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High performance. Delivered.

Accenture Learning
HROA Learning Summit kick off



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Professional Background

Arlene joined Accenture in 2007, where she serves as the Global Offer Management Lead for Accenture Learning. Her work in mobile learning and social collaboration has led to Accenture's industry award recognition by the American Society of Training and Development.

Arlene has 13 years experience in Talent Management and Learning outsourcing and has spent the past 4 years at Accenture focused on strategic issues, new innovation and market analysis focused on learning in support of client business issues.

Arlene is a member of the board of directors for the HROA Learning SIG, board of directors for the Coastal Workforce Advisory Board, national member of the American Society of Training and Development and National Member of Bersin & Associates. In 2010, Arlene co-authored "The New Reality of Learning Outsourcing" and this is her second year speaking at HROA.

Arlene has a Masters degree in Health Service Administration and a BA in Humanities. She recently decided to pursue an additional masters degree at M.I.T. Sloan. Prior to Accenture, she held executive level positions in learning and talent management outsourcing.



Functional/Industry Expertise

- Learning outsourcing and consulting
- Process and Technology innovation
- Formal and Informal Talent and Learning
- Leadership and Coaching
- Industry expertise and client experience: Resources, Automotive, Health and Public Service, Federal, Financial Services, Communication and High Tech, Products, and Distribution

Selected Relevant Experience

Learning Services:

- End-to-end and point solution outsourcing focused on workforce transformation
- Learning consulting and curriculum planning
- Integrated talent management innovation and strategy
- Technology and services business case and program definition
- Industry focused learning needs analysis and execution
- Learning analytics and business measurement

Strategic analysis

Owner of Accenture Learning's strategic roadmap and strategic plan. Supports clients in need of business measurement aligned to learning strategy.

Market and industry assessments

Conducts specific industry assessments and trend analysis for industry alignment to strategic learning services and capability, in partnership with third party research organizations

Sales Support

Solution architect for custom learning solutions and assessments, innovation expert

Innovation

Owner of Accenture's Market Development and Innovation process. In this capacity, initiated client and industrialized solutions in areas including Software-as-a-Service LMS, Mobile Learning, Serious Gaming, Subject Matter Expert collaboration, automated Delivery Scheduling, automated Learning Annual Planning, Confidence-based Learning, Social Collaboration, Content-off-the-Shelf Acceleration Kits.

Accenture Learning



- 11 years of learning outsourcing experience
- Over 30 clients, both HR-integrated and also stand-alone Learning BPO
- Over 5,500 course hours delivered annually
- Accenture delivers HR and learning outsourcing services to nearly 1,700,000 people in approximately 100 countries
- Global Enterprise or SaaS (software as a service) Learning Management Systems available in 9 languages
- 8,000 experts performing learning services globally
- Major delivery and development centers (and 5 learning call centers offering 24x7 support)
 - United Kingdom
 - India
 - Australia
 - China
 - United States – San Antonio, Chicago, Denver
 - Regional Delivery Centers in France, South Africa, South America

Evolution and Maturity of BPO



Late
1990s
“Pioneer
S”

1st Gen

Early 2000s
“Move to
Offshore”

2nd Gen

Mid-2000s
“Opex is King”

3rd Gen

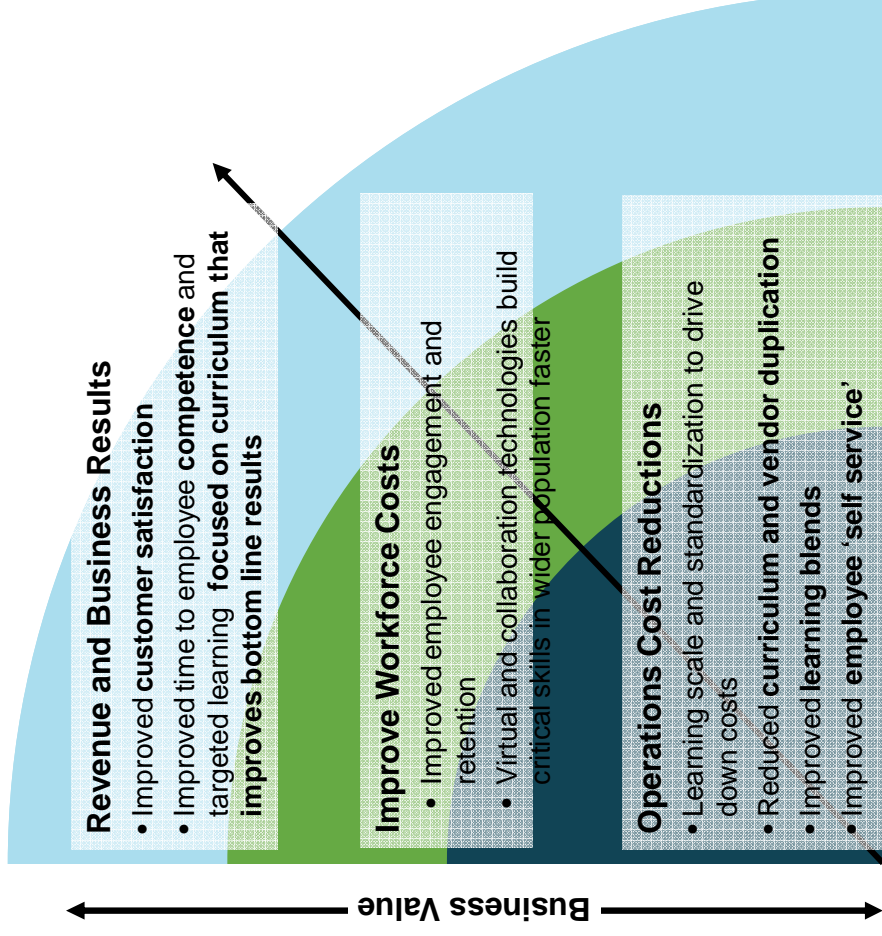
Today
“Insight”

4th Gen

Future
“On-Demand”

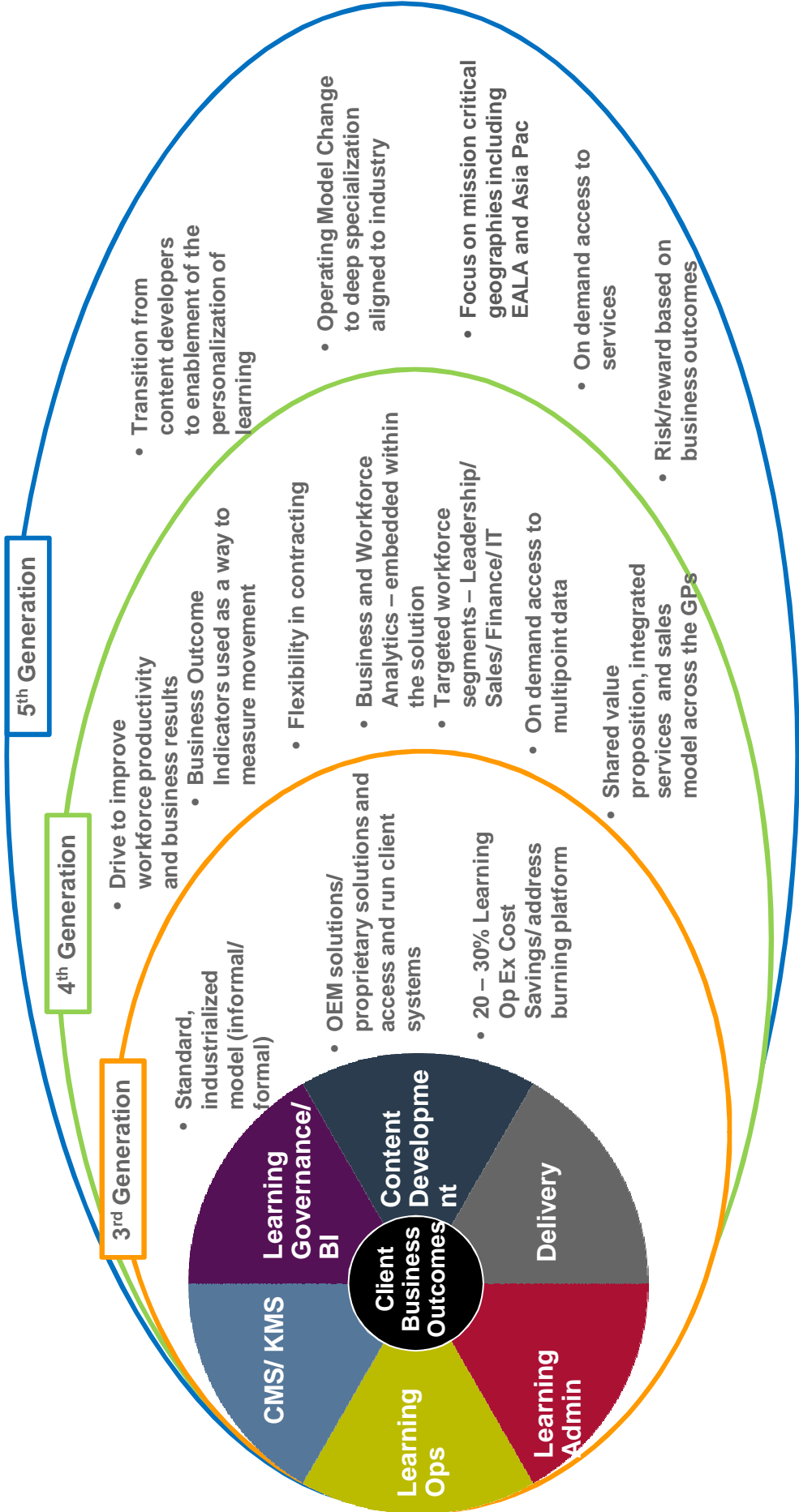
5th Gen

The Learning Value Proposition



← Proactive Focus on Talent and Learning →

Learning BPO Offering within the BPO Strategy



Accenture – Top 10 Imperatives for Enterprise Learning



Strategy, governance and sourcing	<ol style="list-style-type: none">1. Manage learning according to business impact2. Plan and execute learning programs based on a human capital strategy3. Leverage learning to rapidly re-skill critical workforces4. Integrate analytics into learning5. Drive operational excellence through optimal sourcing and structuring of learning
Learning design and delivery	<ol style="list-style-type: none">6. Create opportunities for social and collaborative learning7. Deliver anytime, anywhere learning8. Use “learning chains” integrating formal and informal learning to create sustainable learning environments9. Use gaming and simulations to engage learners and improve retention
Learning models	<ol style="list-style-type: none">10. Use an academy model for critical skills and workforces

Thank You



- Please enjoy the presentations on true learning transformations from Bank of Ireland and Unilever.