



City of Ballarat journey's as  
a learning organisation with  
LMS365

# LMS365 supports the training needs of the City of Ballarat

## Challenge

In a time of digital transformation and changing and increasing customer expectations in the services provided by councils in a rate capped environment, councils like the City of Ballarat are transitioning from traditional process-authority-driven approaches to community engaged citizen-centric service delivery models. To support this, it is critical that council employees and teams adapt, enhance and extend their capabilities.

The City of Ballarat employs over 1,100 staff (including office and field full-time, part-time and casual employees) as well as over 300 volunteers spread across multiple locations. In supporting the City of Ballarat's 70:20:10 approach to learning it was apparent that a core set of tools needed to be in place to allow them to meet their compliance and regulatory standards and obligations as well as information sharing and communication on core business imperatives.

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*The City of Ballarat commenced implementing Microsoft's Office 365 cloud solution in 2016. LMS365 was seen to best support our enterprise-wide learning and development initiatives as it tightly integrated with the Azure Directory Services/Office 365 architecture. LMS365 offers great potential for us to support our 70-20-10 blended learning strategy.”*

Ross Lord, Learning Capability Officer

## Solution

Over 2016 and 2017, the City of Ballarat adopted cloud and mobility solutions such as Office 365 and LMS365 to create a base from which to enable and enhance collaborative and cost-effective knowledge sharing, communication and learning.

To avoid the typically high costs of enterprise integrations and updates the appeal

- of LMS365 was that it seamlessly integrated with the City of Ballarat's:
  - Azure Active Directory Services
  - Outlook
  - Skype
  - SharePoint
  - Microsoft Video
  - One Drive services.

## Results

- During 2017, Council commenced deploying induction and compliance eLearning programs. More than 500 staff completed courses covering:
  - Equal Employment Opportunity
  - Fraud awareness
  - Risk and statutory governance
  - Vehicle policy
  - Workplace health and safety inductions
  - Finance processes
  - Office 365 training
  - Local government awareness

For most City of Ballarat employees this was their first contact with online learning with its associated learning curve. Rolling out LMS365 and Office 365 offered opportunities to begin building the digital confidence and competence of the City of Ballarat workforce.

## Future

Since 2016, LMS365 has evolved and continues to improve as an enterprise learning platform which now supports competency management and improved integration opportunities with Office 365. As change gathers pace for local government and the extension across Council of access to online tools, solutions like LMS365 will enable business and performance capability transformation without the associated high costs of traditional classroom learning approaches while enabling a seamless integration of work and learning.

## About

The City of Ballarat is a local government organisation which deploys a wide range of services for the citizens and residents of Victoria's third largest city. City services include garbage collection, road management, seniors, youth, aged care services, family and children, tourism, major infrastructure and heritage projects, and a rich variety of local events and festivals.



### QUICK FACTS

Industry // **Governmental**

Regional office // **Ballarat, Australia**

Implementation // **2016**

Web // [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)

[www.LMS365.com](http://www.LMS365.com)



@LMS365



HQ Denmark: +45 70279191  
Australia: +61418644893



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