LMS Implementation Services

Tasks and responsibilities include:

- Represent client throughout all phases of the implementation to ensure all use cases, requirements, and deliverables are met as defined in the vendor contract
- Advise client on available configurations or customizations as they pertain to requirements
- Facilitate communication between client's internal teams (IT, HR, QA, etc.) as it pertains to software implementation
- Prepare communications plan, including regular status reports for client
- Assist with special projects such as: facilitating conversations about changes to client's business processes/workflows based on LMS functionality; documenting specific technical requirements/specifications for data migration (data mapping), third-party integrations, custom reports, user acceptance testing, etc.; managing validation of software
- Resolve issues, escalating when necessary

Implementation Consultants: Sue Hall and Willie Hooykaas-Baldwin

Sue O. Hall has 18 years of experience designing e-learning courses and development applications. She was the learning architect for several template-based authoring tools, including one of the first LCMSes, Jupiter. Sue was the lead consultant for the complete rewrite of GeoMaestro, the award-winning LMS developed by GeoLearning Inc.

Once released, Sue was the product manager of GeoMaestro for several years and managed the product to a SaaS model. Sue worked closely with GeoLearning's customers to communicate product vision, gather user input, and design feature functionality. She converted business processes into specifications of complex rules and logic for the more robust areas of the system, including role-based permissions, approval workflows, the scheduling and enforcing of prerequisites and certifications, and standards such as 21 CFR Part 11.

Sue has managed the deployment of enterprise-wide learning systems on an international level and has worked on implementations for regulated customers that required full validation of the software. Sue has over 10 years of experience managing projects virtually, working closely and effectively with geographically dispersed team members, customers, and vendors.

Sue has a Master of Education degree in Instructional Systems Technology from Indiana University.

Willie Hooykaas-Baldwin has 11 years of experience as a senior software engineer developing tools to create and distribute online learning. She has worked for small start-ups to Fortune 500 companies in the US and Europe, creating systems that range from business process modeling for ERP systems to LCMSes and LMSes.

Willie understands what goes on "under the hood" of an LMS while being devoted to usability. She can direct fuzzy ideas and visions into concise technical requirements to ensure real-world workflows that meet business needs and make sense to the user.

At Peer3 and KnowledgePlanet (now Mzinga), Willie was the liaison between the engineering team and the standards committee, developing code that combined the Peer3's LCMS offering into a suite that included KnowledgePlanet's LMS. She was instrumental in the creation, implementation, and evolution of the renowned, fully SAAS, GeoMaestro 5 LMS, now being offered by SumTotal. In her role as architect for the GeoMaestro project, Willie used her unique understanding of requirements and code to become the technical translator between product management and the engineering team.

Willie has a Masters of Science degree in Artificial Intelligence with a focus of Knowledge Analysis and Knowledge Management from University of Amsterdam (UvA) in The Netherlands.