



.....



HEPro

Assignment: Digital Transformation Journey of Training Department

Case Context

A software organization with **5000 employees** is embarking on its **digital transformation journey** in the Training & Development (T&D) function. The organization wants to implement a **Learning Management System (LMS)** along with a **comprehensive digital course library** covering **technical, soft skills, and process trainings**.

Your role is to design the **Journey Map**, identify **implementation steps**, and propose the **necessary forms, reports, and governance mechanisms**.

Assignment Tasks

1. Digital Transformation Journey Mapping

- Map the **current state** (manual, semi-digital training practices).
 - Define the **future state vision** (fully digital, automated, analytics-driven training).
 - Create a **journey map** with the following stages:
 1. **Assessment & Need Analysis**
 2. **Platform Selection & Procurement (LMS + Digital Library)**
 3. **System Design & Integration** (with HRMS, Payroll, Performance Management)
 4. **Content Development & Migration** (Technical, Soft Skills, Process)
 5. **Pilot Implementation** (select departments)
 6. **Full Rollout** (all 5000 employees, phased by department/region)
 7. **Change Management & Communication**
 8. **Monitoring, Evaluation & Continuous Improvement**
-

2. Key Steps in Implementation

1. **Training Needs Analysis (TNA)** → Identify skill gaps for technical, soft skill, and process.
 2. **LMS Implementation** → User roles (Admin, Trainer, Employee, Manager).
 3. **Digital Content Strategy** → Curated + in-house developed courses.
 4. **Course Library Segmentation** →
 - *Technical*: Coding, Cloud, AI/ML, Cybersecurity.
 - *Soft Skills*: Communication, Leadership, Teamwork.
 - *Process*: Agile, DevOps, Quality Assurance, ITIL.
 5. **Data Migration & User Onboarding.**
 6. **Pilot Training Programs & Feedback Loops.**
 7. **Analytics & Dashboards for Learning Outcomes.**
-

3. Forms (Digital Templates within LMS)

- **Training Request Form** (employee/manager initiated).
 - **Training Needs Analysis Form** (for HR & L&D team).
 - **Course Nomination Form** (for employees/managers).
 - **Feedback Form (Post Training Evaluation – Level 1 & 2 of Kirkpatrick Model).**
 - **Trainer Evaluation Form.**
 - **LMS Access Request Form** (for new joiners/contract staff).
 - **Course Completion & Certification Form** (auto-generated).
-

4. Reports & Dashboards

- **Training Calendar Report** (monthly, quarterly).
- **Enrollment vs Completion Report.**
- **Learning Hours per Employee/Department.**
- **Skill Gap Closure Report** (before & after training).

- **Certification Status Report** (internal/external certifications).
 - **Cost vs ROI Report** (training investment vs productivity impact).
 - **Employee Feedback & Satisfaction Scores Report.**
 - **Managerial Impact Report** (on employee performance & promotions).
 - **Compliance & Mandatory Training Report** (e.g., Security Awareness, Workplace Ethics).
-

5. Deliverables (Expected from Learners)

- A **Digital Transformation Journey Map** (visual workflow).
 - A **Step-wise Implementation Plan** (with timelines, stakeholders, risks).
 - Samples of **Forms & Reports** (at least 2–3 each).
 - A **Change Management & Communication Plan.**
 - Final **Executive Summary** with key outcomes expected.
-

👉 This assignment is designed to simulate a **real-world HR & L&D digitalization project** in a large software company, giving learners practical exposure to **digital strategy, LMS implementation, and training governance.**