

IBM CUSTOMER FACING SOLUTIONS

Suncor

Flexible eLearning for SAP earns learner and industry accolades

Steps to Manage Your Tasks 6 Review Tasks 4 of 9


Wanda went into her inbox today and found she had a task assigned to her. She needs to review the notification and find out what is required of her.

It's important to review the notification and the tasks that are assigned to you.

To review a notification:

1. Receive the email notifying you that you are assigned a task.
2. Review the task.
3. Perform the work that is required.
4. Mark the task as complete.
5. Communicate that the task is complete.

[Try It!](#) Practice reviewing the notification email.





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Time to stop and check what was covered. Wanda received an email stating that her notification had a status of 'INFO'. What should Wanda do next?

Select the correct answer, then click Check.

- Wanda should ignore this message.
- Wanda should review the notification and add more text details to her notification.
- Wanda should make sure to add an MOC Leader to the notification.
- Wanda should enter the Risk Ranking.



Check 

Great! The INFO status is set when the MOC Approver needs more information about the notification in order to approve it. It is a good idea to go back and add more information in the long text box on the MOC tab. Once that is complete, you set the status to RSUB and save the notification. **Click Next to continue.**

[Click here to close this box.](#)

Challenge

In 2004, Suncor kicked off Cornerstone, a business transformation project, to streamline hundreds of tools and processes. At the core of this transformation was Systems, Applications, Products (SAP). Learners included employees and contractors working variable schedules. They are often unable to come to corporate headquarters in Calgary for the extensive training required on the new software and business processes.

Solution

In 2005, Suncor and IBM extended their existing partnership to incorporate eLearning into their training solution. Fundamentals and basic learning on SAP and business changes resulting from its implementation were going to be covered via eLearning. Nineteen eLearning modules and five assessments were developed. These were deployed and tracked through Suncor's portal. The eLearning was designed to leverage realistic business scenarios and transactions, which supports on-the-job training transfer. Furthermore, simulations were used to provide ongoing support and reference for employees back at work.

Results

As a result of the eLearning deployed at Suncor, learners could effectively and efficiently complete key transactions using the correct business process in SAP. Several of the eLearning modules were required training for all Suncor employees.

IBM received a lot of positive feedback from employees registered in the eLearning curriculum. One employee commented, "I've just finished all my WBT training... Just wanted to congratulate you on the WBT product overall. I found them very helpful, easy to use and they will make a great training and reference tool for employees for years to come. I've heard similar positive response from virtually everyone exposed to them..."

IBM's Training Manager at Suncor had this to say regarding eLearning for Project Cornerstone: "The feedback, overwhelmingly, is very positive. In a recent discussion with three vice-presidents in Fort McMurray, Eric Barnes (IBM PM) received glowing reports from these Suncor VPs on the quality of the WBT solutions from IBM."

IBM and Suncor were awarded an Honorable Mention by the Canadian Society for Training and Development for this work in November, 2006.