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# Learning Services

Richard Klingshirn, Executive Managing Director, January 24, 2008

 **CompTIA**  
Colloquium



**A  
Leader in  
Outsourced  
Learning  
Services**



[www.acs-inc.com](http://www.acs-inc.com)

ACS Learning Services is part of Affiliated Computer Services a Fortune 500 leader in providing strategic outsourcing and information technology solutions to global companies.

ACS Learning Services help clients increase the value their people deliver to the business through the deployment of effective, efficient and performance based learning solutions in alignment with strategic business goals and outcomes.

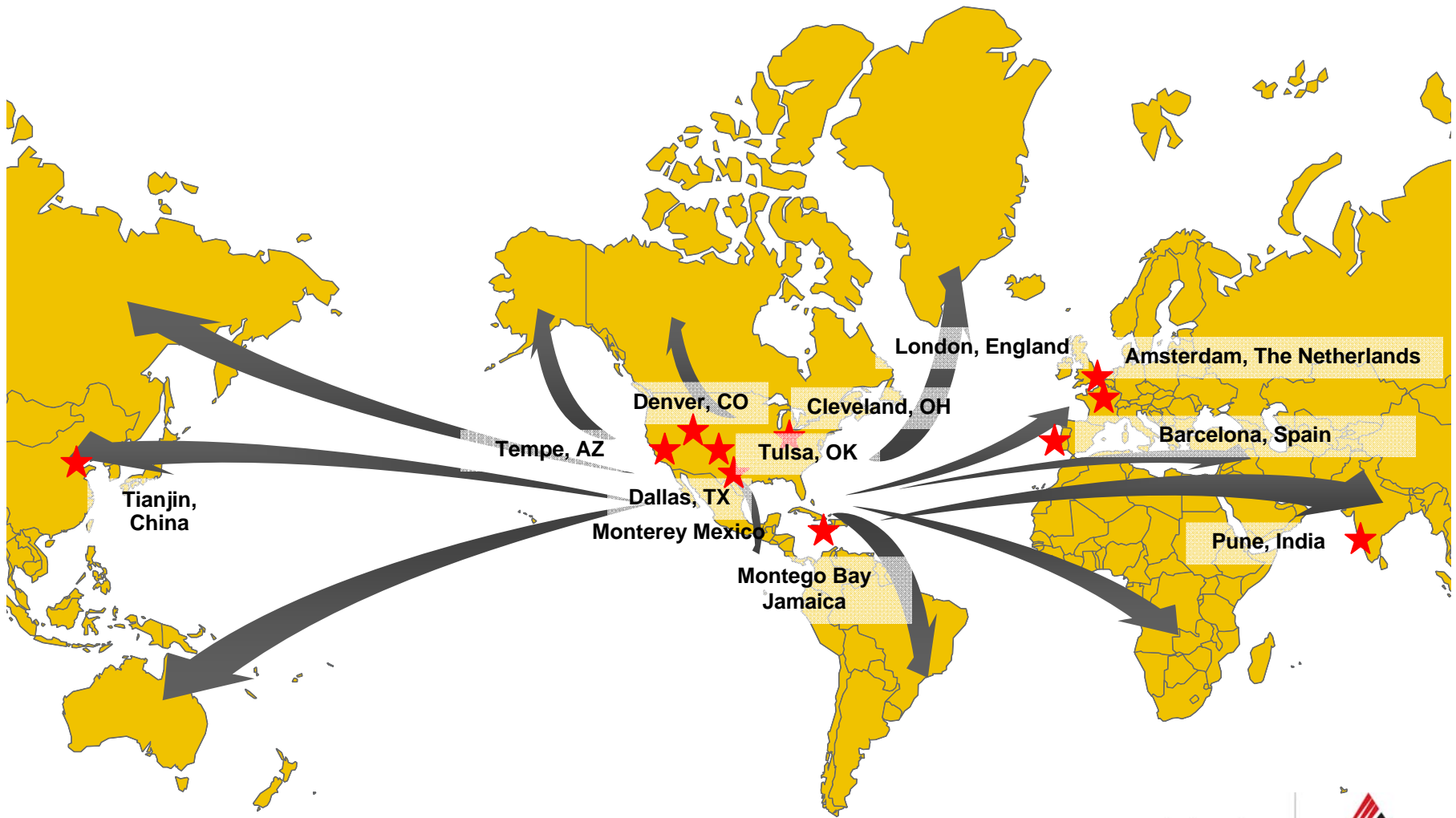
Our services span the entire learning value chain and are an integral part of a comprehensive talent management strategy ; from learning strategy services, curriculum design and development services, to complete learning process outsource services, including a world class hosted learning management system and related managed administration services, learner care and HR functions.

ACS is a trusted partner- we help clients "grow" and scale in alignment with their own business goals and workforce development lifecycles.

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# Our Global Delivery and Support



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# Key- Fully Integrated End to End Services

ACS focuses on each client's broad learning constituency—enterprise employees, customers, vendors, or channel partners—and has successfully delivered project based, discrete or fully outsourced learning solutions

## Learning Outsourcing

**Multi-process and/or comprehensive learning outsourcing services on a stand alone basis or in connection with HRO**

- » *Learning Curriculum and Content Development Services*
- » *Learning Strategy, Talent Management and Assessment Services*
- » *Learning Technology Platform and Managed Technology Services*
- » *Learning Administration, Vendor Management and LearnerCare™ Services*
- » *Tuition Reimbursement Administration Services*

### **Discrete Learning Services**

- » *Learning Curriculum and Content Development Services*
- » *Learning Strategy, Talent Management and Assessment Services*
- » *Learning Technology Platform and Managed Technology Services*
- » *Learning Administration, Vendor Management and LearnerCare™ Services*

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# Partnering for Success, The ACS Definition

Beginning every engagement with a strategic learning assessment; that aligns learning to the clients business goals, to performance goals and "talent management" strategy, but most importantly;

*"Developing a Mutual Definition of Success"*



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# Partnerships versus Contracts

## Defining the Relationship

- Mutual goals and understanding of the scope and outcomes of project; before contract (3 most important goals for each party?)
- Collaborative due diligence during the contracting process (willingness on part of both parties to “get it right”)
- Create a shared philosophy of success; enabling both parties to balance the burden of “risk” and “rewards”

## Creating a Charter You Can Live By

- It's the Process that Counts – establishing a trust base early
- Identify the key stakeholder
- Don't forget Culture
- Measure, measure, measure- focus on celebrating success as well as short falls
- Clarity – keep business interests front and center

# Keys to Strategic Partnerships

1. Always Confirm Mutual Goals and Scope before beginning contract process
2. Maintain a spirit of mutual benefit- shared risk and reward
3. Clarify goals and “outcomes” are in alignment with all stakeholders – not just the contracting team
4. Build in enough time for due diligence- make sure the due diligence is collaborative and thorough to understand what we know and don't know
5. Define the “unknowns” clearly; don't be afraid to bring up the unknowns!

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# Keys to Strategic Partnerships



6. Spend the time on the metrics that will be used in evaluating “success” ensure they are the right metrics over time
7. Ensure that processes for dispute resolution, mediation, and ultimately remediation or resolution.
8. Make quality and value a key part of the discussion
9. Be transparent and clear in how and what data will be used to evaluate performance
10. Don't forget change management and communications

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