

Allocating Training Resources

Ohio Certified Public Manager

This document provides the summary, goal, and purpose of the Allocating Training Resources project, conducted by Team Continuously Seeking Improvement (Team CSI) for the Ohio Certified Public Manager program, February, 2011.



Project Summary

The purpose of this project is to conduct research and benchmark best practices in public agencies to determine the most effective and cost efficient manner to provide mandatory and professional development training opportunities for approximately 59,000 State of Ohio Employees and beyond. The goal of this project is to provide valuable data regarding national training models and best practices.

Project Purpose and Goal

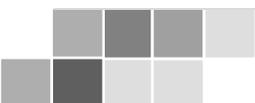
The intended end result of the project is for current methods for training and customer base utilized by the Ohio Department of Administrative Services, the Office of Learning and Professional Development (OLPD) will be improved and expanded. The goal is to provide valuable data regarding national training models and best practices and make recommendations for continuous improvement in the state training program offerings and service delivery.

Project Summary

The methodology for conducting research was the use of electronic surveys, internet research, as well as secondary research. To promote a high return rate on the surveys and to encourage participation, the respondent's identities remain anonymous. The project team spent seven months gathering and analyzing information to make recommendations to OLPD, in order for its current methods for training and customer base to be improved and expanded.

The report includes research, best practices and recommendations in the following areas:

- Outsourcing Training
- Mandatory Training
- Centralized Training
- Curriculum Development
- Fee for Training
- Learning Management Systems
- Advertising & Marketing
- Technology Based Training



Expected Purpose and Goal



Current methods for training and customer base will be improved and expanded.

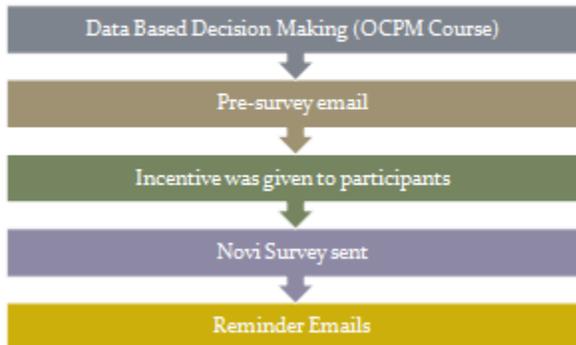


Provide valuable data regarding national training models and best practices.

Information Gathering



Gathering Information Methodology



Project Results and Benefits to the State of Ohio

Provides OLPD with supporting documentation to continue in the development of continuously seeking improvement to the state training program

Outsourcing Training

Corporate training providers

Regional colleges & universities

Mandatory Training

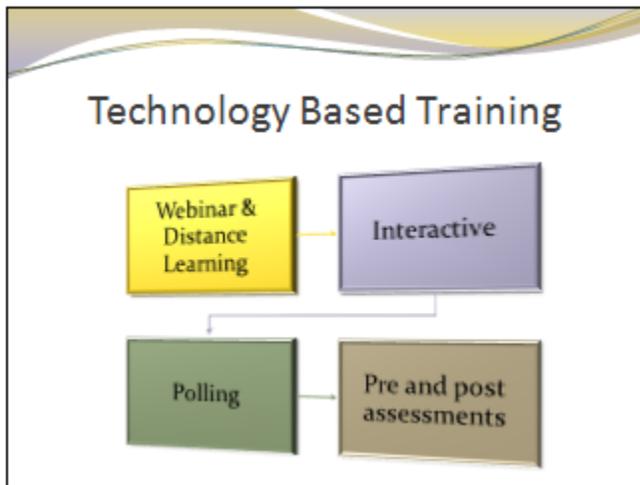
Development of content

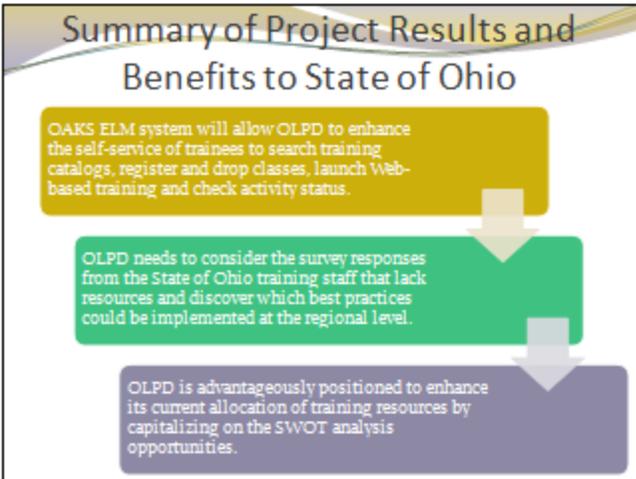
Train-the-Trainer

Conduct training

Courses online







Project Team

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