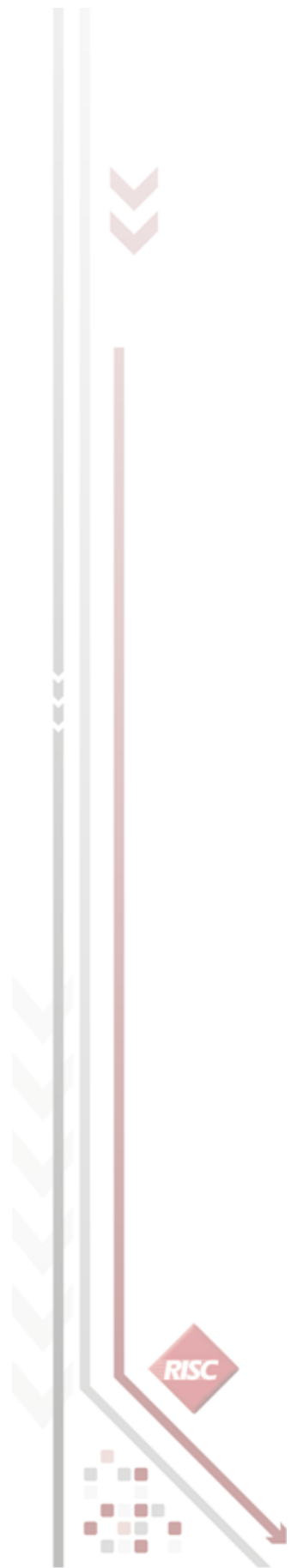


VIRTUAL TRAINING ASSISTANT  
SYSTEM DESCRIPTION

RISC, INC.  
718 FM 1959  
SUITE A  
HOUSTON, TX 77034  
(281) 480-7910



## Introduction

At RISC, we understand Learning Management. With more than 20 years of system development experience and working with clients around the globe, we look forward to showing you the value of having RISC as your partner for learning and talent management.



### Top Reasons people choose RISC VTA over the competition:

- Over 20 years of product knowledge and LMS market experience.
- Documented client satisfaction from industry executives.
- Passion for both our products and customers.
- Expertise in solution implementation within multiple industries.
- Pioneers in cloud-based LMS - first hosting clients in 1999.
- Scalability to meet the needs of clients from small business to global enterprise.
- Multisite configurations to support multiple languages and currencies.

### TESTIMONIALS FROM OUR CLIENTS

- ◆ *"By far and away, the one quality that RISC has that sets them above all the other vendors I have worked with is their customer service," Katherine Hobson, training coordinator at AES Pipeline, Power & Communications — Alyeska Division said. "Their entire company philosophy seems hinged on the precepts that the needs of their customers are top priority"*
- ◆ *"In an industry that is very focused on regulatory requirements, the LMS has become an essential tool for improving the efficiency and quality of our training processes and has allowed us to clearly document and ensure our compliance with training and certification requirements." -- Maureen Curley, Senior Trainer, State and Member Training for PJM Interconnection LLC.*
- ◆ *I have been using VTA since 2002. The support is terrific - I always receive timely responses to my inquiries with a "no problem, can do" attitude. The reports are easy to compile and I especially like the feature that enables us to create training plans for individuals. In addition, the email feature which allows us to send updates to individual students regarding everything from room and schedule changes in one step is very useful and a time-saver. - Frani M. Wartow, Technology Training Manager, Wilmer, Cutler, Pickering Hale & Dorr LLP*

The RISC logo is a red diamond shape with the word "RISC" written in white capital letters inside it.

## System Overview

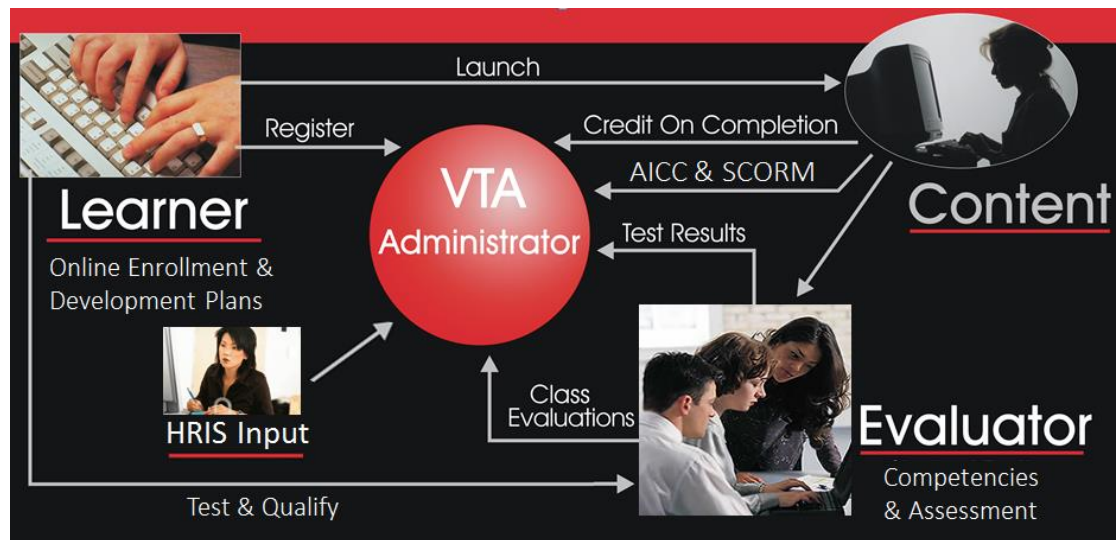
### The VTA Talent Management Suite

The RISC product line forms the Virtual Training Assistant™ Talent Management Suite. By handling registration, confirmations, demand planning, assessment and record keeping, VTA gives you what you need most – peace of mind.

The Virtual Training Assistant (VTA) suite is a combination of learning management, competency assessment, on-line enrollment and testing. The VTA Talent Management Suite consists of three major software components; Administrator, Learner and Evaluator.

*"I selected RISC for their knowledge and technical expertise of the online training process." Jerry Guthrie, advanced senior HES professional at Marathon Oil*

*BIC Publication  
February 2006*



### Award Winning Software

RISC is focused on the needs of our customers. As a result, the Virtual Training Assistant system has twice won the Brandon-Hall.com Gold Award for Excellence in E-Learning in the Customer Satisfaction<sup>1</sup> category. U.S. News and World Report named the system "Best of Breed" in the October 15, 2001 issue, and in 2005 RISC was the leader or co-leader in 25 of 26 categories in the Bersin and Associates LMS Customer Satisfaction Survey. In addition to the individual measures, the Bersin study identified RISC as a market-wide out-performer in every category and a vendor that "delights their customers". In 2007, the Bersin survey again found RISC to be the leader or co-leader in 17 of 20 categories. This study noted that "RISC received the highest scores of any vendor in almost every category."



**"RISC is a vendor that others can learn from."**

*Bersin and Associates 2005 LMS  
Customer Satisfaction Survey*

<sup>1</sup> RISC won the Customer Satisfaction category in 2000 and 2001.



## The VTA Talent Management Suite

VTA Talent Management Suite is composed of three major components:

- VTA Administrator
- VTA Learner
- VTA Evaluator

An add-on component to the suite called VTA Remote can be used for the creation of student badges and scanning badges for compliance or attendance.

### VTA Administrator

VTA Administrator is the core module of the Virtual Training Assistant and is a comprehensive learning management system. Administrator gives L&D managers control over their training programs by managing a course catalog, qualified instructors, training requirements, class and instructor schedules, links to e-learning modules and student information. Providing access to a full spectrum of training information, Administrator allows the training department to quickly and accurately determine training status for individuals, groups or the entire organization, pinpoint performance gaps and training needs to help develop training plans. Administrator is loaded with features designed to reduce clerical workload and improve efficiency within the training department.

### Key Benefits

Quick, convenient access to training status information improves responsiveness to other parts of the organization and external entities.

- Powerful exception reports allow supervisors to monitor compliance with internal goals and regulatory requirements.
- A robust slate of reports – each with flexible, user-selectable options – enable Administrator to satisfy critical reporting needs.
- Supervisor approval, automated waiting lists, intuitive data entry and links to external computer systems streamline training department processes.
- Simple point-and-click operation makes Administrator easy to use. Convenient auto-complete fields and context-sensitive help eliminate the need to memorize codes and enable users to get quickly up-to-speed on the system.



## Description

**Course Catalog.** Administrator maintains a catalog of on-line, instructor-led and blended-learning offerings, saving time whenever classes are scheduled. In addition to title and description, the course objectives, prerequisites, required materials and credit hours are stored in the system.

**Training Requirements.** Training requirements are defined on the system for specific job titles, teams and individuals. By comparing requirements to training history, Administrator can identify students or groups that have not met their training requirements and forecast upcoming training demand. Requirements have the following additional features:

- Requirements can be one-time or recurring events.
- Requirements can contain both a primary and a refresher course. Once the primary course is successfully completed, the student must periodically take the refresher.
- Requirements can contain a “due month” so that training load can be spread throughout the year.
- Requirements can be combined with “and” or “or” capabilities.
- VTA can send automatic e-mail for upcoming and past-due training requirements.

**Scheduling.** Administrator stores class and instructor schedules, making it easy to enroll students, track cancellations and identify no-shows. If a student cancels a class, a “Wait List” feature automatically selects the next student on the waiting list and asks if that student should be enrolled for the class. If courses require approval, supervisors or their delegates are notified automatically.

**Qualified Instructors.** Many regulatory agencies require instructor names on training records. Administrator maintains a list of internal and external instructors qualified to teach particular courses. When classes are recorded or scheduled, instructors can be selected from the approved list.

**Student Information.** Student names and associated information is entered only once and then maintained on-line. Updates can be fed from HR information systems to keep data evergreen and drive the changing of training requirements and supervisor assignments when students change roles.

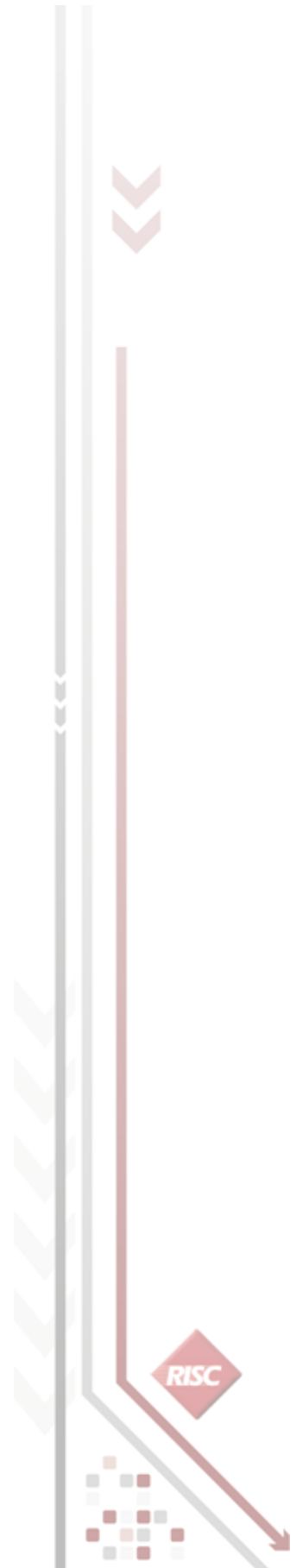
**Competency Profiles** - Organizations can define competency profiles with common performance indicators for assignment across the organization to document employee skills for workforce deployment, succession planning and recruiting and compensation.

- Supervisors can assess their employees against defined performance indicators to ensure consistent evaluation across the organization and can develop individual development plans for students to help them close competency gaps.
- Students can easily self-assess on competencies, review their official assessments and update their personal development plans as they build their skills.
- Performance assessment on certain competencies can be restricted to named assessors that are specialized in this area.

The screenshot displays the 'My Competencies' interface. At the top, there is a title 'My Competencies' and a dropdown menu for 'Assignment Type' set to 'Both', with an 'Apply Filter' button. Below this are 'Commit' and 'Save' buttons. The main content area is divided into two sections: 'Personal Effectiveness' and 'Workplace Effectiveness'. The 'Personal Effectiveness' section shows 'Assessor: Met 2 of 2' and 'Self: Met 2 of 2'. The 'Workplace Effectiveness' section shows 'Assessor: Met 0 of 2' and 'Self: Met 1 of 2'. Under 'Workplace Effectiveness', there is a 'Customer Focus (Mandatory)' section with the text 'Actively looking for ways to meet customer or client needs.' Below this is a table with three columns: 'Assessor', 'Last Self Assessment', and 'New Self Assessment'. The 'Assessor' column shows a red circle and a star, with the text 'Assessed By: Boss, Lisa J.' and 'Date: 2/15/2013'. The 'Last Self Assessment' column shows a green circle and a star, with the text 'Assessed By: Arnot, Peggy S.' and 'Date: 2/26/2013'. The 'New Self Assessment' column shows a yellow circle and a star. Each column has a 'Comment' field with a scrollable text area. The 'Assessor' comment is 'Needs improvement'. The 'Last Self Assessment' comment is 'Training attended and call times shortened in past three weekly reports.' The 'New Self Assessment' comment field is empty.

**Reports.** Numerous report formats with user-selectable options make Administrator a powerful management tool. All reports can be exported to a variety of formats, such as Adobe Acrobat, Microsoft Word and HTML. A sampling of report possibilities include:

- Student Reports – showing training completed for a particular student, or classes scheduled this month for students in the Accounting department.
- Exception Reports – listing required training not yet completed for a department, or the percentage of a particular student’s training plan that has been completed to date.
- History Reports – stating who took “Safe Driving” courses within the last two years, or the number of classroom hours a department received last year.

- 
- Schedule Reports – showing all courses scheduled for next month, or all times when a particular course is scheduled.

**Email.** Administrator can send automatic or on-demand email notes for class cancellations, reschedules or other training notices using customizable templates. In addition, VTA can send automatic emails, including:

- Confirmation/Reminder notes for class enrollments.
- Reminders of upcoming or past due training requirements.
- Wishlist notifications. When a course on a student's wishlist is scheduled, VTA notifies the student.
- Reminders for past-due Surveys.

**External Links.** Administrator can link to student Human Resource Information Systems, web-based training (WBT) systems and electronic files from external training vendors. This can reduce or eliminate time spent updating student information.



## VTA Learner

VTA *Learner* lets supervisors and students enroll in training from their personal computer with just a few mouse clicks. Managers and supervisors can also review their student's progress with *Learner* and approve enrollments - All without adding workload to the training department. *Learner* also functions as a computer-managed instruction or learning management system by linking to your e-learning modules or documents.

*The ability to transfer ownership for training compliance onto the employees, managers and supervisors has benefited AES since that is where it belongs, Katherine Hobson said. Other benefits AES has seen include saving clients and the company more than \$500,000 in the last four years by better identifying which employees need what training.*

*BIC Publication  
April 2006*

Course Title	Code	Priority	Status	Action
Labor Relations	GENBUS411	3	Due: 12/22/2010 Scheduled: 2/12/2013	Cancel
Microsoft Office	TECCOM002	3	Due: 11/10/2012	Schedule
Introduction to Process Technology Completed 3 of 4 lessons.	EQPLAT_01	3	Due: 3/10/2013	Resume
Safe Walking	EQPSND006	3	Due: 9/8/2014	Start
ePilot Access to Medical Records SCORM	IHRMAR200	3	OK	Start
Managing Conflict	GENSPV002	3	OK Scheduled: 7/11/2012	Resume
New Employee Orientation	GENBEN003	3	OK	Schedule
Safety Notification Completed 0 of 2 lessons.	EQPLAT888	3	OK	Resume
Spray Poly Foam Demo	TECSPF001	3	OK	Schedule
Spray Polyurethane Foam Completed 1 of 2 lessons.	EQPLAT009	3	OK	Resume
Your Benefits: Overview For New Employee	GENBEN002	3	OK	Schedule

## Key Benefits

- Reduces or eliminates the enrollment burden for the training department, cutting both workload and costs.
- Reports and on-line viewing of schedules, course catalogs and course detail.
- Improve communication between the training department and the rest of the organization.
- Manages e-learning modules.
- E-Mail notices keep supervisors informed of student enrollments or cancellations.
- Training Plans provide a convenient tool for students, supervisors and training personnel to monitor training goals and objectives.
- Passwords and extensive management control features give you the ability to restrict access to data or functions according to your needs.
- All functions are accessible using only a web browser – no additional software is installed on the end-user's desktop computer.
- Fully mobile ready and compatible with multiple browsers.

## Description

**On-Line Enrollment.** While viewing the class schedule through *Learner*, students may sign-up for sessions or supervisors can enroll their students.

**Competency Assessments.** Students can self-assess against a competency profile and search for resources to support the building of skills. Supervisors can assess students and assign developmental tasks to a personal development plan that the supervisor and student can track together.

**Automatic Waiting Lists.** *Learner* maintains waiting lists for classes. If an enrollment is canceled, *Learner* automatically enrolls the next student from the waiting list and notifies him or her via email along with their supervisor(s).

**Training Approvals** – Supervisors can approve training requests online and can designate their own delegates to manage training requests when they are away.

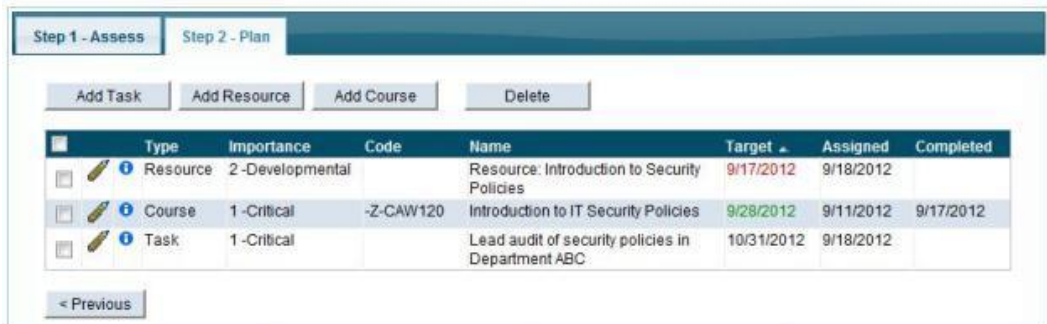
**E-Mail.** When a student either self-enrolls or is enrolled in a class by their supervisor, *Learner* automatically sends a confirmation notice to the student with a calendar notice. *Learner* also sends messages to the student's supervisor notifying them of any enrollment or cancellation.

**Training Plans.** The VTA system manages training requirements for each student and creates a training plan listing individual requirements, job title requirements and team requirements. Through *Learner*, students and supervisors can view their plan and enroll or cancel classes.

**Personal Development Plans** – Competency assessments often result in the creation of Personal Development Plans which may include training events, developmental tasks and resource assignment - all with target dates viewable by both the supervisor and the learner.

"Online training has provided employees much more flexibility to complete training within their own time frame and work schedule," Jerry Guthrie said. "The LMS is an effective tool for scheduling, administering and tracking employee training. It has improved our overall training efficiency and training processes."

BIC Publication:  
February 2006



	Type	Importance	Code	Name	Target	Assigned	Completed
<input type="checkbox"/>	Resource	2-Developmental		Resource: Introduction to Security Policies	9/17/2012	9/18/2012	
<input type="checkbox"/>	Course	1-Critical	-Z-CAW120	Introduction to IT Security Policies	9/29/2012	9/11/2012	9/17/2012
<input type="checkbox"/>	Task	1-Critical		Lead audit of security policies in Department ABC	10/31/2012	9/18/2012	

**Schedules.** Supervisors can conveniently view course schedules for any time period. Supervisors may also enroll students from within this function.

RISC

**Course Catalog Search.** A powerful search feature allows supervisors and students to locate a desired course based on key words, by browsing training topics or by reviewing courses that support the development of competencies. Once the desired course is located, this function allows the user to sign up for instructor-led sessions or launch on-line training.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Surveys Utilities Contact Us Help Logoff

Browse Catalog Search Catalog Competency

Competency Group: Information Technology  
 Competency Site: Master Site My Site  
 Competency: Security & Data Integrity (Master Site)  
 Course Site: Master Site  
 Search

1-4 of 4 results

Awareness	Basic Application	Skillful Application	Mastery
Security Auditing Basics			
Introduction to IT Security Policies			
		Security Auditing for IT Professionals	
			Advanced Security Auditing and Control

**Reports.** Students can generate their own schedules, review their history and see courses coming due. Supervisors may generate reports to help them manage to training of their employees and ensure compliance.

**Configurable Interface.** Learner can be easily configured to display just what you want your students to see and uses themes to brand the system to match your corporate web site.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Surveys Utilities Contact Us Help Logoff

My Learner For: Corns, Adam

My In-Progress Training  
 My Schedule  
 My Plan  
 My History  
 My Wishlist  
 My Contact Info  
 My Programs  
 My Mail  
 My Advisor  
 My Documents  
 My External Training  
 My Approvals  
 My Competencies  
 My Development Plan

**My Plan**

Filter

Priority: All Due: Next 3 Months  
 Requirements: All  
 Include:  Optional  Self-Study Only  Scheduled training not on Plan  
 Apply Filter

Page 1 of 1

Course Title	Code	Priority	Status	Action
Intro To Tqm	GENPOL003	2	Due: 12/30/1996	Schedule
Leadership And Team Building	GENSPV003	1	Due: 9/1/2002	Schedule
VTA Evaluator	GENCOM041	3	Due: 9/9/2002	Start
VTA Learner: Administrator	GENCOM040	3	Due: 9/9/2002	Start
RISC Sample Course with Lessons	EQPLAT005	3	Due: 2/7/2003	Start
Flash Demonstration (AICC)	GENCOM043	3	Due: 4/1/2003	Start
Substance Abuse	GENPOL001	2	Due: 4/4/2003	Schedule
Sexual Harrassment Awareness	GENPOL002	2	Due: 6/2/2003	Schedule



## VTA Evaluator

VTA *Evaluator* is the student testing and analysis component of VTA. *Evaluator* lets you create question bank for on-line testing as well as post-class evaluations, surveys, competencies, performance checklists and advisor assessments.

### Key Benefits

- Reduces training department workload by:
  - simplifying test creation
  - delivering tests over the internet
  - automatically grading tests
  - automatically recording test results
  - delivering class and instructor evaluations over the Internet or Intranet
- Reinforces strategic training goals by maintaining a question bank organized by learning objectives.
- Enhances student satisfaction by making test taking simpler and more convenient.
- Provides Item Analysis reporting to help L&D continually improve the testing process and validate questions.
- Improves record keeping by storing completed tests.
- Online verification of training results through checklists.

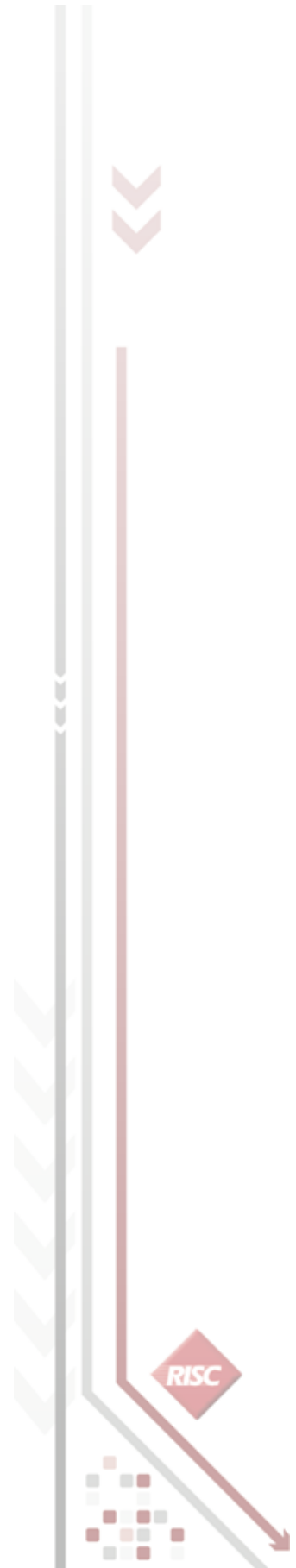
### Description

**Question Bank.** *Evaluator* maintains a database of questions, organized by objective to deliver on-line tests. All common question formats can be used: Multiple choice, true/false, check-all-that-apply, fill-in-the-blank, yes/no and matching. Graphics, sounds, and movies can be incorporated into test questions, providing a high degree of control.

To simplify question development and test creation, questions are grouped by category, subject and objective. Questions can also be assigned difficulty rankings and scoring weights, allowing the same question bank to be used to create tests with different difficulties. *Evaluator* also stores explanations of correct answers, which can be presented as remediation for tests questions answered incorrectly along with reference links to provide additional information.

**Test Templates.** To make test generation easier and more effective, test templates are used to specify learning objectives included on the test and the number of questions on the test that address each objective. Templates are also used to select other testing options, such as mandatory questions.

**Record Keeping.** At the conclusion of the test, a record is created in VTA *Administrator* if the student passed the test. The system stores the entire test, which is available for review or printing at any time.



**Item Analysis Reporting.** *Evaluator* provides detailed item analysis reports to help developers improve test questions and substantiate testing processes to regulatory authorities. These reports indicate the number of students missing questions, as well as the answers being chosen.

**Online Evaluations.** *Evaluator* allows your students to complete Kirkpatrick Level 1 class and instructor evaluations over the internet.

**Online Surveys.** Surveys can be created in *Evaluator* and assigned to student groups for a period of time either for anonymous or named feedback.

**Online Checklists.** Performance checklists allow supervisors or assessors to verify a student's ability to transfer the skills they learn in the classroom to the job while assuring that all steps are mastered.

**Advisor Assessments –** Advisor is a unique tool to VTA *Evaluator* that allows the creation of surveys that can be completed by students or supervisors to assign or remove assigned training based on need.

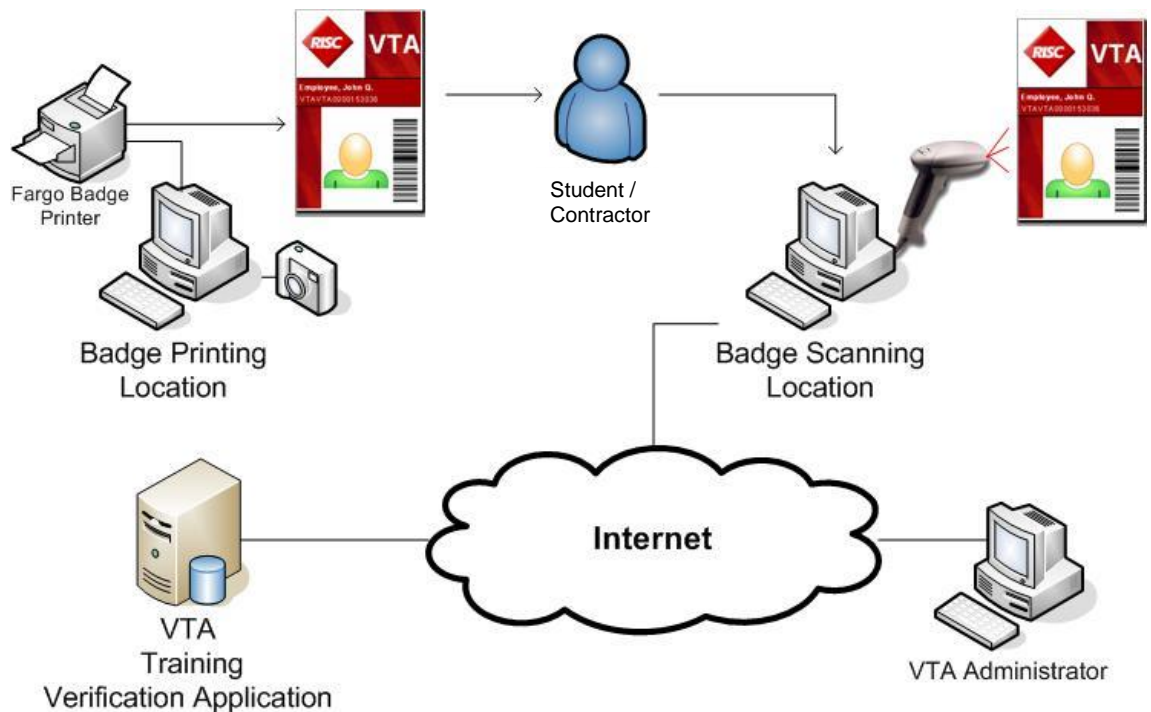
**Competency Groups and Competencies –** Competency groups are defined in *Evaluator* allowing for the organization of competencies and consistent reporting across the organization.

## VTA Remote

The VTA remote system is an add-on the VTA Talent Management Suite that can print a bar-coded ID badge that includes a photo of your students. If you already have photo-ID badges, the system is capable of printing durable labels to add a bar-code to the existing badge.

### Key Benefits

- Print Photo-ID Badges with a unique, bar-coded identification number.
- Print bar-coded labels to use with existing badges.
- Verify enrollment by scanning a student's badge.
- Record training attendance by scanning student badges. You can even move the class to history, automatically marking students as "no-shows" if their badge was not scanned.
- Compare a badge holder vs. a set of training requirements, using a "traffic light" to display:
- Print a student's schedule just by scanning their badge.





## Description

**Check Requirements.** The VTA Badge application can be used as a gatekeeper system. Using requirements defined in VTA Administrator, the Scan A Badge function uses a "traffic light" metaphor. Here's how it works:

**Badge Scanning Locations** are defined in VTA Administrator. Each Badge Scanning Location is then associated with one or more requiring entities. You do not need to setup the training requirements for your location. Normally this will be setup for you by a VTA System Administrator.

At the Scanning Location, a badge number is entered (or scanned using a bar-code scanner). The system then compares the student's training history to the set of training requirements defined for the scanning location. VTA Badge then displays one of three traffic lights.

**Scan Attendance.** You can record a student's attendance for a class using the VTA Badge application. This function uses a traffic light metaphor to report information about the student's registration.



A red light indicates that the student is not pre-registered for the class. (Note: An option is provided in the Scan Attendance function to automatically add students to the roster if they are not pre-registered.)



A yellow light indicates that the student is registered for the course, but does not meet the course's prerequisites.



A green light indicates that the student is enrolled in the class and meets prerequisites.

The Scan Attendance function also provides the following features:

1. Automatically add students to the class roster if not pre-registered.
2. Move Class To History  
Once the class is completed, you move a Scheduled class to History, giving credit to students for their completion. You can assign grades and scores, or mark "no-shows" before moving the class.

## Pricing Models

RISC offers the VTA system under two pricing models:

1. **Cloud Hosted**

Under the Cloud or Application Service Provider option, the client pays a monthly fee to use the system. The software runs on RISC's computers and is accessed 100% via the internet through a secure, encrypted connection.



2. **Licensed Software**

Under this model, the customer purchases software licenses and installs the software on their own computers. This is the model used by traditional software packages, such as Microsoft Word.

### To Learn More

If you would like to learn more about the Virtual Training Assistant, or schedule an online demonstration of the system, please contact RISC.

Phone: (281) 480-7910

Email: [sales@risc-inc.com](mailto:sales@risc-inc.com)

[www.risc-inc.com](http://www.risc-inc.com)



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