



IBM **Information Management** software

RS Computer Associates controlTRAIN

Partner Solution

■ **Target Industry**

Energy and Utilities

■ **Business Application**

Managing Training Materials

■ **Products**

IBM FileNet Business Process Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet Image Manager

IBM Content Manager

IBM CM OnDemand

IBM InfoSphere Enterprise Records

Business Challenge

Regulated utilities, which are subject to government oversight, face a number of challenges associated with the development and modification of employee training materials.

First of all, the U.S. Nuclear Regulatory Commission (NRC), which issues the operating licenses for nuclear power plants, requires that all training documents must be up to date, properly reviewed and approved for classroom use. The NRC endorses specific guidance for the process of generation, modification, approval, and issuance of training materials.

Therefore, instructors are currently bringing samples of NRC guidelines into the classroom in order to instruct students on proper document approval processes.

Additionally, while all training materials are subject to audit and must show the date of approval, control over what is now a paper-driven process is limited because metrics do not exist to measure the efficiency and accuracy of the current process, and post-approval record keeping is not aligned with the development or review process. For example, because the review and approval of a training document is not tracked electronically, if a graphic or other item is updated in one document, there is often no way for an instructor to link the

update to another lesson plan. Also, engaging staff members with diverse backgrounds in the development of training materials can make process conformity an issue.

Today's regulated utilities require an electronic training materials management solution that is secure and easy to use; can readily identify the last time that a training plan was updated; provide a history of training plan changes and approvals; manage all types of electronic media; and ensure that only current, approved documents are being used in training programs.

The Solution

RS Computer Associates, LLC (RSCA) controlTRAIN leverages the IBM FileNet Enterprise Content Management (ECM) platform to ensure that instructors are using current and approved training materials.

Moving beyond centralized control to process management, RSCA's controlTRAIN enables training departments to store materials together in a searchable, secure database that permits only valid instructors to update and store materials. Additionally, the system makes it possible for training departments to research existing materials during the development of new training programs, approve training plans, and track updates or modifications.





With RSCA's controlTRAIN, instructors are permitted to select reviewers of the training plan, which enables them to maintain control over the entire review process, and provides built-in time tracking that identifies when major or minor revisions are made to the training materials. Additionally, the system automatically escalates the process should a reviewer fail to evaluate a training plan; manages the post-review approval process with the appropriate management personnel, using e-mail to notify staff when actions are required; and, once the training materials have been approved, creates a log documenting this history of the materials for auditing purposes.

Value Proposition

Most of today's regulated utilities store their training materials on a shared file server, with few using content management systems. By managing the entire training materials development process, RSCA's controlTRAIN can help these utilities:

- Meet legislative and regulatory requirements
- Easily and quickly satisfy audits
- Provide process information to management personnel
- Efficiently manage the review and approval processes
- Eliminate redundant storage on file servers, in e-mail and on local desktops
- Prevent the loss of master training documents
- Share information and graphics across training plans
- Conduct context searches

While the real benefit of RSCA's controlTRAIN is process efficiency and risk reduction, there are cases where electronically created files are printed and routed with approval sign-off sheets. Those paper files are then scanned and stored as the legal record, enabling this same manual process to be repeated for every revision.

Utilities that use RSCA's controlTRAIN can save thousands of dollars in administrative costs annually. For example, if four hours of administrative effort is saved per year on 200 training plans, the saving is 800 hours per year. At an average cost of \$40 per hour, the savings would add up to \$32,000 annually.

Company Description

RS Computer Associates, LLC (RSCA) is an IBM FileNet value added reseller and system integrator with over 17 years of success. Its team is certified in system architecture, development, installation and level one support. RSCA's headquarters is located in Newark, California, with additional operations based in Sacramento, California. RSCA has saved clients millions of dollars through delivery of innovative solutions.

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