

Making Permissions Easy

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This E-Book explores the value that the ShareKnowledge® learning management solution (LMS) delivers through its powerful permissions capabilities. If your organization has training requirements that span business units and organizational boundaries, ShareKnowledge's flexible permissions help you address differing training needs for compliance, content depth, and content language. If you are responsible for training diverse stakeholder groups with specific training requirements, this E-Book will address your challenges and ShareKnowledge's solution approach.

Introduction

Today, enterprises are composed of numerous stakeholder groups, many of which require or benefit from receiving organized training. These groups include the central enterprise organization, business units with varying degrees of autonomy, and third-party stakeholders including business partners, suppliers, subcontractors, franchisees, channel partners, and other communities of interest.

One of the great challenges for training management is to span the training needs of diverse groups in an efficient and effective way, while remaining responsive to their particular specialized requirements. Managing permissions that control who is entitled or mandated to be trained, with which materials, and when, lies at the heart of training management. Consider how crucial a robust training permissions management capability is to the following training roles.

Enterprise training managers ensure that enterprise governance for training receives attention and action. They organize enterprise competency training programs, assemble, and distribute approved training materials, tests, training schedules, and training follow-ups, as well as authorizing training manager peers in lines of business to control their specific training needs. Getting all this right means properly managing permissions.

Group training managers deliver training to specific functional groups and geographic regions. Examples include delivering sales training, new product training, and administering the training needs of the Southwest or Northeast region. These training managers may face training demands in addition to, or at variance with, the training plans and materials organized by the enterprise-training manager. Flexible permission management makes all this possible.

Third-party training managers ensure external stakeholders receive the right training, information, and content. Groups including subcontractors, franchisees, channel partners, suppliers, and possibly others will require training, testing, and follow-up specific to their roles in the business's ecosystem. Effective training permissions management is critical to avoid leaking enterprise training intellectual property (IP) beyond enterprise boundaries.

ShareKnowledge LMS is a SharePoint-based learning management solution that offers flexible and powerful training permissions management as an intrinsic element of its design. Whatever your role in training management, you will appreciate the permissions power ShareKnowledge puts at your fingertips.

Key Findings

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Flexible permissions, as realized by ShareKnowledge, are a critical enabler of efficient and effective training management. A discussion of key benefits follows.

Increased Profits:

- Effective, targeted training keeps valuable employees committed and engaged. Trained employees value the training they receive and recognize its importance in their career growth.
- Improved worker productivity results from correctly targeted and delivered training. ShareKnowledge ensures training professionals deliver the right training to the right teams.

Reduced Operational Costs:

- Properly targeted training can reduce policy and procedure errors to the extent that an LMS such as ShareKnowledge will pay for itself.
- ShareKnowledge flexible permissions build on your organization's SharePoint authentication and Active Directory (AD) expertise. No expensive consultants or support-staff retraining are needed.
- A powerful visual permissions interface simplifies complex provisioning scenarios, avoiding costly scheduling, material dissemination, and training compliance issues.

Reduced Compliance and Operational Risk

- With ShareKnowledge flexible permissions, the right people and groups will receive the right training in the right time frame, with an audit trail to back you up.
- Flexible permissions help ensure knowledge retention with correctly targeted training that receives proper follow-up. Quizzes and automated recurrent training pay dividends.
- Proprietary content goes only to authorized recipients, which retains your IP value. Those who should not have access will not have an opportunity to "borrow" your IP.

Increased Flexibility

- Flexible permissions mean real flexibility. You can make substantial alterations to your workflows and others' access to training material via configuration instead of coding.
- Training becomes much easier. On boarding is now extremely easy, with preconfigured onboard and promotion training material packages.
- Flexible permissions leverage ShareKnowledge read-and-agree, testing, and retraining capabilities to ensure ongoing competency.

ShareKnowledge's flexible permissions offer many benefits for no additional cost and effort.



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Analysis

Flexible permissions within ShareKnowledge is a feature set that yields significant benefits to adopters. One key challenge for those new to flexible permissions is walking the line between the capabilities that are important to learning managers but that are technical in nature and possibly complex to describe, and the many benefits that accrue from them. Understanding flexible permissions' value means focusing on benefits.

Flexible permission levels are useful to enterprises that have complex training needs. Permission levels are tied to SharePoint security features. ShareKnowledge inherits all the SharePoint authentication protocols and therefore, ShareKnowledge adopters have no need for additional extensive security analysis and additional security software. This is a strong argument in favor of using ShareKnowledge flexible permissions.

Who should be interested in flexible permissions? Organizations that need extended enterprise-training capabilities. Flexible permissions are useful for separate business units that have different training needs for compliance and content (e.g., language). In addition, the new ShareKnowledge multiple language capability exposes another facet of training material distribution control. When different groups have different training needs, ShareKnowledge with flexible permissions can push training materials out, and make the right material available to authorized training consumers.

Example: What happens when you are the central training manager and need to push out the same training material to different countries? Flexible permissions allow multiple training administrators to control their particular course material, while avoiding any challenges in accessing incorrect versions of training material.

Flexible permissions offers granular training-material distribution control while the powerful visual interface makes provisioning simple. In the ideal case, flexible permissions information pre-exists in SharePoint and can be imported into ShareKnowledge expediting the setup of training authorizations.

From a training administrator standpoint, centralized, regional, and business-level control makes great sense. Each adopting organization will strike a balance between central control and autonomy. The right balance will be tailored to your organization.

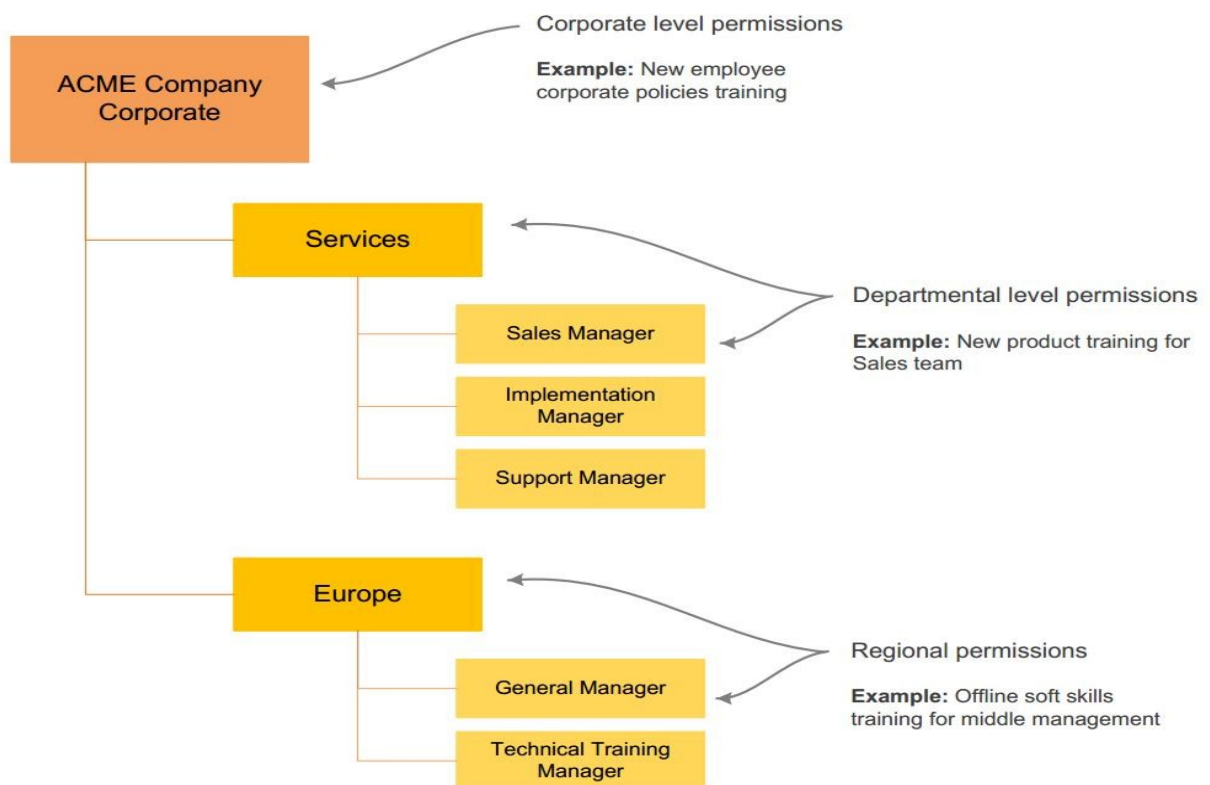
Example: At a food manufacturing organization, the training manager responsible for 500 people uses ShareKnowledge. However, HR management likes the HR system they have in place, and the sales trainers do not want anything to change in their system. With flexible permissions, ShareKnowledge can integrate and align with the goals of multiple units. Conflicts are avoided and efficiency increases with ShareKnowledge flexible permissions.

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Training managers must provide control over course distribution permission and approval permission. With ShareKnowledge flexible permissions, they can perform course approval, assignment, and redistribution and reporting based on their managerial hierarchy. This means training managers have control over their subordinate managers and their assigned areas of responsibility.

How does ShareKnowledge work with SharePoint to increase the power of flexible permissions? The training assignment and responsibility information that forms the basis of flexible permissions is often stored in SharePoint or Active Directory. The close integration of SharePoint and ShareKnowledge means ShareKnowledge can be used to build a hierarchical organization chart and associate permissions with an individual manager's span of control.

If the ShareKnowledge flexible permissions user chooses to, they can manipulate the organizational hierarchy within ShareKnowledge itself. This means they have the ability to override, extend, or further customize permissions based on training-specific work. Situational customizations sound complex, but the ShareKnowledge visual interface makes them easy.



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ShareKnowledge's flexible permissions benefit external parties as well. External parties may include customers, business partners, suppliers, franchisees, subcontractors, and others for which the ShareKnowledge client wishes to deliver training, and for which the external party has a stake in ensuring that their people are properly trained.

Training administrators manage specific regional sales teams or distributor channels. The administrators will benefit from targeted control over training for their regional responsibilities, without affecting training operations in other regions.

Franchisees might have 30 to 40 employees, perhaps with high turnover. To ensure proper training the organization adopting ShareKnowledge can easily push down training to its franchisees.

Subcontractors may be an example of either internal or external user communities. Either way, they need access to the training that is specific to the training organization, their particular role, and perhaps their security clearance. Subcontractors must have all the compliance training that full-time employees receive. Each organization must answer the big question: Whom do you consider an employee? Whatever the answer, ShareKnowledge and flexible permissions will facilitate the appropriate training.

Customers, business partners, and suppliers often need training services. For example, manufacturers push out quality control training to their suppliers. A supplier's truck drivers must be trained in safety to ensure they drive safely on their customers' property.

Manufacturers want to train their distributors, and likewise, distributors want to educate their customers. For example, dental supply sales reps visit dental offices to sell dentists their manufacturer's product offerings. The dental product manufacturer wants its distributor to know about its new products. The dental product distributor wants to keep its sales reps up to date on the manufacturer's new products. The sales reps want to inform their dental office clients about benefits and features of the new products. This chain of training and education relies on flexible permissions to target effective training and testing.

Recommendations

Recommendations for learning more about ShareKnowledge flexible permissions are simple.

For training professionals in organizations presently using ShareKnowledge, ensure that you have a complete understanding of the scope and power of flexible permissions. Reach out to the ShareKnowledge professional services team to find out how the flexible permissions capability can simplify your complex, permissions-based training requirements.

For individuals in organizations not presently using ShareKnowledge, reach out to ShareKnowledge to learn more about how ShareKnowledge's many learning management capabilities, including flexible permissions, can make your training management efforts more efficient and more effective.

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ShareKnowledge has powerful flexible permissions capability that allows users to target scheduling, training, testing, and follow-up, all based on a broad field of selectable criteria. The ShareKnowledge visual interface makes planning and organizing permission-based training simple and logical. In addition, the close integration of ShareKnowledge with SharePoint means that all existing access to content in SharePoint is immediately available for ShareKnowledge users.

Enterprises with multiple training communities, including lines of business, subcontractors, franchisees, customers, business partners, and suppliers, will find the ShareKnowledge flexible permissions capability to be a critical enabler of focused training delivery while maintaining control over valuable training intellectual property.

We hope you enjoyed this eBook and found the information we provided helpful. If you would like to learn more about ShareKnowledge, please click on the link at the bottom of this page.

