



## Case Study

# U.S. Army Agility Among the Ranks

### Profile

The Army e-Learning Program offers training and education to 1.4 million Active Duty Army, National Guard and Reserve, and Department of the Army civilian personnel.

### Challenge

The Army is constantly challenged with providing geographically dispersed personnel with a wide range of business, information technology, leadership, professional and technical skills necessary to excel on the job..

### Solution

Through its partnership with SkillSoft, the Army has deployed a comprehensive e-learning solution to deliver Web-based training and professional development to all Active Duty Army, Reserve Component, Guard and civilian personnel.

### Results

The Army saved approximately \$86 million in education cost avoidance over three fiscal years through the use of SkillSoft products and services.

Support for soldiers, civilians and their families are a critical part of the Army's ability to defend our nation. Today, the Army is pursuing the most comprehensive transformation ever, while retaining the soldier as the centerpiece of the combat systems and formations. To do this, Army training and education remains at the forefront of priorities, while maintaining an ongoing quest for efficiencies and cost savings.

In order to support educational needs in a cost-effective environment, the Army's e-learning solution includes a wide array of SkillSoft content and services and also utilizes the SkillPort® platform. By centralizing training and educational content, consolidating costs and delivering Web-based courses to all Army personnel, the cost savings have been significant, according to Stan Davis, Project Officer, Army e-Learning Program and Deputy Product Manager, Distributed Learning System.

"An Army Audit Agency report completed in February 2005 determined that the Army saved approximately \$86 million in education cost avoidance over three fiscal years by using Army e-Learning," said Davis. "SkillSoft maximizes technology to bring learning to the student; this enables the Army to provide training to a geographically dispersed work force in an economical way."

### Army e-learning anytime, anywhere

The Army e-Learning Program provides free training for every Active Army, National Guard, Reservist, ROTC Cadet (MS III/IV) and Department of the Army Civilian. They have access to over 2,600 commercial, Web-based information technology, foreign language (Rosetta Stone), business, leadership and personal development courses, plus technical references materials (Books24X7® and specialized KnowledgeCenter™ Portals). These courses are accessible 24x7 from anywhere using an Internet connection to access the Army Knowledge Online Portal. Remote locations, including those in operational theaters such as Iraq and Afghanistan, are supported with separate CD libraries as necessary. When requested by the Army contracting officer representative, individual soldiers are authorized courseware on CDs. Course download capability also ensures consistency of training for soldiers supporting operational missions.

It's this emphasis on training availability that has been paramount to the success of Army e-learning endeavors. "Army soldiers and civilians will find the most imaginative opportunities to access courseware. From a tent in the field, the green zone in Iraq or sitting in an airport waiting for a flight—anywhere, as long as they have connectivity," said Davis.



# Learning Anytime, Anywhere

Versatility is important also. Individuals may efficiently pursue training initiatives or key organizations can tackle special projects with assured effectiveness. Army e-Learning Program recently assisted the Army Equal Employment Opportunity Office (EEO) by launching a distinctive venture to ensure that the EEO and Army personnel were in compliance with the Federal Employee Anti-Discrimination and Retaliation (No FEAR) Act. Over 98,000 individuals completed required training in the first six months, proving that this approach to support mandated training is an important alternative to other training options.

## Products for mission performance

Army soldiers and civilians use SkillSoft content because it provides them a means to improve their mission performance, learn a foreign language and satisfy mandated training requirements.

The Army enterprise license provides access to well chosen SkillSoft course collections, Books24x7 collections and four KnowledgeCenters. The courseware offered includes business skills, IT skills and desktop content plus associated simulations, TestPrep Exams, Express Guides™, live mentoring and SkillBriefs; three Books24x7 collections (ITPro™, BusinessPro™ and OfficeEssentials™); and four notable SkillSoft KnowledgeCenters (MCSE/MCSA, Leadership, IT Security and Project Management) round out the license, and enable soldiers and Army employees to build and sustain job skills.

In 2007, the number of authorized, registered users exceeded the half million mark, and by August 2008 utilization had surpassed 600,000 registered users. The overall Army e-Learning Program usage continues to grow significantly as additional products and services are being added.

“Army e-learning is awesome! When I was deployed to Iraq, I was able to log on during my down time and take A+ courses to help me get my certifications once I got back state side. Good job!” said Sergeant Jackson Andrew, Senior Mechanic 63B.

## Books24x7 — One of the most popular assets

The Books24x7 On Demand Platform can be accessed through SkillPort and offers instant access to the complete text of thousands of best-in-class books, book summaries, research reports and best practices. Having immediate access to needed material has improved soldiers’ ability to perform their duty, complete an assignment or conduct the organizational mission. Soldiers frequently report an appreciation for the ability to access material that would otherwise be costly (entire book or set of books) and that would be available off the shelf at a library or a bookstore.

“My soldiers and I just completed the Comp-Tia A+ Certification. We used SkillPort and it was spot on to the exam. I studied two hours a day until I went through all the classes and the exam prep twice. I was very impressed at how well the classes prepared me,” said SSG Kristopher Kane 2BCT 82AB, Camp Taji, Iraq.

Additionally, Army users now access the PDA-accessible Web site to access Books24x7 collections from their Pocket PCs, Blackberries, cell phones and other PDA devices that have browser capabilities. Since August 2007, over 40,500 soldiers have accessed over 3,000 books titles each month, and the number of new users increases by over 3,000 soldiers every month.

“SkillSoft solutions enable us to provide consistent training that transcends geographical challenges while presenting the breadth and depth of knowledge our soldiers and civilian workforce need to be operationally effective,” said Davis.

[www.skillsoft.com](http://www.skillsoft.com)



### Corporate U.S. Headquarters

107 Northeastern Boulevard  
Nashua, NH 03062  
Phone: 603-324-3000  
800-327-6960  
[information@skillsoft.com](mailto:information@skillsoft.com)

### SkillSoft EMEA Headquarters

Compass House  
2nd Floor  
207-215 London Road  
Camberley  
GU15 3EY  
UK  
Phone: +44 (0) 127 640 1950  
Fax: +44 (0) 127 640 1951  
[internationalinformation@skillsoft.com](mailto:internationalinformation@skillsoft.com)

### SkillSoft Asia Pacific Headquarters

Level 27, 101 Collins Street  
Melbourne VIC 3000  
Australia  
Tel: +61 3 9653 7484  
Fax: +61 3 9653 7373  
[apac@skillsoft.com](mailto:apac@skillsoft.com)