

Enabling the U.S. Government to Virtualize Operational Training in the Pandemic

Noblis delivers fully virtual and secure learning and development experiences to help agencies overcome the challenges of training a remote workforce

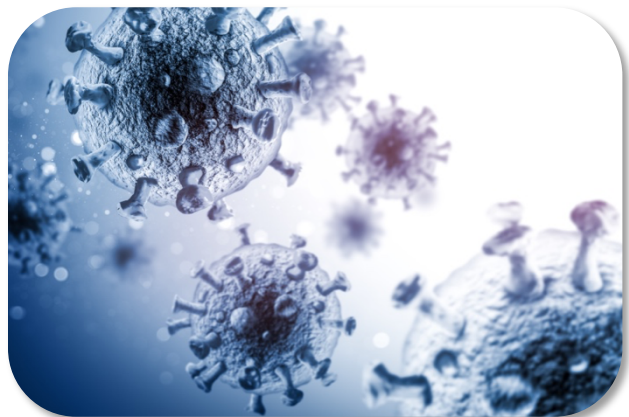
The Bottom Line Up Front

The COVID-19 pandemic has forced everyone to rethink how they deliver training to their workforce. Noblis clients who previously would not entertain virtual learning are doing it now – and they are doing it securely and successfully. Noblis is leading our clients through this transition. For example, our learning and development team adapted one agency's secure, classroom-based course into an engaging, interactive, and fully virtual learning experience. As part of this, we also met and ensured their security requirements. The course was delivered across multiple agencies, received positive reviews in Congress and was praised as the best course agency employees had ever taken.

The Challenge

Five years of adoption in eight weeks, summarizes the impact COVID-19 has had in accelerating consumer and business digital adoption. This is true for one Noblis client with a mission-critical course that suddenly stopped due the pandemic. The problem was further compounded by the fact that the client had:

- Previously delivered this course in an in-person, secure environment
- A culture of discomfort with in-person, unclassified training much less fully virtual training
- No existing process, plan or infrastructure for unclassified virtual learning delivery
- Staggered work schedules and stay-at-home orders
- Strict security requirements
- An indefinite timeline for COVID-19 restrictions



Noblis examined the problem and knew we could make the seemingly impossible possible. We proposed converting an operational course, reserved for secure spaces and adapting it for fully virtual delivery so that participants could take it from the safety of their home. For this client, this was unheard of, but they knew that something extremely different was needed to help keep their workforce engaged and able to obtain needed training.

The Solution

Noblis' innovative team pulled together an ambitious solution. It was a close and critical partnership between the client, Noblis' Intelligence and Law-Enforcement mission area, and Noblis' Enterprise Technologies team. The solution was complex and accounted for:

Security – Best-in-class security included end-to-end encryption, as well as processes and procedures for anonymizing participant identities.

Technology – Encrypted collaboration and communication software and course material hosting provided the basis for a secure, virtual learning experience.

Instructional Design – Decades of instructional design experience and a passion for innovation drove the conversion of an in-person, instructor-led learning experience in a secure environment to a fully virtual experience where students could learn from home. In addition, the course was delivered using a mix of synchronous and asynchronous learning methods, designed to address the practical challenges of students juggling situations with family at home, childcare, eldercare, complex work schedules, etc.).

Governance – A trusted partnership with the client kept them invested and willing to quickly help resolve technology hurdles and navigate security roadblocks that would have otherwise stalled the solution.

Innovation – Content delivery kept the course student-centered and was expanded to incorporate strategies for engagement using web-based tools for assessment, gaming, discussion and other interactions.



The Results

In only two months, Noblis delivered a fully virtual operations course which met and exceeded all safety and security requirements given by the client. The results were astounding:

- Noblis delivered all scheduled 2020 courses per the client contract.
- Student feedback was the highest rated in the history of the course exceeding participant expectations in terms of interactivity and learning.
- Safety being a top concern due to the pandemic, the virtual platform removed all COVID-19 health

concerns tied to learning in a physical environment and increased the number of participants that could safely participate.

- Enrollment increased by over 33% as the client could offer the course across an entire community of agencies.
- The course received positive reviews at the highest levels of government including Congress.

There is buzz about this course, below is participant feedback:

- "This is the best class I've ever had in the federal government."
- "This class should be mandatory for everyone working in this field."
- "This is by far has been one of the greatest courses I've ever taken."
- "This week's material has been extremely beneficial, and I will plan to implement these fundamentals moving forward. Great content and great presenters!"
- "I loved the course. It was truly engaging, and we got lots of useful insights to better prepare us to do our job. All the presenters were great and very well prepared, and that made it so much easier to focus and learn. Keep up the good work, and much success for future courses. Thank you all for everything."
- "This was an excellent course that ended up being more engaging than I expected considering the online format. Everyone has done a great job of presenting interesting information and making it easy to digest."
- "Thank you all for this course. It has been very insightful and interesting. Having the students interacting/engaging with the panel directly is very helpful and certainly speaks volume of the panel/course's initiative to actually take action vice 'do as I say' mentality, which is so often the case in our spaces."

If you're looking for learning solutions, look no further than Noblis.

Learning and development has made amazing leaps during the COVID-19 pandemic. A five-year acceleration is happening right now, and it can accelerate your organization into stagnation or innovation. You can be five years ahead or fall behind the curve. If your organization is ready to pivot and innovate, Noblis is ready to partner with you.

About Noblis

We exist to enrich lives and make our nation safer with our shared passion for excellence and innovation.

Noblis is a nonprofit science, technology, and strategy organization that brings the best of scientific thought, management, and engineering expertise with a reputation for independence and objectivity. We work with a wide range of government and industry clients in the areas of defense, homeland security, intelligence and civilian solutions. Together with our wholly owned subsidiary Noblis ESI, we solve difficult problems of national significance and support our clients' most critical missions.

Working with Us

Government agencies can access Noblis through a variety of contracting mechanisms. We have several contracts in place and available to Government agencies. We are also a GSA Schedule holder.

For a full list of vehicles, visit noblis.org/contracting or call us at 703.610.2000. Email us at answers@noblis.org.