

LMS e-Learning Implementation Podcast Transcript #24 *Interview with Debbie Kenny.*

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David Boggs: Welcome to the next edition of the e-Learning Implementation Podcast series, where we look at real world learning management system implementations and e-learning program rollouts.

SyberWorks specializes in custom e-learning solutions, learning management systems and e-learning development for corporations, governments and non-profit institutions.

My name is Dave Boggs. I'm the CEO of SyberWorks and your host today. We are talking with Debbie Kenny, Vice President and General Manager of Learning Solutions in Information Mapping and how they use SyberWorks learning management system to track and manage their training practice for their Learning Solutions division.

Good afternoon, Debbie. Thanks for coming to talk with us today.

Debbie Kenny: Good afternoon, David. It's great to be here.

David: Debbie, tell us about yourself and what you do for Information Mapping?

Debbie: Information Mapping is a strategic consulting firm that helps organizations capture, communicate and manage information to improve business results and performance. I'm the Vice President and General Manager of our Learning Solutions business and I'm also responsible for marketing and product development.

David: Can you tell us a little bit more about Information Mapping, its products and its services?

Debbie: Our consulting services, software and training programs help organizations organize and structure their critical business content, so that it is easy for workers to find and to use. Our training programs teach the Information Mapping method, which is a systematic way of writing more effective business and technical communications.

David: What are some of your organizations goals and objectives and how are you using the SyberWorks learning management system to track and manage Information Mapping's learning solutions training practice?

Debbie: One of our primary objectives is to provide seamless training events for our customers. We use SyberWorks to handle all of our public workshop registrations, to send out reminders, to manage our instructor schedule and to make sure that the right instructors and course materials are always where they need to be, when they need to be there.

David: Are there any other training goals or objectives that you'd like to share with us?

Debbie: We are also committed to providing high quality e-learning programs. We use SyberWorks to deliver our self-paced and instructor-led e-learning programs, such as making email work, information networks and developing business in technical communications programs.

David: That sounds great. I know you are very busy and so thank you very much for joining us today. And have a great afternoon.

Debbie: It was a pleasure. Thanks for having me.

David: This is Dave Boggs, CEO of SyberWorks. Thank you for watching our interview with Debbie Kenny, Vice President and General Manager for Information Mapping's Learning Solutions division on SyberWorks' LMS e-Learning Implementation Podcast series. Talk with you next month.

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