

## Statewide Learning Management System: Section 4 - Functional Training Requirements

Note: Functionality is mandatory except for those identified as "desired."

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
<b>Section 4</b>	<b>4-1.0</b>	<b>Resource Management</b>				
<b>Registration</b>	4-1.1	Ability to manage resources for learning activities in addition to formal classroom instruction (for example, classroom and e-learning, blended courses)				
	4-1.2	Web-enabled self-enrollment in course registration using an electronic workflow to forward registration through predetermined approval processes, which may vary by agency				
	4-1.3	Support enrollment by role (learner, manager, administrator)				
	4-1.4	Ability to configure registration process by organizational hierarchy, domains, roles, and talent pools and with unlimited organizational structure levels				
	4-1.5	Support unlimited organization structure levels				
	4-1.6	Support multiple keyword searches (course, location, semester) throughout LMS				
	4-1.7	Ability for administrator to manually open and close courses and override min/max # course participants				
	4-1.8	Capability for individual or batch enrollment				
	4-1.9	Automated notifications via e-mail to managers and learners when registering for learning events including confirmations, waitlist (deferred), etc				
	4-1.10	Enable courses to be defined as required/mandatory or optional				
	4-1.11	Send automated confirmations, deferments, reminders, and cancellation notices				
	4-1.12	Set registration open/close dates				
	4-1.13	Enable printing of roster and transcripts in batches				
	4-1.14	Ability to generate equivalent employee id for those without a state employee id				
	4-1.15	Ability to reserve courses for specific needs and open courses for those that meet specific criteria, including agency, roles or other attributes				
	4-1.16	Ability to manage class/session capacity (min and max) with administrator override capabilities and show the number of seats in a class and number of seats available				
	4-1.17	System does not allow employee to register after the course is full; automatically places employee on waitlist or next open class; with full override capability of administrator				

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4-1.18	Ability for administrator to override approval of workflow requirements					
4-1.19	Ability for administrator to update a student's transcript data					
4-1.20	Enable automatic assigning content and learning plans based on learner criteria (role, group, agency, position, competency)					
4-1.21	Enable cancellation of registrations by learner, manager, and administrator					
4-1.22	Ability to limit enrollments by organization unit					
4-1.23	Ability to substitute learners for withdrawn students based on roles					
4-1.24	Capability to track changes to registration/enrollment with time stamps					
4-1.25	Capability to administrator to add comments related to the learner (e.g. left early from class, only attended 1 of 2 days of class, arrived 2 hrs late for class)					
4-1.26	Ability for user to indicate on their personal profile if they want to be notified of all new course offerings regardless of organization affiliation					
4-1.27	Ability to create, change and view student and instructor profiles					
4-1.28	Ability to search student and instructor profiles					
4-1.29	Allow assigning multiple learning paths or plans to a learner					
4-1.30	Allow assigning paths to selected group of learners simultaneously and globally					
4-1.31	Allow a user to withdraw from an enrolled course up to a certain timeframe and ability to include a reason for dropping out					
4-1.32	Ability to manage external learners					
Desired 4-1.33	Capability for demand forecasting - ability to allow learners or managers to express interest in a session or event even if none is presently scheduled or those scheduled are full					
Desired 4-1.34	Ability to view training location maps					
<b>Pre-requisites</b> 4-1.35	Business rules creation for courseware access and enrollment, including managing prerequisites					

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Desired	4-1.36	Capability to link pre-requisites to courses: required, recommended, due dates, enforcement processes, administrator override, initiate/approve/deny waive requests linked to enrollment into learning				
Wait-lists	4-1.37	Ability to support complex waitlist rules based on timeframes for registration and set rules for who gets offered open seats				
	4-1.38	Create and maintain electronic wait-lists, track status including ability to view available seats				
	4-1.39	Enable automatic or administrator override capabilities and cancellation				
	4-1.40	Support first come-first serve wait listing				
	4-1.41	Ability to grant pre-approval should a seat be available for wait listed individuals				
	4-1.42	Ability for administrator to view and enroll in waitlists				
	4-1.43	Send automated notification capabilities from all steps of waitlist process with emails configuration capabilities and include custom text				
Virtual Class Management	4-1.44	Enable scheduling and tracking of virtual classroom events (enrollment, rosters, costs, completion)				
	4-1.45	Ability to automatically update rosters based on virtual classroom attendance				
	4-1.46	Support management of virtual classroom (e.g. WebEx) courses and classes				
	4-1.47	Enable multiple keywords/tags assigned to courses and learning content				
	4-1.48	Support internal charge back requirements				
	4-1.49	Ability to customize and print class roster/sign-in sheets				
	Desired	4-1.50	Enable upload and viewing of room layout options by room location			
Catalog	4-1.51	Enable an automatic adjustment of catalog content based on learner's organizational changes (agency, position, group, talent pool)				
	4-1.52	Support catalog availability based on learner's organizational designation				

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	4-1.53 Support customized catalog structure based on learning approach (competencies, course topic, skills, organization)					
	4-1.54 Searchable course catalog regardless of type (classroom, blended, online) by keywords, course title, course number, date range, job families, job groups, job classifications, location, and instructor					
Desired	4-1.55 Support unlimited catalog hierarchy levels					
Desired	4-1.56 Enable viewing of a curriculum or learning plan by content type					
Desired	4-1.57 Support creating and editing career management learning paths					
Desired	4-1.58 Enable assigning catalog content based on predefined groups or audiences					
<b>Certification Management</b>	4-1.59 Enable grouping of learning activities in a curriculum, certification, or learning plan					
	4-1.60 Track certificate program participants including courses needed, course note completion					
	4-1.61 Ability to generate course groupings and curriculums on demand for certificate programs					
	4-1.62 Enable certification renewal notification (e.g. 30, 60, 90, 120 days prior to expiration)					
	4-1.63 Ability to support sequenced and non-sequenced curriculum requirements					
	4-1.64 Ability to set relative and absolute due dates for curriculum					
	4-1.65 Ability to manage both required and elective training for curriculums					
	4-1.66 Ability to support grace periods and grandfathering					
	4-1.67 Ability to manage training credits by role or organizational unit					
	4-1.68 Ability to track internal certification programs					
	4-1.69 Ability for users to attach certifications for self-reported accreditations					

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	4-1.70 Ability to provide a formalized on-the-job training checklist					
	4-1.71 Ability to link roster and "passed" assessment/test/case study to flag course or certification completion					
Desired	4-1.72 Ability to support one-time certifications					
Desired	4-1.73 Ability to support complex, renewal-based certifications, including sending email notifications prior to expiration					
Desired	4-1.74 Ability to match terminology and workflow for different certifications, designations, CEUs, etc					
<b>4-2.0</b>	<b>Tracking</b>					
	4-2.1 Track a variety of learning activities in addition to formal classroom instruction (for example, on-the-job training and e-learning)					
	4-2.2 Compliance and mandatory training notification, tracking and scheduling with automatic email reminders for due and overdue training					
	4-2.3 Send automated email confirmations, deferments, reminders, and cancellation notices					
	4-2.4 Support scheduling courses on discontinuous days (ex: Mon, Tues, Thurs, or one day per month for 3 months)					
	4-2.5 Enable upload of email assignments or information related to courses (pre and post course work)					
	4-2.6 Capability to email assignments or information related to courses (pre and post course work)					
	4-2.7 Manual and automatic assignment of learning plans to individual learners and groups					
	4-2.8 Ability to track continuing education(CEUs) and certification tracking					
	4-2.9 Enable course equivalencies (new course replaced old course)					
	4-2.10 Access learner roster for an enrolled class					
	4-2.11 Manually edit tracking and completion data for a learner					
	4-2.12 Track no-shows and automatically notify participants and supervisor through email of the no-show status					

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	4-2.13 Enable specifying the minimum and maximum number of participants for course					
<b>Calendar</b>	4-2.14 Calendars for learners, managers, administrators, and instructors showing courses and assignments					
	4-2.15 Ability to create an appointment in a calendar (such as Outlook) when a learner signs up for a course					
	4-2.16 When creating an appointment in a calendar (such as Outlook), the ability to check conflicts (instructor, other courses, room assignments)					
	4-2.17 Scheduling conflicts are "flagged" for resources (such as instructors or rooms) and administrators automatically notified					
	4-2.18 Ability to create a calendar of training courses scheduled by location					
	4-2.19 Track instructors by agency, course titles, course type, agency, instructional hours					
	Desired 4-2.20 Automatic resolution of scheduling conflicts with manual override capability					
	Desired 4-2.21 Scheduling conflicts are "flagged" for learners.					
Desired 4-2.22 Allow users to click button to add course to learner's calendar once confirmation of enrollment is received						
<b>Instructor Tracking</b>	4-2.23 Track survey and course evaluation data by instructor or course and have ability to download to excel, word, .pdf, or xml					
	4-2.24 Ability to manually add classroom survey data					
<b>Evaluations</b>	4-2.25 Capability to track survey data by instructor, and course, date					
	4-2.26 Ability to manually add classroom survey data					
	4-2.27 Ability to generate reports related to evaluation data					
	4-2.28 Ability for learner to submit end of course evaluations with the option for anonymous submission					
	4-2.29 Ability to add supplemental questions and responses for course evaluations					
	Desired 4-2.30 Ability to add questions and responses to standardized lists of course evaluations					

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<b>Tuition / Training</b>  Desired  Desired	4-2.31 Track tuition/training assistance provided to employees by agency and division					
	4-2.32 <i>Capability to track total dollars spent, declining balance, and spending caps by agency, division, and employee.</i>					
	4-2.33 <i>Capability to track dollars spent on training by agency, division, and employee</i>					
<b>4-3.0</b>	<b>Usability</b>					
4-3.1	Straightforward graphical user interface (GUI) and navigation					
4-3.2	Provide interface with State of Delaware Enterprise Resource Planning (PeopleSoft ERP-system), in accordance with the state's secure file transfer protocol (SFTP) procedures					
4-3.3	Ability to auto populate with feed from State of Delaware ERP-system (PeopleSoft) the following information on an ongoing basis: Employee ID, Department Code (Department-Division-Section), location, county, name, job title, pay grade, address, SLC, telephone, gender, ethnicity/race, disability, EEO-code, Employee Class, supervisor's name, supervisor's telephone					
4-3.4	Browser-based interface by all major browsers and should meet the requirements of the State of Delaware's Web Presentation Guidelines including valid html and accessibility for people with disabilities; <a href="http://dti.delaware.gov/pdfs/pp/clf/WebPresentationGuidelines.pdf">http://dti.delaware.gov/pdfs/pp/clf/WebPresentationGuidelines.pdf</a>					
4-3.5	Integrate state's web page common look and feel into all web pages, including header, footer, left navigation and style; <a href="http://dti.delaware.gov/pdfs/pp/WebsiteCLF.pdf">http://dti.delaware.gov/pdfs/pp/WebsiteCLF.pdf</a>					
4-3.6	Access to course schedule without having to log into the system					
4-3.7	Provide various levels of security within each of the categories: Learner/employee, data (varying levels of access within each user category), Department Code (varying levels of access), Supervisor, Administrator					
4-3.8	Provide status of registrations (approved, waitlist, pending, etc) and status of courses (open, closed, not scheduled, etc)					
4-3.9	Ability to create customized, user-configurable portals and homepages					
4-3.10	Employee access to customized training schedules and class calendars of training events from Statewide Training programs as well as agency training					
4-3.11	Employee access to course information based on curriculum, eligibility, agency, role, and/or other attributes (including course description, times, locations, costs, prerequisites, and special instructions)					

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	4-3.12 Workflow capability for commonly performed actions					
	4-3.13 Access control to system and data					
	4-3.14 Secure log-on and authorization using the State of Delaware's strong password standard; <a href="http://dti.delaware.gov/pdfs/pp/StrongPasswordStandard.pdf">http://dti.delaware.gov/pdfs/pp/StrongPasswordStandard.pdf</a>					
	4-3.15 Access and complete e-learning courses from any computer connected to the state network with the option to expand to the world wide web					
	4-3.16 Provide multiple options for workflows (e.g. approval workflow, etc)					
	4-3.17 Administrator's capability to hide any training courses from view					
	4-3.18 Ability for administrators to group courses into curriculum and topics areas by but not limited to job families, job groups, job classification, agency and location					
	4-3.19 Automated mandatory and recommended training paths based on user's position/ job class					
	4-3.20 Automated mandatory and recommended training paths based on user's position/ job class					
	4-3.21 Viewable, searchable and printable course syllabus and /or course outline					
Desired	4-3.22 Integration capability with Exchange to facilitate scheduling resources and viewable by email client					
Desired	4-3.23 Capability for learners to upload notes and link to training courses					
Desired	4-3.24 Seamless link to third party e-learning course catalogues					
Desired	4-3.25 Capability to link to third party vendors for online course materials					
Desired	4-3.26 Support live chat and discussion boards with students and instructors					
Desired	4-3.27 Capability for instructors and administrator to link learning objects, including notes and course materials, to courses					
Desired	4-3.28 Ability to link learners to learning plans by roles, agency, job title					
Desired	4-3.29 Select language preferences					

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Desired 4-3.30	Enable administrators to make queries and forms					
<b>4-4.0</b>	<b>Talent Development</b>					
Desired 4-4.1	Configurable job profiles and skill requirements					
Desired 4-4.2	Create individual learning plans with completion due dates					
Desired 4-4.3	Competency models with linkage to learning activities and course content					
Desired 4-4.4	Skill gap analysis (comparison of difference between current skills and skills required for a desired job position)					
Desired 4-4.5	Course mapping capability to identify learner awareness, proficiency, and level of training					
Desired 4-4.6	Capability to integrate third-party tools to manage global skills sets/competencies					
Desired 4-4.7	Ability to link performance management activities such as performance goals, performance plan, performance review, performance improvement plan, and career development plan					
Desired 4-4.8	Ability to manage performance management elements such as organization structures, organization mission, and position, organization unit and employee data					
<b>4-5.0</b>	<b>Course Assessment Management</b>					
4-5.1	Full testing functionality including create tests, exercises and surveys from question-and-answer pools and track test results, including questions, graphics, and instructions					
4-5.2	Set parameters for tests and exercises (for example, duration, number of attempts allowed, passing scores)					
4-5.3	Support multiple response formats (such as true/false, multiple choice)					
4-5.4	Collect, analyze, and report test results					
4-5.5	Ability to set passing scores for a test					
4-5.6	Ability to round test scores					
4-5.7	Tests can be auto-graded by the system with test calculated by system, scoring scheme for each test maintained, and linked to employee					

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	4-5.8 Ability to integrate with testing products such as quiz maker					
	4-5.9 Capability to project curriculum completion based on test scores					
	4-5.10 Capability to retain history of test scores					
	4-5.11 Immediate automated notification to learner of test score					
	4-5.12 Randomized test capability					
	4-5.13 Test date is actual date test is taken					
	4-5.14 Ability to set waiting periods between retesting, test score is valid for life of test					
	4-5.15 Automated use of latest test score as only test score					
Desired	4-5.16 Maintain a bank of questions, categories, subcategories, levels, correct answers, key and score materials					
<b>4-6.0</b>	<b>Learning Content Management and Distribution</b>					
	4-6.1 Use of Sharable Content Object Reference Model (SCORM) and course repository management w/version control at both course and object levels					
	4-6.2 Support content from a variety of learning environments (classroom, online, webcasts, etc)					
	4-6.3 Ability to combine multiple types of learning (i.e. classroom, online, webcasts) into a single course					
	4-6.4 Capability for content ratings and annotation					
	4-6.5 Search capability across all content types and using a variety of filters					
Desired	4-6.6 Offline support, such as for an offline desktop player					
Desired	4-6.7 Course delivery to mobile devices such as PDAs and cell phones					
Desired	4-6.8 Creation of course catalogs by domain					

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e-learning	4-6.9	Importation of Sharable Courseware Object Reference Model (SCORM) and Aviation Industry CBT (Computer-Based Training) Committee (AICC)-compliant content					
	4-6.10	Support administrators easy uploading of e-learning content developed with common, standards-based authoring tools (e.g. ProForm, Captivate, Articulate, Lectora, Toolbook, etc)					
	4-6.11	Ability to construct, customize, and maintain a searchable, comprehensive course catalog					
	4-6.12	Includes a comprehensive built-in content authoring tool that includes high quality visuals, such as video, and interactivity					
	4-6.13	Content authoring tool supports interactive content that runs on a variety of platforms					
	4-6.14	Built-in test creation capability with searchable test questions bank					
	4-6.15	Built-in survey creation engine					
	4-6.16	Autograding capability for tests					
	4-6.17	Ability to set passing test scores					
	4-6.18	Ability to set prerequisites for courses and classes					
	4-6.19	Ability for administrators to group courses into curriculum and topics areas by but not limited to job families, job groups, job classification, agency and location					
	4-6.20	Ability to house training content within the LMS solution					
	4-6.21	Viewable, searchable and printable course syllabus and /or course outline					
	4-6.22	Importation of custom content developed by third parties					
	4-6.23	Courseware content repository management					
	4-6.24	Revision tracking, with notification if learners need to be retrained and retested					
	4-6.25	Ability to print a certificate of completion after completing the online course					
	4-6.26	Ability to disable a course without removing it from the LMS					

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4-6.27	Ability to incorporate interactive questions throughout the body of a course					
4-6.28	Ability for administrators to add/change/delete content as needed					
4-6.29	Solution must provide a service to create, update and maintain all web pages and content					
4-6.30	Allow creation and automation of pre-tests and post-tests					
4-6.31	Capability for linking to streaming video					
4-6.32	Identify any file size limits for custom content					
4-6.33	Provide secure transfer of registration data from the system to any third party training vendors for their registrations to avoid duplication of user registration in the LMS and the third party training website					
4-6.34	Ability to link assessment questions to content so learner can review material for any answers					
4-6.35	Ability to insert interactive review questions throughout the body of the course					
4-6.36	Administrator's capability to add/change/delete content as needed					
4-6.37	Ability to automatically notify course creators based on standard update schedules to review training content for revisions					
4-6.38	Ability for learners to monitor and evaluate their own progress and continue where they left off					
Desired 4-6.39	Ability to link to online learning opportunities offered by 3rd parties					
Desired 4-6.40	Ability to transfer registration data from proposed solution to 3rd party-hosted online training					
<b>4-7.0</b>	<b>Communication and Collaboration</b>					
4-7.1	Ability for administrators to communicate with all learners through individual or batch email based on roles, agency, waitlists, registrations, etc					
4-7.2	Automated email notifications according to status including waitlist (deferred), rescheduled, cancelled, approved, denied, registered					
4-7.3	Ability of learner to request email notification of course openings as defined by administrator and may include using waitlists or seats available					

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4-7.4	Sends automated email confirmation of attendance and evaluation to attendees after roster is updated					
4-7.5	Ability to group learners based on learning activities or events					
4-7.6	Ability for E-mail notification					
4-7.7	Automatic personalization of e-mails					
4-7.8	Automatic insertion of course information and comments into email notifications					
4-7.9	Automated reminder via e-mail to participants and manager for upcoming courses for which the participant is registered, including directions, links to directions or map, parking information, date, time, and any course specific instructions					
4-7.10	Solution must allow setting reminder days at the agency level since difference agencies may wish to send out reminder notices based on different time internals					
4-7.11	Ability to manage training content for external learners - must describe how this solution can be leveraged for public facing content					
Desired 4-7.12	Incorporate links to external media such as Facebook, Twitter, LinkedIn, etc					
Desired 4-7.13	Use of social media to communicate learning and enrollment opportunities by any field category					
Desired 4-7.14	Provide alerts/notifications of course/certification expiration using RSS					
Desired 4-7.15	Email communication templates and agency-specific templates - agency offering training automatically entered into email with the ability to designate level of individual to receive email					
Desired 4-7.16	Create activities and alerts based on group or learning topic					
Desired 4-7.17	Provide support for learning communities to create and share learning objects, such as blogs, wikis and workspaces					
Desired 4-7.18	Provide support for learning communities to create and share learning objects, such as blogs, wikis and workspaces					
Desired 4-7.19	Social networking - discussion boards, blogging after course based on questions posed by instructor for internal learners					
Desired 4-7.20	Ability to answer questions from participants related to classes using a third party hosted or internally hosted live chat service					

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<b>4-8.0</b>	<b>Reporting and Analysis</b>					
4-8.1	Provide standard, real-time reports that can be run on demand (including but not limited to reports for specific time periods and reports by department/division)					
4-8.2	Built-in tool to design, query and produce reports					
4-8.3	Integrated reporting capability with fully customizable reporting methodology					
4-8.4	Capabilities for Ad hoc reporting with drill-down capabilities, online instruction, flexibility in using all data fields, lists, user-defined parameters with the ability to track, sort, and filter data					
4-8.5	Ability to save queries and ad-hoc reports					
4-8.6	Allow all users to filter and sort information to create custom views					
4-8.7	Capability to create dashboard and analytics for executives, managers and administrators					
4-8.8	Offer graphical as well as textual representations of data					
4-8.9	Ability to create and display reports with printing and exporting capabilities					
4-8.10	Reports must be printable and exportable to other applications, such as Microsoft Office tools, .pdf, .csv, and .xml					
4-8.11	Allow access to reports based on role					
4-8.12	All fields are reportable					
4-8.13	Provide wizards (interfaces) so users can create custom reports					
4-8.14	EEO/AA report capability on demand by various field such as agency, race, gender, job title, pay grade, and disability					
4-8.15	Customized certificates on demand; ability to print certificates upon satisfying all course requirements including online courses					
4-8.16	Ability to link data to employee id, budget code, agency (dept/div/section), work address, supervisor, state location code (SLC), job title, pay grade, ethnicity					
4-8.17	Capability for standard reports: employee transcripts, participant by role, participant by agency, division, manager/supervisor, ethnicity, gender, etc					

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4-8.18	Capability to produce reverse reports by agency: who has not completed training, specific courses, etc., denied training requests, historical course information, comprehensive course information, evaluations, etc					
4-8.19	Ability to generate facilitator/instructor reports: classes taught, overall evaluation score, # participants, agency, type of instructor					
4-8.20	Support multi-user access to learner transcripts, including assessment results (e.g. learner, manager, HR) with ability to be viewable, printable, and exportable in a variety of formats					
4-8.21	Ability to print test scores and transcripts on demand					
4-8.22	Enable managers to view learning data for all direct reports and downstream employees					
4-8.23	Enable reporting by curriculum, certification, course, objective					
4-8.24	Enable reporting of all course-related information such as course description, objectives, materials, etc					
4-8.25	Support creation and printing of course Sign-in sheet/course roster by class					
4-8.26	Provide SCORM and course repository management w/version control at both course and object levels					
4-8.27	Support reporting on course waitlist demand					
4-8.28	Send alerts to administrator when course name is changed and track changes to course names over time					
4-8.29	Ability to generate standard reports including but not limited to: individual student transcripts, participants by course, participants by role, participants by agency, participants by divisions, participants by manager, participants by ethnicity, reverse reports (those not completing specific courses), denied training requests, payment reporting features, historical course information, evaluation					
4-8.30	Reporting capabilities: Vendor must describe the proposed system reporting capabilities and the plan to allow extraction of raw data from the system for in-house use					
4-8.31	Allow printing of certificates or training records and supporting documentation					
4-8.32	Formatted print (printer friendly) feature for the following but not limited to: training materials, course certificates, and enrollment confirmations					
Desired 4-8.33	Enable the display of analytics data in a graphical dashboard format available to multiple users based on access rights					

## Statewide Learning Management System: Section 4 - Functional Training Requirements

Note: Functionality is mandatory except for those identified as "desired."

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
<b>4-9.0</b>	<b>Resource Scheduling</b>					
	4-9.1 Support physical instructor, classroom and equipment scheduling					
	4-9.2 Support scheduling of Web conference-based learning sessions					
	4-9.3 Support scheduling of instructors with full Outlook linking capability					
	4-9.4 Ability to filter data (course, instructor, rooms) for scheduling and availability based on access/security					
Desired	4-9.5 Support scheduling and tracking of course materials, videos, DVDs, etc					
<b>4-10.0</b>	<b>E-Commerce / Invoicing</b>					
	4-10.1 Integrated e-commerce support for course payment					
	4-10.2 Support charge-backs for course costs					
	4-10.3 Provide ability to track internal training costs and chargeback's					
	4-10.4 Ability to group learners based on learning activities or events					
	4-10.5 System auto generates a unique identifier for each invoice to enable tracking and reporting on courses					
	4-10.6 Ability to search by employee id, budget #, agency, course					
	4-10.7 Workflow flows same as registration flow (approvals for registration include approval for any fees)					
	4-10.8 Invoices need to include: invoice #, learner's name, title, Department code (department, division, section) code, Agency, course title, course type, course date					
	4-10.9 Ability to populate fields listed above					
	4-10.10 Ability to update, edit, delete, add fields for billing and invoicing					

## Statewide Learning Management System: Section 4 - Functional Training Requirements

Note: Functionality is mandatory except for those identified as "desired."

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
	4-10.11 Ability to track invoices generated and linked to employee training records (paid status versus invoice pending) by learner, agency, course					
	4-10.12 Support e-commerce security protocols					
	4-10.13 Ability to track transactions by learner or agency					
Desired	4-10.14 Ability to enable credit card payments					
Desired	4-10.15 Ability for administrator role to manage discounts and override charges					
Desired	4-10.16 Ability to take PayPal payments					
<b>4-11.0</b>	<b>Administrative Functions</b>					
	4-11.1 Web-based tools to access administrative features, data and reporting					
	4-11.2 Ability to enroll and cancel registration for all training events					
	4-11.3 Administrator's ability to drop a learner out of an enrolled course at any time before the course starts and includes a field to capture a reason for dropping the learner					
	4-11.4 Administrator's ability to register a non-state employee that will not login to the system for training courses					
	4-11.5 Ability to register employees by manager or administrator					
	4-11.6 Enable batch registration of employees based on agency, role, job title or other criteria					
	4-11.7 Enable querying and registering across agencies, divisions, locations, job classifications, job groups, roles to identify and assign participants to particular courses					
	4-11.8 Ability for administrators and managers to identify and assign deadlines for an employee to complete specific courses, curriculums					
	4-11.9 Ability to search for training records by but not limited to name, course title, course type, course number, course date, subject, instructors or locations					
	4-11.10 Validation of self-reported credentials and skills by managers and administrators before it gets added to the transcript and skill set					
	4-11.11 Enable administrator to add a facilitator/instructor that is not a state employee					

## Statewide Learning Management System: Section 4 - Functional Training Requirements

Note: Functionality is mandatory except for those identified as "desired."

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
4-11.12	Allow administrator to flag an instructor, location, etc. as inactive					
4-11.13	Ability for agency to add training locations, they own the location and only they can update the location record					
4-11.14	Allow administrator to set courses that an instructor is authorized to teach for the agency					
4-11.15	Ability for administrator to print or email electronic course completion certificates or transcripts for all learners in the system, including non-state employees that will not login to the system for training courses					
4-11.16	Ability for administrator to resend a previously sent email					
4-11.17	For emails, the solution must allow the Central System Administrator to pick the "sent by agency" from a dropdown list of agencies; otherwise the "sent by" agency is disabled and is populated with the user's affiliated organization					
4-11.18	Ability for the Central System Administrator to modify the matrix: course developed by, course offered by, use email of, and use certificate of, etc.					
4-11.19	Allow setting deadlines for individual tasks/assignments					
4-11.20	Ability to track progress of assignments by administrator or instructor					
4-11.21	Ability to search instructors with certain certifications, subject matter knowledge, training experience, course experience, etc.					
4-11.22	Allow managers and/or administrators to modify learning path or paths					
4-11.23	Allow managers and/or administrators to track progress along a path or paths					
4-11.24	Ability for managers and/or administrators to create individualized and group learning plans					
4-11.25	Ability to reserve rooms, equipment and other resources for instructor-led training					
4-11.26	Ability to manage physical inventory of training materials (CDs, videos, books, etc)					
<b>4-12.0</b>	<b>Additional Features</b>					
4-12.1	Provide an ongoing system development/test environment (sand box)					

**Statewide Learning Management System: Section 4 - Functional Training Requirements**

*Note: Functionality is mandatory except for those identified as "desired."*

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
4-12.2	Provide portability of transcript when an employee transfers throughout the organizational structures (agency to agency or division to division)					
4-12.3	Support electronic approval history					
4-12.4	Allow for tracking of assignments related to courses, completion of learning path or paths, certifications, etc					
4-12.5	Allow for self-reporting of accredited degree programs, professional certifications and training course offered outside the State of Delaware or otherwise not in the LMS					