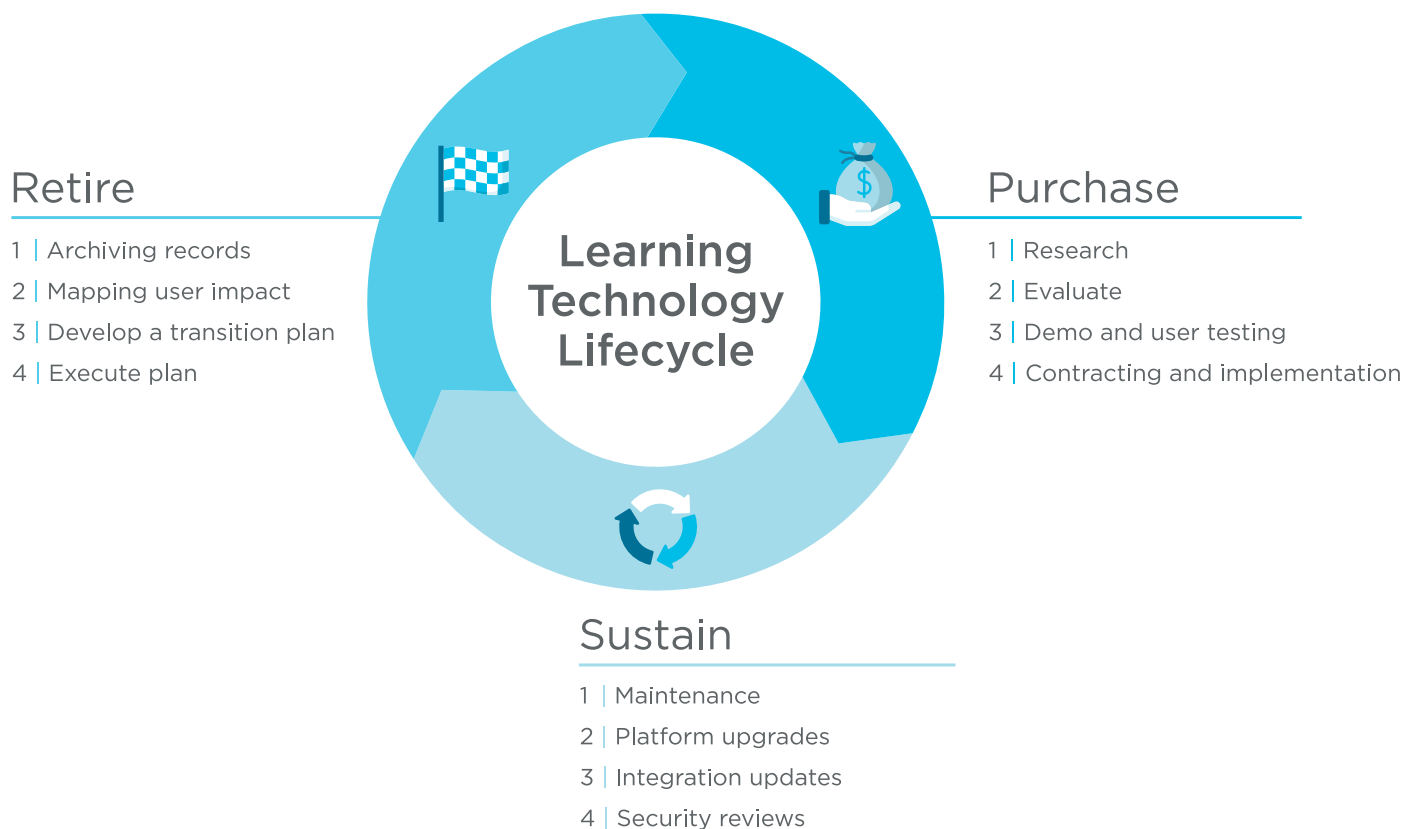


# CONQUERING YOUR LEARNING TECHNOLOGY

## NEEDS ASSESSMENT

Nearly all industries have been, or will be, impacted by emerging technologies, and learning and development (L&D) is no different. As technology continues to transform the field, L&D professionals must learn to manage the complete learning technology lifecycle. Before even exploring various products and applying the model, you must understand the learning needs of your organization by conducting a needs analysis.






The learning technology lifecycle describes the entire cycle of a learning technology in your company, including selection, implementation and use, all the way to eventual retirement and replacement. Keep in mind all end-users of the technology. There are three main categories of learning technology users – learners, supervisors and training staff. To ensure technologies serve their purpose, consider how and if each of these groups will interact with them.

## CONDUCTING A TECHNOLOGY NEEDS ASSESSMENT

The purchase phase begins when you analyze the learning needs of your organization to determine which products best meet those needs. Analyzing these needs is one of the most important steps in the lifecycle.

### Step 1

#### INITIAL CONSIDERATIONS

-  Who do you need to talk to as part of your needs analysis?
-  What method(s) will you use to gather information?
-  What is the timeline for your needs analysis?

### Step 2

#### NEEDS ANALYSIS QUESTIONS







- 1 | What business goal(s) will this technology support? How strategic is this initiative?
- 2 | How could this goal be supported without a new technology?
- 3 | What is the budget for this technology?
  - May be a moving target, but better to understand the potential range.
- 4 | What problem or inefficiency will the new technology address?
  - What's working or not working with either current processes or experiences?
- 5 | Who are the users of the new technology?
- 6 | What are all the impact points of the new technology?

- 7 | What technological competencies exist on your team to support the technology?

- 8 | What technologies are already in place?
  - Create an asset register if one does not already exist.
- 9 | What are your technical restraints and limitations?

### Step 3

#### NARROWING YOUR OPTIONS

-  Platform features (sort into “must have,” “nice to have” and “not important”)
-  Pricing structures
-  Implementation support
-  Tech support and help features (for administrators and learners)
-  Security, update and upgrade processes
-  Platform reputation and reviews

### Step 4

#### CONSIDER ALL THE FACTORS THAT MAY IMPACT YOUR NEEDS



Organizational  
size



Industry



Type of  
training



Learner  
characteristics

Conducting a learning technology needs analysis will ensure your solution truly meets organizational needs. For more on the remaining lifecycle processes, take Training Industry's Managing Learning Technologies Certificate.

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