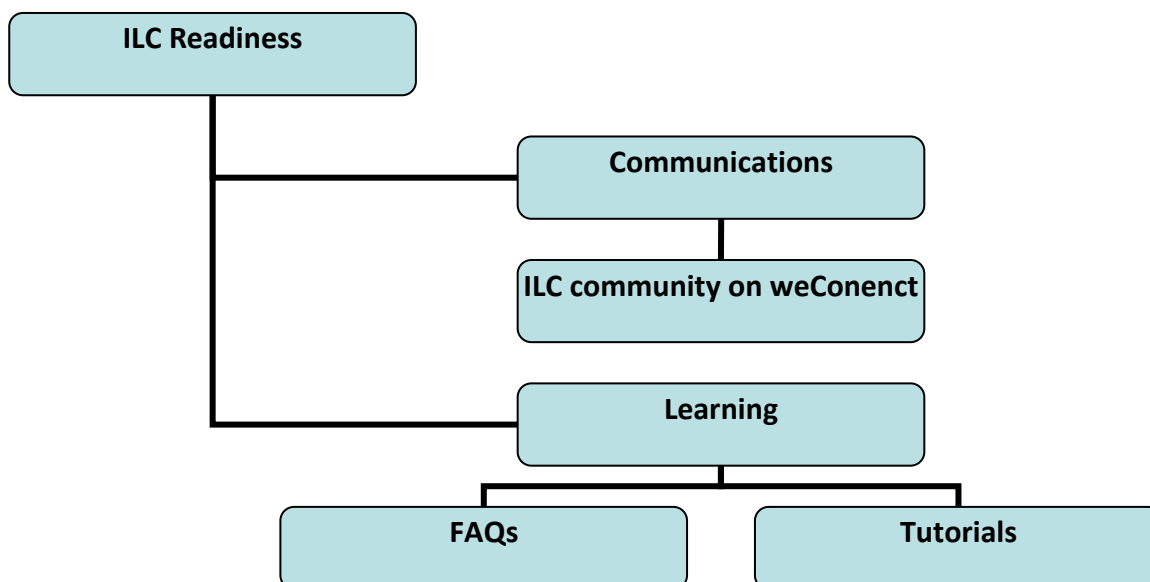
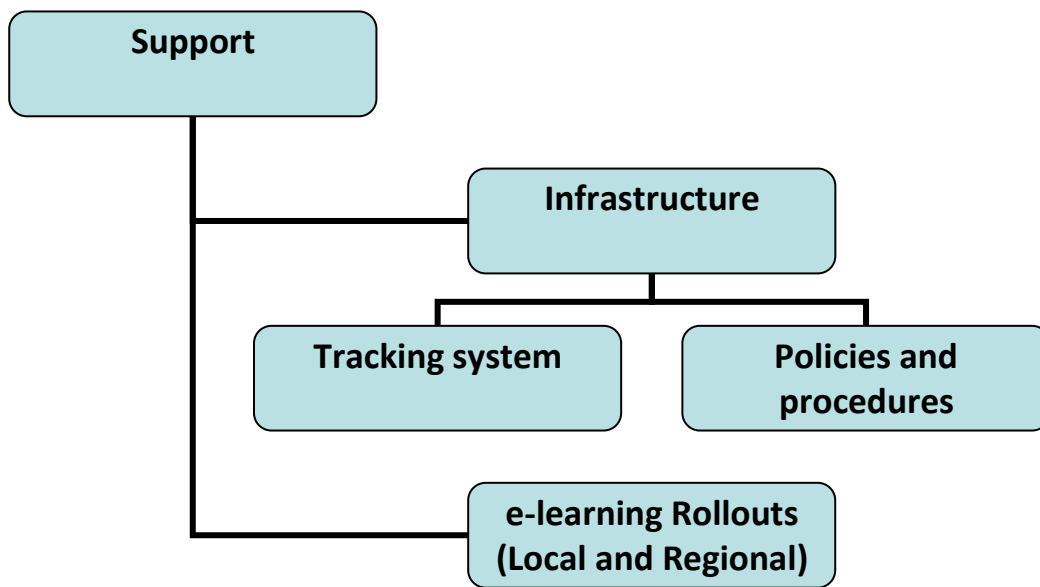


2011 ING Learning Centre (ILC) Strategy – ING Insurance CRE

The overall ILC strategy for 2011 within ING Insurance CRE is to build an efficient support structure that enables all CRE staff to use the ILC in an efficient and effective manner. In order to achieve this the strategy has 2 key focuses:

- **Support:** Provide ILC support to the Insurance CRE region to ensure optimum usage of the ILC for locals and regional needs. Establish a professional ILC helpdesk for the region.
- **ILC Readiness:** Ensure our key stakeholders and users have the adequate skills, information and/or access to resources that will enable them to use the ILC effectively.

Each of the above focus areas has a set of associated projects and actions described below.



Support

Aim: We need to be able to deliver support to the ILC user base (HR contacts and end users) in an effective and timely manner with both ad hoc requests and planned regional /local rollouts.

Goals

Infrastructure:

- Implement a tracking system that will allow us to log, monitor and report on ILC issues and calls.
- Have a set of clear written procedures that guide how we provide support, when, in what timeframes and what resources or information is required.

Rollouts:

- Ensure successful rollouts of local and regional programmes (preparation of rollout, execution and follow up support as necessary)

Projects:

1. Tracking System

- Implement JIRA
- Setup formal reporting on issues – determine when, stats etc
- Internal SLAs – how will we measure and track our success?

2. Policies and procedures

- Write procedures for 3 key processes as determined by SSC and verify how/if they can apply to region
- Determine next set of procedures necessary

3. PIP Rollout

- Assist regional office with PIP rollout (enrol employees, reporting, tracking etc)

Project Tracking System		
Key Target		Implement JIRA
Outputs		<ul style="list-style-type: none"> • JIRA track of ILC requests • JIRA track of ILC solutions to requests
Timeline		ongoing

Project Tracking System		
Key Target		Setup formal reporting on issues – determine when, stats etc
Outputs		<ul style="list-style-type: none"> • Standard response email
Timeline		DL. 28 February 2011

Project Tracking System		
Key Target		Internal SLAs – how will we measure and track our success?
Outputs		<ul style="list-style-type: none"> • JIRA regular report on ILC requests • Internal SLA – regular correlations between no of requests/no of requests solved/ response duration
Timeline		DL. 30 April 2011

Project Policies and Procedures		
Key Target		Write procedures for 3 key processes as determined by SCE and verify how/if they can apply to region
Outputs		<ul style="list-style-type: none"> • 2 SCE procedures: create account & assign/enrol in ILC courses
Timeline		DL. 31 January 2011

Project Policies and Procedures		
Key Target		Determine next set of procedures necessary
Outputs		<ul style="list-style-type: none"> • Evaluation of the procedure needs at a regional level (based on issues, requests etc) • Evaluate whether existing SCE procedures can be adapted for regional level • Regional ILC procedure draft (if needed)
Timeline		DL. 31 August 2011

Project PIP Rollout		
Key Target		Assist regional office with PIP rollout (enrol employees, reporting, tracking etc)
Outputs		<ul style="list-style-type: none"> • Support to users in solving ILC PIP related issues • Enrol new employees into the PIP • Run reports on PIP enrolment and completion
Timeline	ongoing	

ILC Readiness

Aim: Ensure our key stakeholders and users have sufficient knowledge and skills to use the ILC effectively and achieve key business outcomes tied to training/learning interventions.

Goals

Communications:

- Ensure the ILC community knows the latest developments and updates regarding the ILC so they can make use of these features if needed
- Provide enough information regarding the ILC to key stakeholders so they in turn can promote it's use within their businesses

Learning:

- Ensure key users know what to do in case of ILC issues
- Ensure key users can use the ILC to track and deliver necessary training

Projects:

1. FAQs

- Write FAQs for HR Managers
- Write FAQs for employees

2. User education

- Create ILC brochure
- Create ILC basic tutorials for distance learning

3. Marketing and information campaign

- Create regular ILC Newsletter for key stakeholders
- Launch poster campaign to raise awareness of the ILC in the regional offices

Project FAQs		
Key Target		Write FAQs for HR Managers
Outputs		<ul style="list-style-type: none"> • FAQs for HR Managers • Link to FAQs on the CRE intranet page
Timeline	DL. 28 February 2011	

Project FAQs		
Key Target		Write FAQs for employees
Outputs		<ul style="list-style-type: none"> • FAQs for HR Employees • Link to FAQs on the CRE intranet page
Timeline	DL. 31 March 2011	

Project User education		
Key Target		Deliver Intro to the ILC in SSC On-Boarding
Outputs		<ul style="list-style-type: none"> • ILC presentation structure – lesson plan • ILC ppt presentation
Timeline	DL. 31 March 2011	

Project User education		
Key Target		Create ILC basic tutorials for distance learning
Outputs		<ul style="list-style-type: none"> • O1: ILC brochure for first-time users (employee) • O2: ILC brochure for first-time users (manager) • O3: BBFlashBack tutorial for basic processes: logging in, finding a course, enrolling into a course, starting and completing a course. • O4: Short E-learning module to explain ILC features for Employees • O5: Short E-learning module to explain ILC features for managers • O6: ILC group on weConnect

	Feb	March	April	May	June	July	August	Sept	Oct	Nov
O1										
O2										
O3										
O4										
O5										
O6										

