

OUTSTART

Calgary Police Service



Arming Calgary Police Service with OutStart LCMS

The learning domain is managed within the Calgary Police Service (CPS) at the Chief Crowfoot Learning Centre (CCLC) through the CPS Multimedia Unit. For the Calgary Police Service, the decision to adopt OutStart LCMS combined with a Learning Management System (LMS) system resulted from the convergence of eight pressing needs. The following describes those needs and identifies how OutStart LCMS coupled with an LMS provided a complete solution for the Calgary Police Service.

YOUNG WORKFORCE

Similar to every other government and business sector in North America, the police service in Calgary has been adapting to the changing demographics of the workforce, particularly with respect to the accelerated rate of retirement of senior officers. Due to this trend, it is critical the CPS foster their growth by ensuring their young officers move upward in their careers as rapidly as possible. As a result, elearning has become one of the key contributors for an increase in knowledge management. Today's "street" is younger and more computer-proficient than previous generations, making self-service learning a natural choice.

ACCESSIBLE, DISTRIBUTED LEARNING

To be truly accessible, CPS learning content must be conveniently situated and available on demand. Patrol Officers do not have desks and offices, as a result they must access elearning at central locations. The City of Calgary is divided into Police Districts and various network technologies are used to tie these Districts into Police Headquarters. OutStart LCMS was selected for many reasons, one in particular was for its ability to stably provide content through a browser on the CPS secure intranet. In addition to this was the need to respond to the rotational shifts of police officers who require 24/7 availability. The combination of OutStart LCMS and an LMS was first tested as a hosted implementation "pilot" and then was moved to the CPS Intranet once the purchasing decision was made.

RISK MANAGEMENT

Police forces require a high degree of homogeneity to ensure a coordinated and consistent response to high risk situations. For example, one of the highest-risk situations that police officers will encounter is a high-speed pursuit. In these situations, everyone is at risk – the public, the offenders and the police officers. As part of the implementation process, CPS invested in the development of an extensive elearning program that is now the basis of a periodic recertification which is required for all officers. This program leverages a variety of key assets – including animations, test questions and policy and procedure documents.

TRACKING ACCESS

Historically, it was difficult to know with certainty if training bulletins and other media were being utilized? If they were utilized, did the officers comprehend and retain the material? With OutStart LCMS in hand, the CPS multimedia development group moved beyond desktop publishing and into the production of interactive learning experiences. They created reusable templates for delivery of new training bulletins and videos in a standardized fashion and added banks of test questions to allow officers to demonstrate their comprehension of the material. The CCLC uses a 100% achievement model for testing in which any time limits are removed in favour of requiring a 100% achievement on tests. Remedial and reference assets are always included to ensure that all officers can reach the 100% achievement level.

INDUSTRY Government

RESULTS

- improved training effectiveness
- increased knowledge management
- ability to track use of materials and easily generate new training content

ABOUT OUTSTART

At OutStart, we're out to solve a big problem.

Most organizations possess a wealth of underutilized collective intelligence around their products, services, and processes. This underutilization negatively impacts employees, customers, and partners, costing precious time and money while hindering performance. Said simply, "what your people don't know will hurt you."

OutStart's social business software and learning systems act like a lifeline: connecting people to the know-how, creativity, and learning they require to be efficient, effective, and agile.

Since its inception in 1999, and backed by leading venture capital firms, OutStart has matured into a profitable and rapidly growing company with an impressive range of customers, who are surpassing their expectations and delivering exceptional business results. The company is honored to have customers like Autodesk, BB&T, Boeing Company, BT, CVS Caremark, DIRECTV, EDS, Internal Revenue Service, Lufthansa, McDonald's, MetLife, Prudential, TiVo, Australian Defence Force, U.S. Navy, UK Ministry of Defence, Verizon Wireless, and Yum! Brands.

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