

Training Challenges Survey Series

LMS Implementation & Administration

January 23, 2007


Training Outsourcing.com
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Training Challenges Survey Series

#4 LMS Implementation & Maintenance

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LMS Implementation & Maintenance Survey Results

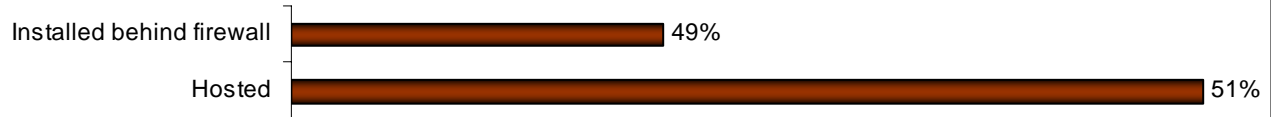
The fourth survey in the Training Challenges Survey Series, conducted by Expertus and TrainingOutsourcing.com, was focused on LMS implementation and maintenance. The survey was launched in December 2006 and 202 survey responses were collected. Approximately 50% of respondents were from companies with more than 5,000 employees; 20% were from companies with 1,000 to 5,000 employees, and about 30% of respondents were from companies with fewer than 1,000 employees

Survey Highlights

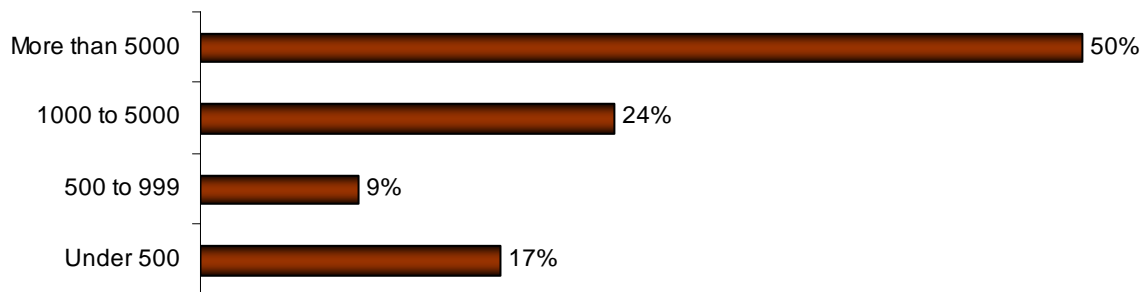
- LMS customization was by far the biggest implementation challenge cited, with 54.8% of survey respondents listing it as their top challenge. Integration was next highest, selected by 45.2% of respondents. Approximately 26% of respondents said customization was their major LMS maintenance challenge. Lack of technical resources (23.6%) and insufficient application expertise (17.3%) were other significant maintenance challenges.
- Just over 50% of respondents said their LMSs were accessed by more than 5,000 learners; 22.5% of respondents had 1,000 and 5,000 learners; 9.6% with between 500 and 999 learners; and 22.5% with fewer than 500 learners.
- Survey responses were almost equally split between hosted and behind-the-firewall implementations.
- SumTotal and Saba were the most frequently used LMS vendors; approximately 25% of respondents used offerings from these vendors. However, other responses were widely scattered over a very long list of other LMS vendors.
- A majority of respondents (68.3%) said they had achieved expected benefits from their implemented LMSs.
- Almost 40% of respondents said their companies did not use the latest versions of installed LMSs. Reasons for not upgrading included lack of budget (38.1%), impact on previous customizations (32.1%), uncertainty about version stability (32.1%), and lack of technical resources (25.0%).
- The training organization typically has primary responsibility for both the implementation and maintenance of their LMS (47.9% and 44.9%). IT is the next group with implementation and maintenance responsibility (23.5% and 33.5%).
- Almost 30% of respondents said their implementations were over budget; 59.6% said implementations were right at budget. 52.5% said implementation took longer or much longer than expected; 47.5% said implementation was completed as planned and scheduled.

LMS Implementation Survey

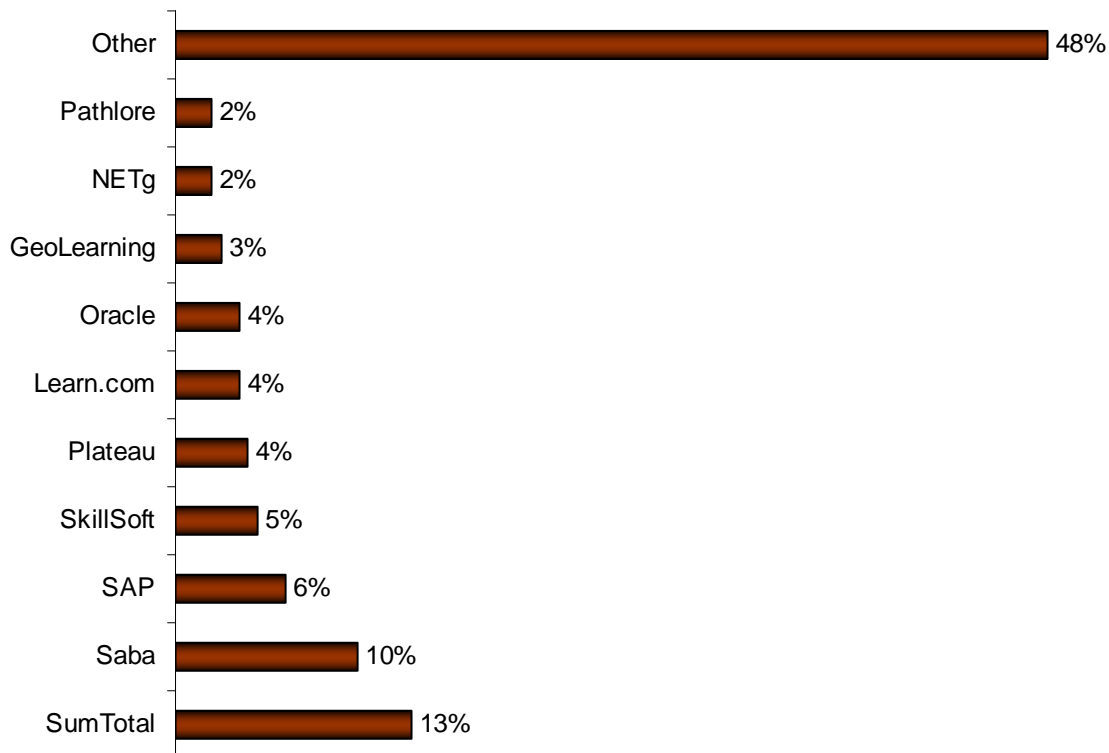
1. Is your LMS hosted or installed behind your company's firewall?



2. Approximately how many employees customers and/or partners access and use the LMS?

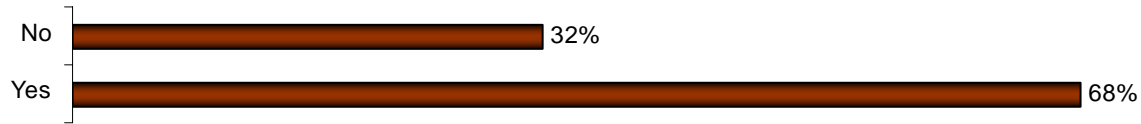


3. What vendor provided your LMS?



LMS Implementation Survey

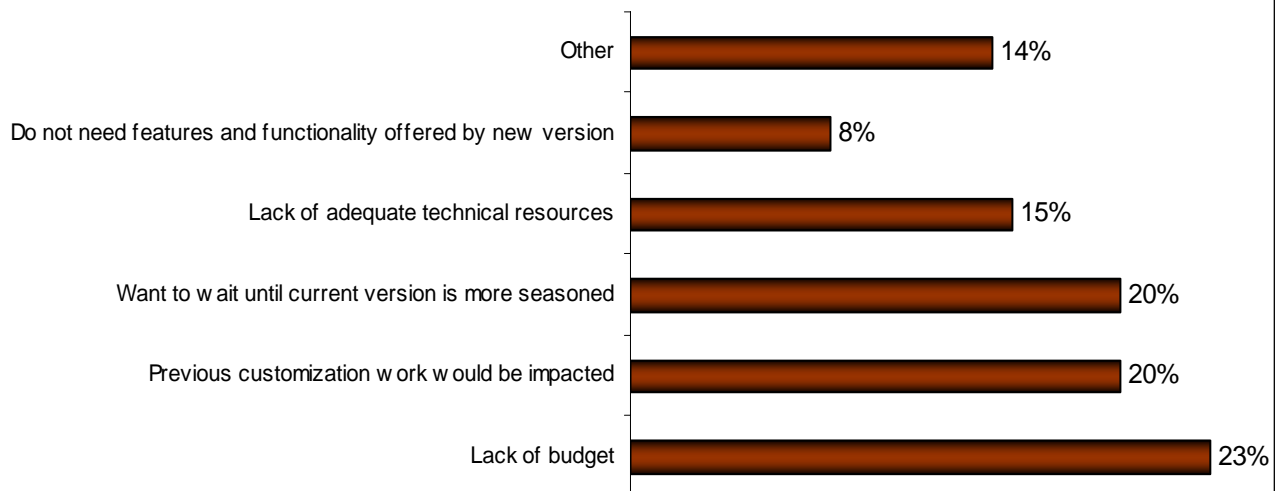
4. Are you obtaining the expected benefits of your installed LMS?



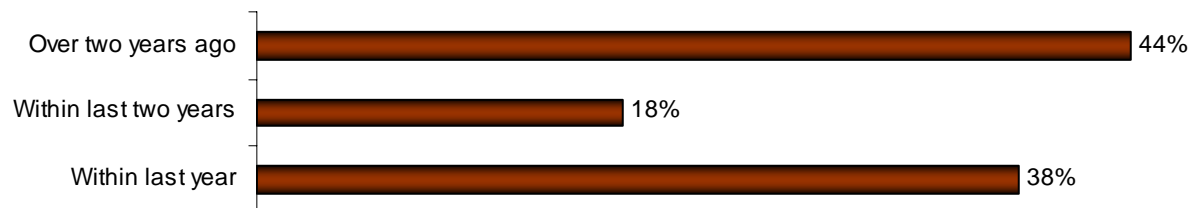
5. Are you using the latest version of the LMS offered by your vendor?



6. If no, why have you not upgraded?

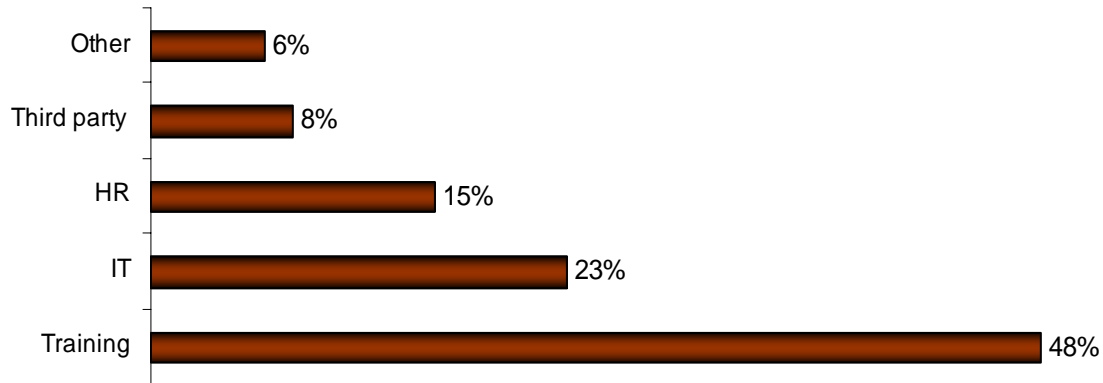


7. When did you implement your LMS?



LMS Implementation Survey

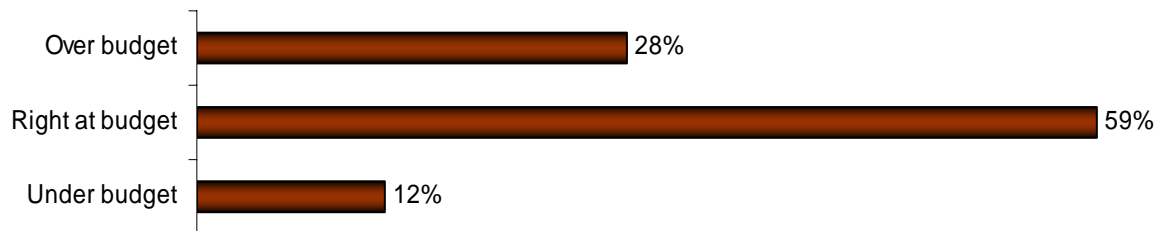
8. Who had primary responsibility for implementing your LMS?



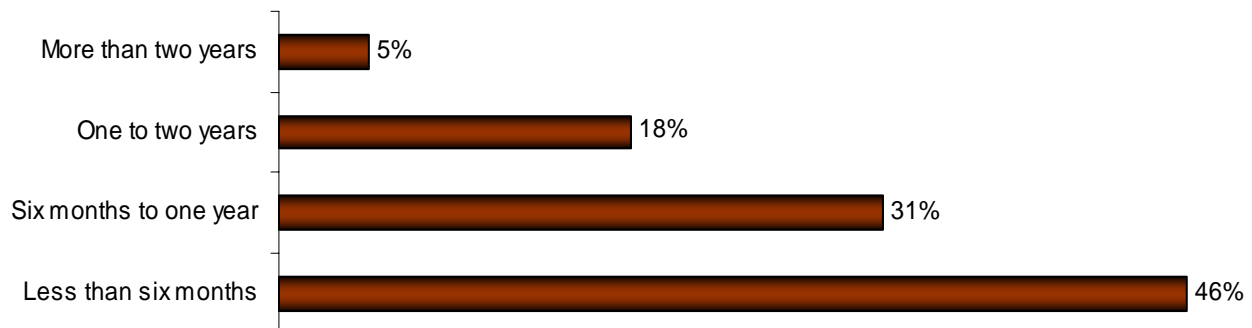
9. Did you use a third-party services provider for any part of the LMS implementation project?



10. How did the LMS implementation correspond to the implementation budget?

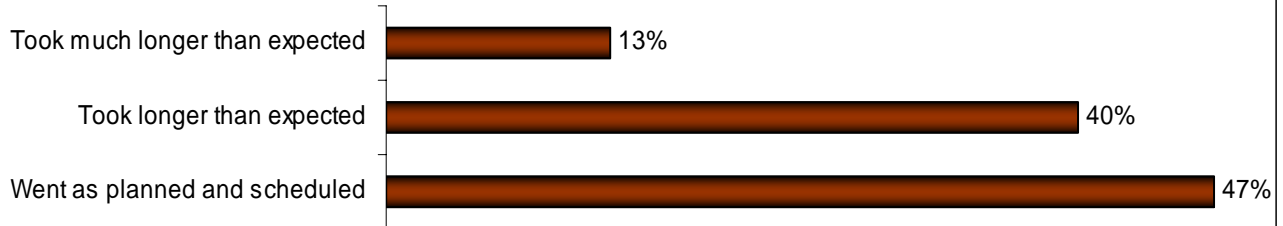


11. How long did implementation take?

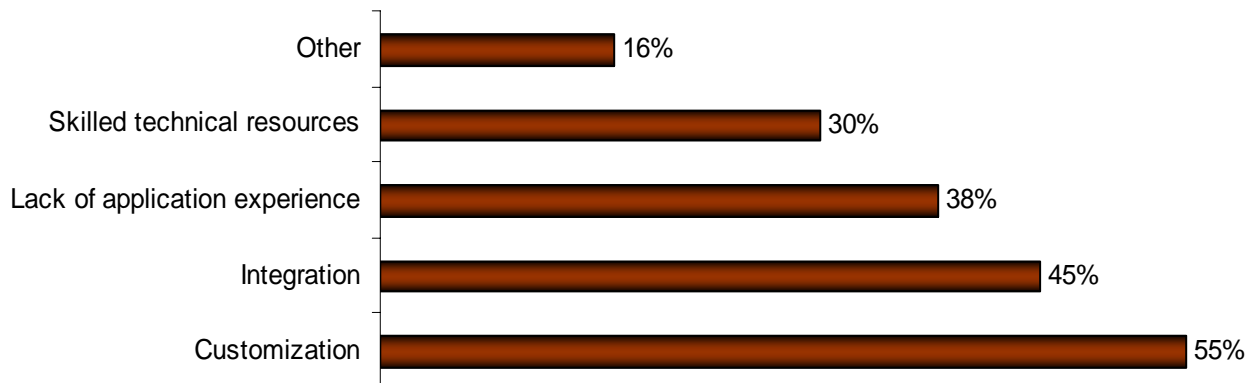


LMS Implementation Survey

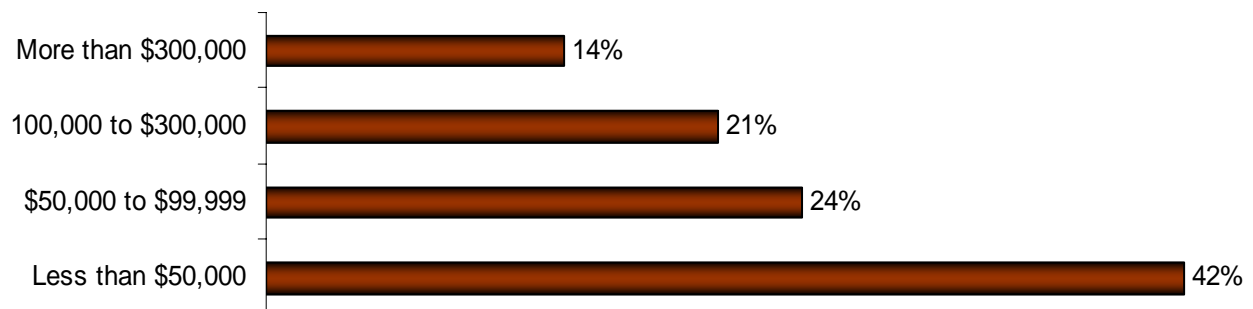
12. How would you describe the implementation timeframe?



13. What were your biggest challenges in the implementation process?

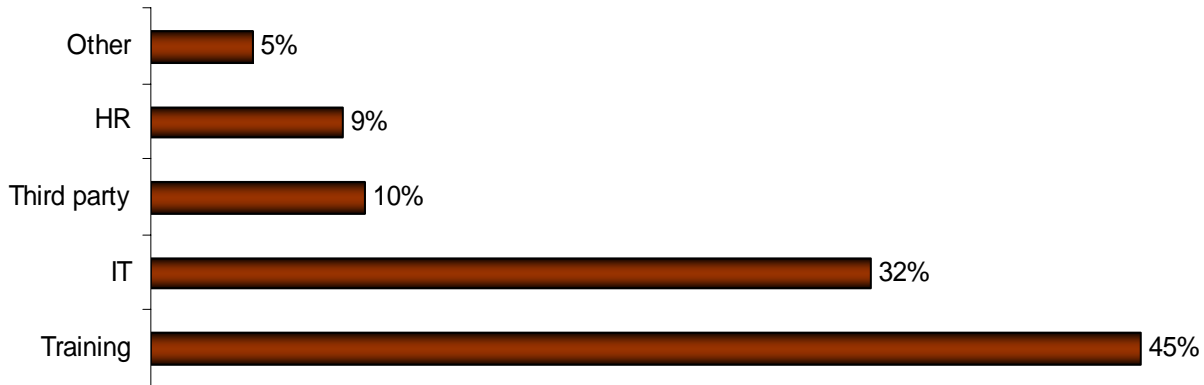


14. What is the average annual operating budget of the LMS now that it is implemented?

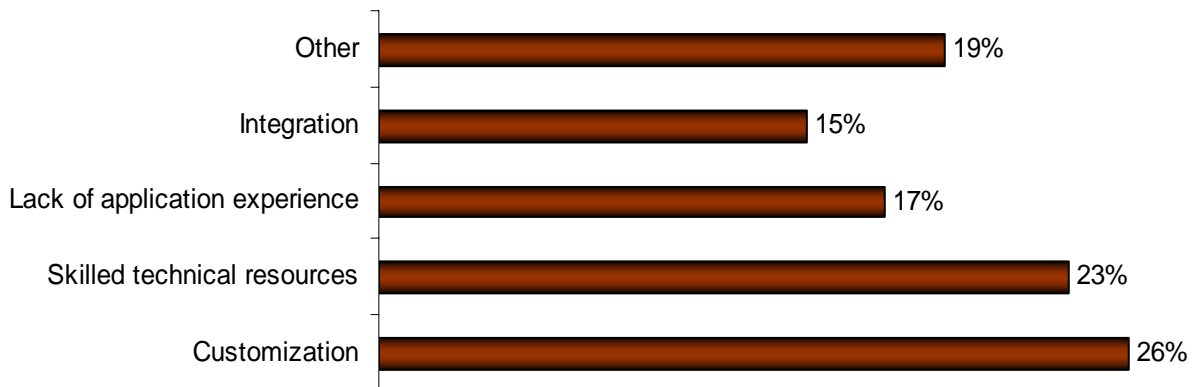


LMS Implementation Survey

15. Who is in charge of maintaining your LMS?



16. What is your biggest maintenance challenge?



17. What is your company size?

