



## **LPS Desktop Training – Not Just for Implementation**

LPS Desktop is not only committed to delivering a world-class solution for increasing efficiency and accuracy in defaulted loan processing with its Process Management and Invoice Management applications, but also to providing ongoing system improvements and continuous training support during all usage phases. By building a long-term foundation for learning that extends well beyond the implementation period, the LPS Desktop team enables its clients and vendors to achieve superior system results by ensuring their users are fully knowledgeable and up-to-date on the system's functionality and capabilities.

LPS devotes significant resources to building and maintaining the Desktop Training and Documentation Team, which is comprised of seasoned technical writers, instructional designers, eLearning developers and trainers who work collaboratively to design and develop training solutions. The team's trainers are subject matter experts in the various LPS Desktop applications and deliver training to users both onsite and via the Web.

LPS Desktop employs a wide variety of training tools and delivery formats to educate both servicer and vendor users at every level of learning. Training materials range from online technical user guides and release notes within the applications to Web-based eLearning resources and instructor-led training. In addition to being taught application functionality, users also learn about industry-specific terms, practices and requirements.

For servicers, training begins at the implementation stage of deployment. Before a servicer goes live with any of the LPS Desktop applications, the Desktop Training and Documentation team partners with the implementation team to design and develop a customized learning program and make supporting training materials available via the Learning & Resource Portal. Both online and live classes are scheduled and invitations are sent to new users, who are either assigned to a class or may choose from a list of course offerings. Once participants have completed the course(s), they complete online assessments to confirm that they can put their newly-garnered knowledge to work in daily situations.

Similarly, when a vendor signs a contract with LPS Desktop, new users are invited to training sessions. Vendor sessions are offered via virtual instruction (Webex) and online course training. LPS Desktop Training offers regular training sessions twice weekly on a recurring schedule.

### **Self-Service Training Site Puts Users in Control**

With the LPS Desktop Learning & Resource Portal, vendor and servicer users can access training catalogs, materials and classes at their convenience. Users can browse the site catalog and create a customized learning plan to meet their needs. The "My Plan" component helps users track which courses they want to take and when they are scheduled, as well as which courses they have successfully completed, are currently participating in, or still need to take. And if users ever need a refresher, they can go back and repeat a course at any time.

LPS Desktop’s Training and Documentation Team is committed to user success. Their training strategy focuses on the four solid principles of adult learning theory: Just In Time Training, 24/7 Learning, Blended Approach and Hands-On.

### **Robust Just In Time Training Gives Users Immediate Assistance**

Just-In-time Training gives users immediate access to technical training via Online Help and “Show Me” demos that are built directly into the LPS Desktop application. As a user is working within the system, they can reference answers to many common questions and functions at the click of a button. Within the application, users are able to quickly access steps on how to perform certain tasks and procedures.

### **24/7 Access to New Skills**

LPS Desktop offers a variety of training resources via the Web – making learning possible 24 hours a day, in every time zone. Online learning materials are located in several convenient sites and online help is always available and accessible through the LPS Desktop Web-based application. In addition, LPS Desktop hosts the Learning & Resource Portal. Via the portal, users can view simulations, search a course catalog, complete online training courses and assess their skills at any time.

### **Blended Approach for Varied Learning Styles**

LPS Desktop understands that different people respond to different learning styles. To maximize the effectiveness of the training modules, LPS Desktop offers a variety of training methods. LPS Desktop combines prerequisite online training with instructor-led sessions to ensure that participants receive information in various formats to target varied learning styles.

### **Classroom Training for Complex Topics**

Although online and Web-based training are extremely thorough, some topics (such as Process Management Workgroups) are better demonstrated in a classroom setting. Participation with a live instructor gives students a chance to get hands-on experience and ask more complex questions that arise as a result of exceptions in the loan handling process. The opportunity to solve real-world problems in the classroom makes users more effective in their everyday roles.

### **Registration is Simple and Free**

To register for the Learning & Resource Portal, browse the catalog or sign up for classes, go to <http://training.lpsdesktop.com> and register for the site. Click “Take a Tour” to familiarize yourself with the site and discover all of the resources it has to offer. For additional information, you can contact the LPS Desktop Training and Documentation Team at 904-360-4100.

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