

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY (CIDA)

AT-A-GLANCE

CUSTOMER'S BUSINESS:

Government agency directing development assistance.

PROBLEM: With employees working in countries across the globe, CIDA needed a way to deliver pre-training courses more efficiently.

SOLUTION: Moodle implementation, managed hosting and support services.

RESULTS: CIDA was able to deliver pre-training courses online to facilitate training in Canada, improving delivery of training overall and enabling larger-scale online training implementation.



“We still do training here, but because we’re able to do some pre-training before staff come, the training program takes less time.”

- Isabelle Gaudreault, M.Ed., eLearning Specialist

CIDA employees were coming from around the globe to Canada to do training. The agency needed a way to expedite the onsite training process. They needed a Learning Management Solution to carry out overseas online learning.

ABOUT CIDA

CIDA is Canada’s lead agency for development assistance. They aim to manage Canada’s support and resources effectively while engaging in policy development in Canada and internationally, enabling Canada’s effort to realize its development objectives.

PROBLEM

CIDA must train employees residing in many different countries on a range of topics, such as how to use the agency’s data filing systems, government regulations on gender equality, operating processes, financial management, contracting processes and much more. Traditionally, this involved bringing the trainees into Canada for classroom education – a costly and time-consuming process that could be handled more easily through online learning.

“Our goal was to meet the needs of employees overseas who we engage to carry out our mandate,” explained Isabelle Gaudreault, M.Ed., eLearning Specialist with CIDA’s Continuous Learning Division.

EVALUATION PROCESS

It was important for CIDA to have a Canadian service provider who could help them implement online learning, for reasons of privacy and security compliance. As well, they wanted a reliable partner to support the system and it helped that Lambda Solutions was an official Moodle Partner. “We do have an internal IT person who is very smart – he trains me as a learning advisor,” Isabelle notes. “But knew we wouldn’t have the staff and knowledge to take care of the LMS in-house. It also costs less than hiring someone full time to manage it, so we knew hiring a specialist was a good option.”

SOLUTION

Lambda Solutions implemented the Moodle LMS, customizing the system for CIDA’s requirements, such as a branding, core Moodle code adjustments, a bilingual display and adjustments to the number of displayed events CIDA was promoting. Following implementation, Lambda Solutions continued on providing professional support services, scaling up that level of support when CIDA required higher bandwidth.

RESULTS

Ability to provide online pre-training for CIDA employees living abroad. “We still do training here, but because we’re able to do some pre-training before staff come, the training program takes less time,” Isabelle says. “We can focus on the learning and distribute our budget accordingly, rather than paying so much more for plane tickets and accommodation.”

Pilot LMS project provides template for a much more ambitious training program. “While we have less than 50 people who have taken our training, now we can scale up to 1,800 employees once we develop the courses, providing blended learning to many more people.”

Responsive support for their teachers and learners. “Since we’ve started using a ticketing system, we’ve developed more of a confident relationship. While other hosting providers have arrived on the scene, we feel they Lambda does a good job, so we’ve renewed with them again.”

ABOUT LAMBDA SOLUTIONS

Exceptional Support has made Lambda Solutions a leader in Moodle Managed Hosting and Professional Services. We believe that support is a critical component to any successful implementation and use of any technology. Since 2002, we have helped many organizations deliver great e-learning experiences. We combine offerings in managed hosting, application support services, development and integration expertise, as well as training to customers in Education, Corporate Training, Healthcare and Government. Lambda Solutions is an official partner of Moodle, the world’s leading Open Source Learning Management System.