



Pinnacle White Paper

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PINNACLE™ 4.3

White Paper, June 2001

Pinnacle

Pinnacle provides you with the tools you need to integrate the process of scheduling, delivering, and measuring the success of your curriculum. Whether your needs are managing computer-based training (CBT) courses, web-based training (WBT) courses, document-based training, instructor-led training (ILT), or a mixture of training methods, Pinnacle can provide you with a centralized location to manage all varieties of training, as well as learners and reports. The strength of Pinnacle is in its unique ability to launch, track, and report information from courses produced by a variety of vendors. While Pinnacle provides the ability to solve complicated training issues, it is easy to set up, install, and use. You can have it up and running in days... not months.

Overcoming Difficult Training Issues

How can I measure the learning results from multiple courseware vendors?

Do you have courseware from a variety of vendors? Pinnacle not only launches courses from multiple vendors, it tracks and reports on critical information from within the course – without requiring changes to the courseware. Some of the information Pinnacle can track includes time spent in the course, total number of questions answered, total number of questions answered correctly, and percent of correctly answered questions. Pinnacle can track and report from any course because of its unique connections technology. It has many connections already available, including connections to SmartForce, DigitalThink, and NETg, just to name a few.

How can I securely verify that compliance requirements are met for FDA, ISO, or other agencies?

The Food and Drug Administration (FDA) requires training verification for FDA compliance. Other government and private organizations also require training verification. Traditionally, employees, managers, or qualified trainers sign paper documents to confirm that training has taken place, thus requiring a great deal of paperwork and filing. Pinnacle provides various functions to better manage the process of meeting FDA guidelines for electronic tracking and signature verification. Pinnacle's Transaction Logging and other enhanced security features provide the necessary training verifications for FDA compliance. Online Manager allows more than one manager to monitor and sign learners' progress. Managers and learners use electronic signatures to indicate completion of required training. Pinnacle has been designed to meet the FDA guidelines regarding electronic records, signatures, and submissions – also known as 21 CFR, Part 11.

Can I assign different security access to people within my learning management system?

Online Manager lets managers view and manage just the learners assigned to them within the system, thus empowering the managers to be directly involved in helping their learners meet career and certification goals. Online Manager is also electronic signature enabled for those organizations requiring signoff of completed courses and certification programs.

Introducing Pinnacle 4.3

Pinnacle 4.3 continues to build upon the open architecture and rich features that have always been inherent in Pinnacle. Some of the new features include:

- **Online Manager**
Restriction settings are changed from a global setting to an individual setting. Since this restriction is on an individual basis, some managers can be given rights to edit records of individuals assigned to them, while other managers can be given rights to only view records of individuals assigned to them.
- **Name Displayed**
Student name is displayed while the student is logged on to Online Student. For a student working in a kiosk or learning center environment, where computers are shared among many users, this ensures they are logged on with the proper user name.
- **Key Word Search**
Key word search functionality is provided in the Online Student module. This provides the student the ability to search for courses using key words.

- **ADA Compliance**

Ensures the user interface is compliant with the Americans with Disabilities Act, Section 508.

Pinnacle Feature Overview

Embedded Database

Small businesses without the need for a large database can utilize Microsoft Database Engine (MSDE) to meet their immediate needs. With this embedded database, you can be up and running in minutes. The database is included with Pinnacle at no additional cost. For larger environments, you still have the option of utilizing an SQL or Oracle database.

Administrator Module

The Administrator module enables the administrator to manage, track, and document information for classes, people, groups, and reports. It provides the following functionality:

Install and Setup

- The Administrator module can be installed either as a standalone or as administrator and learners.
- The workstation setup program makes setting up a workstation with the administrator module easy.
- Login requires a user ID and password, preventing unauthorized access to learner and training information.

Course Setup

- Add, delete, modify, and import all types of courses – ILT, CBT, WBT, slide show, document, video, audio, etc.
- Add, delete, modify, and import information, including date, time, or place, for each course. Registration instructions can also be created. These instructions might include how to contact a third party (such as a seminar company), how to make the appropriate flight arrangements (if needed), or where to find a video, audio tape, or book.
- Set up courses that must be retaken regularly for re-certification. Specify how often they need to be taken and how long before the deadline the course will appear in the learner's course list.
- Assign courses to curriculum. Use curriculum to authorize individual learners or groups of learners for several courses at the same time.
- Import selected courses from a file. The file can be located on diskette, downloaded from an Internet site, or automatically created during installation of a CBT course.

Learning System Administration Tasks

- Add, delete, modify, and import learners. You can import learners from NetWare or ASCII comma-delimited format. The import architecture is flexible so it can be customized for any data format.
- Assign learners to groups.
- Authorize learners and groups of learners to take courses.
- Authorization can be either required or elective.
- Authorizing a group of learners has two advantages:
 - First, when a learner is added to or removed from the group, the courses associated with the group are added to or removed from the learner's authorized list.
 - Second, if a course is added to or removed from a group's authorized list, then the course is added to or removed from the authorized lists of the learners in that group.
- Options for new user login into Pinnacle can be set up to allow for a more restrictive environment (with more work for the administrator) or a less restrictive environment (with less work for the administrator). Three options are available:
 - New users don't have access until the administrator adds them to Pinnacle.
 - New users can add themselves to Pinnacle as learners (this immediately gives new users access to all courses authorized for the "Everyone" group).
 - New users can add themselves as learners and can select the groups they are part of (this immediately gives new users access to all courses authorized for the "Everyone" group along with all the courses authorized for the other groups they have selected).

Administrator Reporting

- View and print learner progress on courses the learners are currently working on: status, number of activities completed, and last access.
- View and print information about courses learners have completed: when each course was started and finished, number of times learners accessed a course, amount of time they spent in a course, and scores received.
- Track course usage: how many times a course has been used, amount of time all learners have spent using a course, and number of learners who have used a course.
- Enter completion information for individual learners or multiple learners. The information includes test date, test scores, and completion information (passed, failed, completed, waived).
- Use built-in reports to distribute detailed transcripts of training records to learners, supervisors, and managers. Built-in reports were created using Crystal Reports, a retail reporting tool. Contact Learnframe for a current list of all built-in reports.
- Retrieve any information from Pinnacle using custom reports, which can be easily created with Crystal Reports.

Pinnacle Online Manager Module

The browser-based Online Manager module enables managers to track, report on, and document information for courses, individual learners, and groups. A manager can access only information relevant to those people assigned to the manager by the system administrator.

Pinnacle Online Manager is a web browser module that provides managers with the following functionality:

Security

- Prevent unauthorized access to learner and training information with a user ID and password login.
- Manage and view only assigned learners.
- Use within a browser with no client installation.
- Lock out anyone who repeatedly accesses the system without the correct username and password.

Course Setup

- Set up courses that must be retaken regularly for re-certification. Specify how often they need to be taken and how long before the deadline the course will appear in the learner's course list.

Management Tasks

- Add and modify learners within your assigned group.
- Assign learners to groups.
- Authorize learners and groups of learners to take courses.
- Specify whether authorization is required or elective.
- Verify that training has taken place or that documents have been reviewed with an electronic signature and auditing reports.

Manager Reporting

- View and print progress reports on courses learners are currently working on: status, number of activities completed.
- View and print information about courses learners have completed: when each course was started and finished, number of times the learner accessed a course, amount of time the learner spent in a course, and the learner's scores.
- Track course usage: how many times a course has been used, amount of time all learners have spent using a course, and the number of learners who have used a course.
- Enter completion information for individual learners or multiple learners. The information includes test date, test scores, and completion information (passed, failed, completed, waived).
- Use built-in reports to distribute detailed transcripts of training records to learners, supervisors, and managers.
- View and print reports via the web.
- View and print reports verifying that training or documents were electronically signed.

Pinnacle Online Student Module

The browser-based Online Student module allows the learner to register for courses, view assignments, launch courses, and view courses that have been completed via the web. Learners are only able to take courses they are authorized to take and can only view information relevant to their learning.

This module provides learners with the following functionality:

Security

- Log in with user ID and password, preventing unauthorized access to learner and training information.
- Lock out anyone who repeatedly accesses the system without the correct username and password.
- Change the password – learners are prompted to change their password the first time they access the system.

Registration

- Self-register for authorized courses. If the course is from a third party (such as a seminar company), the learner can be given instructions on how to sign up for the course.
- Un-register for courses. This is useful when a learner has a conflict and must switch from one time offering to another. The learner can then re-register for a more convenient time.
- Re-register for a completed course – learners can only retake tests if the course allows for repetitive testing.
- Review course material for previously completed courses.

Courses

- View and print required or elective courses that are assigned to a learner.
- View and print all courses for which a learner is currently registered.
- Launch any CBT course or other Windows-based program such as Word, PowerPoint, or Acrobat.
- Collect information from CBT courses to automatically inform Pinnacle about learner progress and final scores.
- Enter course progress information for courses: status, number of activities completed, and last access date.
- Access and launch WBT courses.
- Sort courses according to specific course criteria.
- View all available courses in order to request a course the learner isn't currently authorized to take.

Student Views

- View all available courses.
- View course information: when, where, type, duration, prerequisites, test information, certification, authorization information, number of activities, and progress.
- View instructions to request authorization for a course.
- Display courses automatically that need to be retaken on a regular basis.
- Review classes taken and scores associated with completed classes.

Student Reports

- Personal Transcript
- Personal Skills Gap – required courses not completed
- Personal Training Progress – required courses and status of completion for each
- Personal Courses in progress
- Personal Authorized courses, required courses, past due courses

Distribution and Pricing

Learnframe's entire product line, including Pinnacle, is available through Learnframe's worldwide network of authorized resellers. Learnframe's resellers are trained to sell, install, and support the Learnframe suite of products. To locate your nearest reseller, contact Learnframe at 800.738.9800 or go to www.learnframe.com.

Recommended Minimum Hardware Requirements

ADMINISTRATOR MODULE RECOMMENDED HARDWARE

Processor Pentium II 300 MHz
Memory 64 MB
Disk Space 30 MB free
60 MB network server, or standalone installation

ONLINE MANAGER

Processor Pentium 166 MHz
Memory 64 MB
Disk Space 10 MB Free
Screen Resolution 800 X 600

ONLINE STUDENT

Processor Pentium 75 MHz
Memory 16 MB
Disk Space 1 MB Free

***Pinnacle ONLINE WEB SERVER**

Processor Dual-Pentium II 300 MHz
Web Server Personal Web Server 4.0 for Win 95/98
IIS 4.0 for Win NT/2000
Memory 256 MB
Disk Space 30 MB free

SYSTEM SOFTWARE SUPPORTED

Networks NetWare 3.x, 4.x, 5.x
Microsoft Windows networks
Most PC networks supported
Database Microsoft SQL Server 7
Oracle 8.1x and later
Operating System Windows NT 4
Windows 95/98
Windows 2000
Browsers (Online Programs) Internet Explorer 4.x, 5.x
Netscape Navigator 4.x

*Higher web traffic and larger databases will perform better with more robust systems.

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