

Molson and IBM SOX Compliance WBT

IBM captures the gold at the Canadian Society for Training and Development (CSTD) 2007 Awards for Training Excellence

On December 3, 2007, IBM Canada's Learning Content team received CSTD's Gold Canadian Award for Training Excellence in the external e-Learning category.

CSTD is Canada's only national association for workplace learning and performance professionals. The CSTD Awards for Training Excellence honour innovative learning products and programs.

The IBM team was recognized for their work on the Molson and IBM Sarbanes Oxley (SOX) Compliance web-based training (WBT) program. Using a global resourcing strategy, the team was able to reduce training development costs and increase speed of delivery for their client.

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The screenshot shows a web-based training interface. At the top left is the Molson logo. The title 'Topic 6: Using Ariba' is displayed in a blue header. Below the header, there is a list of lessons: Purpose, Simulation: Create an RTB, Supplemental RTBs, Change an RTB, View an RTB, Checkpoint, and Review. The interface also includes navigation buttons at the bottom: a close button (X), a help button (?), and three arrow buttons (back, up, forward).

The challenge:

In May 2006, Molson was facing critical business changes. They needed to implement a new procurement policy within two months. In addition, Molson needed its operations to be Sarbanes Oxley-compliant by the end of 2006. This requirement involved, in part, the implementation of a new system called Request to Buy (RTB).

To help Molson resolve their business challenges, the IBM learning team was tasked with creating a just-in-time, web-based solution that would train 1,500 employees on this new information, in their language of choice (English or French) within an extremely tight timeframe.

What we did:

We proved that within 20 days we could successfully design, develop and deliver instructionally sound, web-based training courses built upon solid adult learning principles in two languages. The timelines were tight, but the IBM team took advantage of learning resources around the world and different time zones to drastically reduce overall time to delivery.

In producing this WBT, the team was cited for the following accomplishments:

- Originality – Using flexible global resources in different time zones and a tight communication process
- Instructional design – Solid adult education principles using IBM's ADDIE Instructional Systems Design model
- Evaluation strategy – Opting for Level 2 evaluation by users led to great results
- Packaging – A visually appealing user interface, flexible navigation and a clear communication style made this package enjoyable for all users

The impact:

- Molson successfully met all of its business-critical requirements in the time required
- All of the learners were successfully trained on the procurement policy and on the associated system within the two-month timeframe
- The speed of delivery at which the courses were developed gave Molson and IBM the time to design, develop and deliver an additional WBT that was originally out of scope
- IBM demonstrated that a global resource strategy can be effective not only for large engagements, but it can also be a nimble and cost-effective method of development for smaller projects