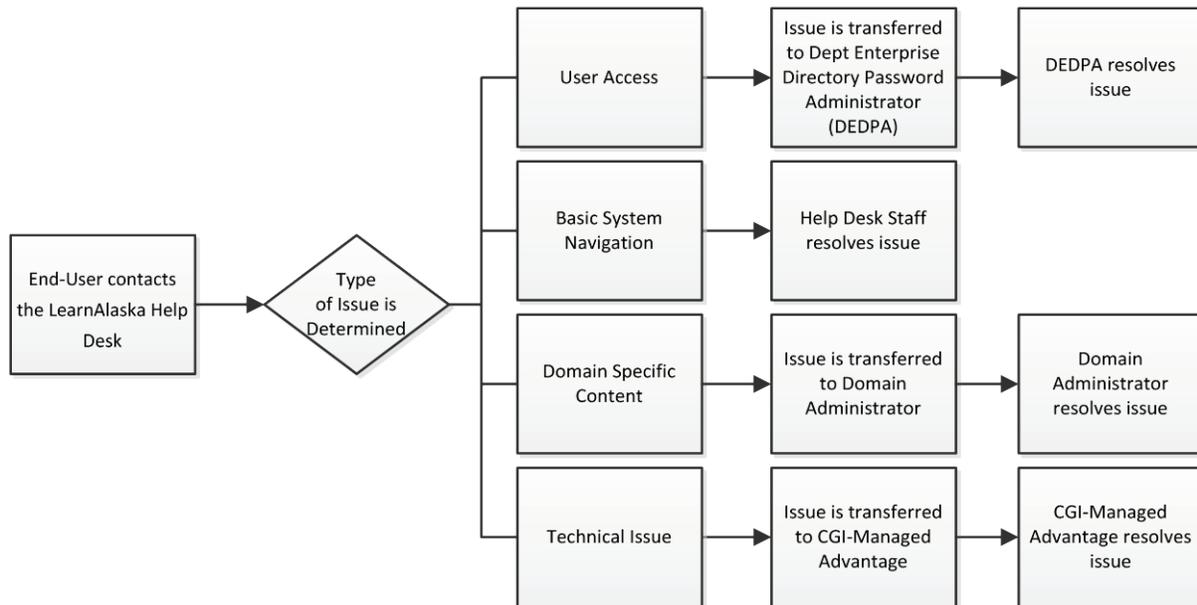
### *Purpose*

This section defines the level of support, staffing, and issue resolution for LearnAlaska hardware and software issues.

### *Guidelines*

Support will be provided using a tiered approach.

**Exhibit 2. Help Desk Support Process Flow**



### ***Tier I – User Support***

Users are encouraged to review quick reference guides, online help content, and tutorial videos prior to submitting a request for help to the LearnAlaska Help Desk.

### ***Tier II – Enterprise Support***

Staff from the Divisions of Finance and Personnel and Labor Relations (DOP&LR) will provide the Tier II support; help desk staff will route questions as necessary. Enterprise Support will troubleshoot basic application issues, including:

- Account Troubleshooting
- Browser Configuration and Troubleshooting
- Basic System Navigation
- Application Functionality

Depending on the issue Enterprise Support may route issues to the Agency Domain Administrator, Agency IT Staff, or System Technical Support Services. Issues specifically related to user access (i.e. password resets) will be forwarded to the Department Enterprise Directory Password Administrator.

### ***Tier III – Agency Support***

Issues related to specific content will be transferred to the person responsible for the content or the authoring agency’s domain administrator for resolution. Other issues transferred to Tier III include:

- Reporting functionality
- User permissions/roles
- Domain-specific course administration
- Classroom enrollment management
- Content sharing with other agencies

### **Tier IV – Vendor Support**

The top tier of support is for technical issues related to the software or hardware. These issues are escalated by Central Support contacts to the state’s contracted service partner for LearnAlaska, the CGI Managed Advantage Group (PSMAG). PSMAG will work to resolve the issue and/or escalate it to the vendor, Meridian, who licenses the software platform on which LearnAlaska is delivered.

### **Notifications**

The Enterprise Administrator will be responsible for notifying the Agency Domain Administrator of any interruption that may affect user access to the system. Notifications will also be made in cases of maintenance or changes to the hardware or software and unplanned outages.

### **Issue Resolution Process**

Step	Person/Group	Action
1	Agency / User	<p>Contact the LearnAlaska Help Desk (Enterprise Support) by submitting an email, online help request form, or by phone:</p> <p style="text-align: right;">Email: <a href="mailto:LearnAlaska.HelpDesk@alaska.gov">LearnAlaska.HelpDesk@alaska.gov</a>            Phone: (907) 375-7700            LearnAlaska Help Request Form</p> <p>Help Request inquiries should include the following information:</p> <ul style="list-style-type: none"> <li>• User Name, Organization, Phone Number, Email Address</li> <li>• Description of error message accompanied by screen prints if available</li> <li>• For System Errors, a screen print of the error message or the exact error event ID</li> </ul>
2	Enterprise Support	Responds to the agency/user within four business hours
3	Enterprise Support	Reviews the issue for appropriate routing or resolution
4	Assignee	The group assigned the issue will review the information and update Enterprise Support on the status of the resolution if necessary.

Step	Person/Group	Action
5	Assignee	When the issue is resolved the assignee will notify Enterprise Support.

## *Planned Maintenance or Outage Process*

Step	Person/Group	Action
1	Enterprise Support	Notify Agency Domain Administrators at least one week prior to planned maintenance and/or outage. Notification info will include: <ul style="list-style-type: none"> <li>• Explanation of the maintenance/outage</li> <li>• Expected length of outage with a start date/time</li> <li>• Description of any expected impacts to end-users</li> </ul>
2	Agency Domain Administrator	Notify agency staff as necessary.
3	Enterprise Support	Provide a reminder of outage one day before.
4	Enterprise Support	Notify Agency Domain Administrators that maintenance has been completed and system is online again.

## Content Sharing Standards

### *Purpose*

Content created in one domain may be pushed down or shared up or across the domain structure. Content specific to the authoring domain is by default only visible in that domain unless options have been configured to share/push the content into other domain. Content shared must be accepted into the receiving domain before it becomes visible to users in that domain. Content pushed to other domains is instantly visible in the receiving domain with no necessary action by an administrator in that domain.

### *Guidelines*

Content sharing responsibilities include:

- Only **Push** content into a lower-level domain if it is training offered to all State employees.
- **Share** content and notify the domain administrator of the receiving domain if you have content that you would like to offer to employees in another domain. The receiving domain administrator can then choose to accept the shared content into their domain.

## Required Training

### *Purpose*

LearnAlaska allows for authorized users to assign training to individual users, agencies, and or job titles in the system as required. Training can be assigned based on preconfigured training profiles that define the time requirement within which the assignment must be completed and whether there is a recurrence of the training assignment.

### *Guidelines*

It is recommended that agencies consider discussing the assignment of requirement training with the appropriate manager(s) prior to assigning required training to a large number of users. For example an assignment made to all employees in a division may need to be discussed with the Division Director.

Assignments made to all State of Alaska Executive Branch employees require approval from the Department of Administration's Commissioner's Office. Requested assignments that impact staff of the Alaska State Legislature and Alaska Court System should be accompanied by the appropriate management approvals prior to the assignment.

### *Communications*

The system will send an automated notification when a required training assignment is made, but it is strongly encouraged that users not rely solely on the automated email. It is recommended that users be notified in a directed communication that includes the following information:

- The purpose of the assignment,
- Contact information for an agency staff member who may be contacted with questions or concerns about the assignment, and
- Recommended troubleshooting steps including browser settings.

The LearnAlaska Help Desk should also be copied on this communication so that its staff can help route incoming inquiries from users impacted by the assignment.

## Change Management Standards

### *Purpose*

This section describes the process an agency must follow in order to initialize a change request to LearnAlaska. The purpose of establishing a standard is to ensure that procedures are used for efficient and prompt review and processing of all changes in order to minimize the impact of change-related incidents on LearnAlaska stakeholders and protect data integrity across the entire LMS.

## Forms

LearnAlaska LMS Change Request Form

## Guidelines

Requestor completes the LearnAlaska LMS Change Request Form and submits it electronically to the LearnAlaska [Enterprise Administrator](#). Depending on the nature of the request the enterprise administrator will take one of two courses of action.

- 1) Request for the addition of reference data (e.g. Certification Type, Categories/Sub-Categories, Credit Types, Equipment Types, Evaluation Scales/Types, etc.) – review entries in LMS to ensure request is not duplicative of what is already available. If no matching entries exist, add entry per request.
- 2) Request will have an impact on other domains/stakeholders – forward to members of the LearnAlaska LMS Governance Group for consideration and approval.

## Process

Step	Person/Group	Action
1	Requestor	Determines the need for a potential modification to the system.
2	Requestor	Completes a Change Request Form and submits it to the LearnAlaska Enterprise Administrator.
3	LearnAlaska (L.A.) Enterprise Administrator	Log the request and send a confirmation of the change with the log number, the date it will be considered or implemented, and what actions (if any) the requestor will need to take during the process.
4	L.A. Enterprise Administrator	Review the request and recommend whether or not the change is feasible. Review will include the following areas: <ul style="list-style-type: none"> <li>• Type of change</li> <li>• Requirements</li> <li>• Alternatives</li> <li>• Costs and Benefits</li> <li>• Risks and Issues</li> <li>• Impacts</li> <li>• Recommendations and plan</li> </ul>
5	L.A. Enterprise Administrator	Changes that can be implemented with no impact to other domains or the technical infrastructure will be implemented.  Changes that require work by System Programmers or the software vendor, Meridian, may have associated costs. The requesting agency will be responsible for any costs incurred for implementing and maintaining the change.

Step	Person/Group	Action
6	L.A. Enterprise Administrator	Changes that are determined to affect the enterprise or to have benefits for other users in the enterprise will be sent to the L.A. Governance Group for consideration.
7	L.A. Governance Group	Reviews the request and provides feedback on the options provided.
8	L.A. Enterprise Administrator	If the request is denied due to impact analysis, the Enterprise Administrator will inform the agency and advise on possible alternatives.
9	L.A. Enterprise Administrator	If the request is approved and there are financial costs associated with implementing and maintaining the change, the Enterprise Administrator will determine how the cost associated with implementing and maintaining the change will be paid for (i.e. the requesting agency pays entire cost, the cost is allocated to all participating agencies, etc.).
10	L.A. Enterprise Administrator	Coordinates with the requesting agency and vendor, if necessary, to implement the change.

## E-Learning Standards

### Purpose

As we begin to offer more interactive online courses it is necessary to have standards to promote consistency and accessibility for our users.

### Software Program

If an agency has not already procured an eLearning Authoring software program we recommend the purchase of *Adobe Captivate*. The LearnAlaska team evaluated the four most common software programs for eLearning and picked Captivate based on affordability, feature set, ease of use, and wide use within the State and industry.

This recommendation does not prohibit the use of another program so long as that program can publish content that is SCORM or AICC compliant. We are currently using SCORM 1.2 as a standard, but LearnAlaska will also accept AICC and SCORM 2004 content.

### Guidelines

#### Stage / View Area

The stage / view area should be a maximum of 800 x 600 pixels.

#### Text

The main text should use Arial or a sans-serif font such as Helvetica or Verdana and have sufficient color contrast between the text and the background.

## Title

Section titles should appear at the top of the stage / view area.

## Logo

Inclusion of a logo should be in one of the corners of the stage / view area and a small enough size to be out of the way of the main content.

## Next Button

You should not rely on the play back control buttons on the skin to move to the next slide. If other interactions are not available to move the slide forward a button should be added to the lower right hand corner that will move the user to the next slide. This can also improve accessibility for users with screen readers.

## Contact Information

On either the opening or closing slide of the course you should provide information about who the course is offered by (ex: Administration, Finance), who authored the course, and who to contact for questions.

## Accessibility Standards

The following guidelines for the E-Learning Standards deal specifically with accessibility. This is a general overview of accessibility guidelines for e-learning created using any of the authoring tools.

### *Meta Data*

Fill out the Project Name and Description, if available.

### *Alternative Text*

Alternative text must be provided for any elements that are not accessible by screen readers. The following list is an example of elements that will probably need alternate text provided.

- Image (do not include the words “image of”, “graphic of”, etc)
- Smart Shape (even if the Smart Shape has text included)
- Text Animation
- Rollover Area (this would provide equivalent information for what appears during the rollover function)
- Image Button / Transparent Button (do not include the word “button”)
- Click Box (this is an invisible area for the user to click on something)
- Text Entry Box

Do not include alternative text for decorative elements that do not contain vital information. For example, Highlight Box and Zoom Area are only for decorative purposes and therefore should not include alternative text.

### ***Slide Information***

If the authoring tool uses slides please provide alternative text on the slide to provide additional information that someone with a screen reader would need to know that is not presented either in text captions or alternate text.

### ***Timing***

Do not have a slide with information (text, audio, etc) that needs to be interacted with just continue or move to the next slide automatically (especially if the information needs to be accessible by an assistive device). The slide will need to be PAUSED and then have an interaction that moves to the next slide.

### ***Animation***

Do not create animation that loops, it can cause screen readers to restart reading the page. If the animation is not decorative make sure to include alternate text.

### ***Buttons***

There are a few options that need to be set for buttons to be made accessible.

- Buttons need to be focusable so that they can be accessed without a mouse.
- A mouse click sound or similar should be added to the button to help indicate interaction with the button.
- A keyboard equivalent must be set up for someone without a mouse to use the button.

### ***Keyboard Shortcuts for Interactions***

For accessibility you will need to set up keyboard shortcuts for any buttons or click box that a user needs to interact with to provide an alternate means of using said button. When creating keyboard shortcuts you will need to make sure that they are each unique and do not use keys already being utilized by the browser or system. Here are some suggested keyboard shortcuts for some regularly used buttons.

<b>Interaction Type</b>	<b>Keyboard Shortcut</b>
Next Slide / Next Quiz Question	Spacebar
Previous Slide / Back Quiz Question	B
Submit (Quiz Answers, Text Entry, etc)	Enter

Clear Quiz Question	C
Close Pop-up	X
Return to Last Slide	R
Return to Home / Go to First Slide	H

During Software Simulations you will want to try and match keyboard shortcuts as closely as you can to what they will actually need to press. For example if it is ALT+F to get to the file menu you might have the user press F in the simulation.

Make sure to provide information for the keyboard shortcuts either in alternate text or as text on the screen.

### **Keyboard Shortcuts to NOT Use**

- Tab – This is already used to move through the different buttons on the screen.
- Arrow Keys – Are used in quiz functionality to move between and select the different options in a multiple choice and true / false questions.
- ALT, CTL, Shift – These are often tied with already used functions.
- Number Pad – This may not be available to all users.

### ***Software Simulation***

Equivalent text description / explanation must be provided for screen reader users and an option to skip the simulation must be provided for screen reader users.

### ***Quizzing***

Make sure that all quiz questions meet accessibility standards.

### ***Audio***

Closed Captioning must be provided for all audio and closed captioning must be available on the play back control of the skin. Any narration should describe all important elements and actions using device independent language. Example: Click is an action done with a mouse, but select or go to can be thought of using a variety of devices.

Try not to have the audio overpower the screen reader. For example, with a button or rollover area being focused on and if audio starts at the same time the screen reader is running it may be difficult for the user to understand.

These are just a general overview for accessibility and you will need to know your specific program to understand how to implement these for your e-learning. For Captivate 6 / 7 users we have additional instructions for making your e-learning accessible.

## Definitions

Term	Definition
Access Approval	An optional tool that requires users to obtain approval before accessing content or enrolling in an activity.
Agency Domain Administrator	Person(s) responsible for the oversight of their agency domain in LearnAlaska. Provides input on some change requests that impact the enterprise.
Approval Paths	See Access Approval.
Automatic Role	Permissions are granted to users in automatic roles based on actions made in other areas of the system. (i.e. Instructor, User Manager, etc.)
Category	Data element used to organize, or group, content items to assist with classifying items and system searches.
Change	An addition or modification to LearnAlaska or its technical infrastructure.
Credit Type	Indicates the kind of credit a user receives for completing a course.
Domain	Portal into the system that has unique course items, specified users, a unique menu structure, and specific configuration settings. As part of the central system, domains share a single code base, single database, shared content repository and central user collection.
LearnAlaska	Learning management system built on the Meridian Global software platform.
Learning Management System (LMS)	A software application for the administration, documentation, tracking, reporting and delivery of education courses or training program.
Linear Approval Path	Approval path requiring that access approval is granted in a non-linear fashion; Stage 1 approver must approve before request is forwarded to Stage 2 approver and so on. Requests denied at any stage will not be forwarded to next stage in path.

Term	Definition
Non-Linear Approval Path	Approval path used to send approval request to all approvers defined in the path. When all approvers in the non-linear path have entered their responses, the final status is set to approved if all approvers responded with "Approved" or it is set to "Denied" if one or more approvers respond with "Denied."
Role	Groups of users that have a specific set of permissions.
System Role	Assignment is made by a system administrator to system roles. System roles have fixed permissions only applicable to the domain for which they are defined.