ADL Enterprise Learner Record Repository User Flow Diagrams

21 October 2021

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1. REPORT DATE (DD-MM-YYYY)	2. REPORT TYPE	3. DATES COVERED (From - To)
12-16-2020	Document	09/21/2020- 09/20/2021

4. TITLE AND SUBTITLE		
ADL Enterprise Learner Record Repository User Flow Diagrams	**5a. CONTRACT NUMBER**	FA701420STS10
	5b. GRANT NUMBER	N/A
	5c. PROGRAM ELEMENT NUMBER	0603769D8Z
6. AUTHOR(S)	**5d. PROJECT NUMBER**	N/A
Flamer, Eric Adusei-Poku,Adjoa Franki Schafrik Kaylie Henry	**5e. TASK NUMBER**	N/A
	5f. WORK UNIT NUMBER	N/A

7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES)	8. PERFORMING ORGANIZATION REPORT NUMBER
Deloitte Consulting LLP 1919 North Lynn Street Arlington, VA 22209	N/A

9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)	10. SPONSOR/MONITOR'S ACRONYM(S)
Defense Support Services Center Advanced Distributed Learning Initiative 13501 Ingenuity Drive, Suite 248 Orlando, Florida 32826	OUSD/P&R/DSSC/ADLI
	11. SPONSOR/MONITOR'S REPORT NUMBER(S)

12. DISTRIBUTION/AVAILABILITY STATEMENT

Distribution A

13. SUPPLEMENTARY NOTES

14. ABSTRACT

The Enterprise Learner Record Repository (ELRR) Prototype User Flow Diagrams document the specific tasks defined via ELRR Prototype requirements and map these user tasks coherently to understand how the identified user groups will interact with the application personas. These user flow diagrams are persona-driven and focus on the information that the development team anticipates will be presented to the user, providing a foundation for user experience/user interface (UX/UI) development, from solution wireframe through prototype deployment.

15. SUBJECT TERMS

Learner Records, User Flow Diagrams, Enterprise

16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT	18. NUMBER OF PAGES	19a. NAME OF RESPONSIBLE PERSON
a. REPORT	b. ABSTRACT	c. THIS PAGE	UU	35	Joe Camacho
U	U	U			**19b. TELEPHONE NUMBER** (Include area code) 757-572-6206

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User Flow Diagrams in Support of:

Advanced Distributed Learning (ADL) Initiative

Enterprise Learner Record Repository

Document Control Information

Document Information

Document Name	User Flow Diagrams
Client	Advanced Distributed Learning Initiative
Task Order Name	Enterprise Learner Record Repository
Document Owner	**Adjoa Adusei-Poku (Deloitte Consulting LLP), Franki Schafrik (Deloitte Consulting LLP), Kaylie Henry (Deloitte Consulting LLP), and Eric Flamer (Deloitte Consulting LLP)**
Document Version	1.0
Document Status	Baseline

Document Edit History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	12/16/2020	Baseline submitted to ADL Initiative	Deloitte Consulting LLP

Distribution of Final Document

The following people are designated recipients of the final version of this document:

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1.0 Overview

The Enterprise Learner Record Repository (ELRR) Prototype User Flow Diagrams are an extension to the Draft Requirements Verification and Traceability Matrix and the System Architecture Report deliverables submitted to the ELRR Integrated Product Team. Deloitte has documented the specific tasks defined in the Draft Prototype requirements and mapped these user tasks coherently to understand how the identified user groups will interact with the application personas described in the Draft System Architecture Report. These user flow diagrams are persona-driven and focus on the information that the development team anticipates will be presented to the user, providing us with a foundation for user experience/user interface (UX/UI) development, from solution wireframe through prototype deployment.
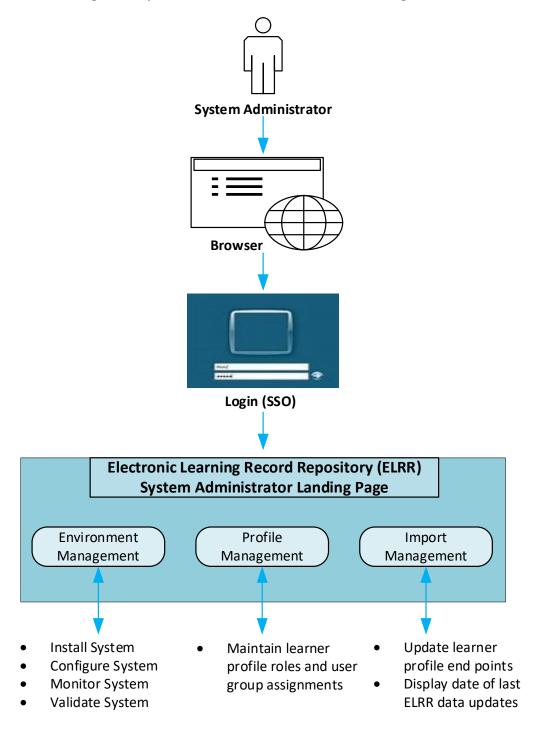
The ELRR prototype will demonstrate the ability to aggregate learner records from multiple and disparate digital learning-delivery platforms in a sandbox environment replicating real DoD systems. The learner records data will also federate with semantic information (e.g., competencies, credentials) and simulated profile data (e.g., learner attribuutes, individual identities). The resulting records will maintain his or her data lineage at the enterprise level and be collectively interrogable from a single human-usable portal. The ELRR development team has identified the following personas, based on the ADL Initiative team's Performance Work Statement, as well as additional stakeholder interviews and design sessions, to interact with the ELRR portal: Learner Record Consumer, System Administrator, and Learner Record Manager/Learner Record Observer/Reviewer. Although the user flows illustrate some of the content contained within a view, that content is not intended to be comprehensive.

2.0 System Administrator Persona

The System Administrator persona is responsible for installing, configuring, validating, and monitoring the system. The System Administrator will access a different portal, known as the "System Administrator Portal".

As demonstrated in Figure 1 below, an ELRR system administrator will login using his or her credentials and the ELRR System Administrator Landing Page will be displayed. On the landing page, the system administrator will have the ability to navigate to an Environment, Profile, or Import Management view. The Environment Management view allows the ELRR system administrator to install, configure, validate, and monitor the system. The Profile Management view allows the system administrator to maintain learner profile roles and user group assignments. Finally, the Import Management view allows the system administrator to update learner profile endpoints, to view when the ELRR portal was last updated, (received an import of records).

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Figure 1 – System Administrator Persona User Flow Diagram

System Administrator

Browser

Login (SSO)

Electronic Learning Record Repository (ELRR)
System Administrator Landing Page

| Environment Management | Profile Management | Import Management |

- Install System
- Configure System
- Monitor System
- Validate System

- Maintain learner profile roles and user group assignments

- Update learner profile end points
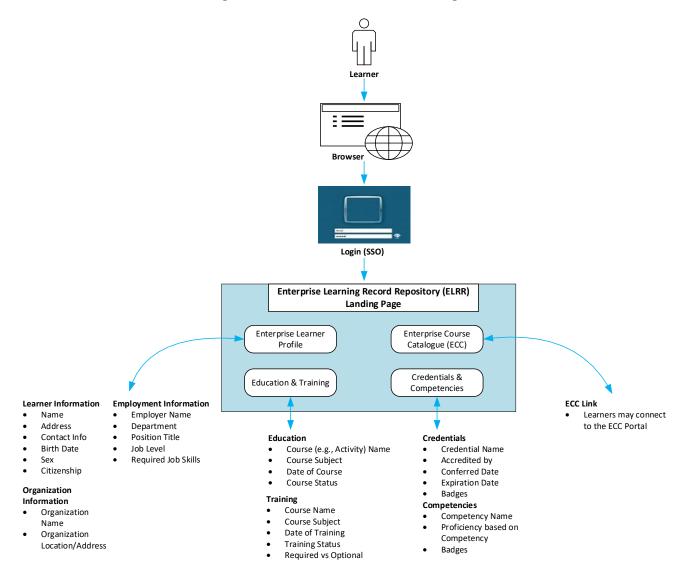- Display date of last ELRR data updates

3.0   Learner Persona

The learner persona may discover, review and access his or her identity-based aggregated learner records, within the ELRR. This learner is the beneficiary of the insights gained from reviewing information on his or her career status, integrated learner record, and the resulting information on learning credential, competency, and event status and associated attributes. This persona will be able to view training and education that has taken place duing his or her time within the DoD as well as his or her personnel information in the ELRR portal.

In Figure 2 below, the learner accesses his or her browser and inputs his or her login credentials for the ELRR. Upon logging in, the ELRR landing page is displayed which contains views for the learner's Enterprise Learner Profile, Education & Training, Credentials & Competencies, and a way to access the Enterprise Course Catalog (ECC). The learner can access each one of these sections for specific information as it relates to them and his or her time in the DoD.

Figure 2 – Learner Persona User Flow Diagram

Learner

Browser

Login (SSO)

**Enterprise Learning Record Repository (ELRR)
Landing Page**

Enterprise Learner
Profile

Enterprise Course
Catalogue (ECC)

Education & Training

Credentials &
Competencies

Learner Information
- Name
- Address
- Contact Info
- Birth Date
- Sex
- Citizenship

Organization Information
- Organization Name
- Organization Location/Address

Employment Information
- Employer Name
- Department
- Position Title
- Job Level
- Required Job Skills

Education
- Course (e.g., Activity) Name
- Course Subject
- Date of Course
- Course Status

Training
- Course Name
- Course Subject
- Date of Training
- Training Status
- Required vs Optional

Credentials
- Credential Name
- Accredited by
- Conferred Date
- Expiration Date
- Badges

Competencies
- Competency Name
- Proficiency based on Competency
- Badges

ECC Link
- Learners may connect to the ECC Portal

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4.0   Manager Persona

The Manager Persona user flow diagram encompasses both the Learner Record Manager and the Learner Record Observer/Reviewer personas. This user flow allows for the Manager Persona to be recognized as a Learner and provides the manager access to his or her learner information, with the ability to switch into a Manager view. The Manager can view his or her Learners' records to understand how to help his or her learners progress in his or her careers, and also to make decisions regarding staffing and necessary skillsets. The Learner Managers and Learner Record Observer/Reviewers may work together to make decisions about a learner or group of learners.

As illustrated in Figure 3 below, the manager logs in and is presented with the "ELRR Landing Page" comprised of the manager's learner view and a way to access a manager view. The manager's learner view is identical to that of the learner persona. Upon selecting the manager view, the "Assigned Learners" and the "Search" views as well as a way to return to the ELRR Landing Page/Learner View is displayed. "Assigned Learners" displays the learners assigned to this manager and provides further access to his or her learner profiles. "Search" allows the manager to perform keyword and date range searches. In addition, the manager view provides a method to return to the main landing page for the manager persona.

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Figure 3 – Manager Persona User Flow Diagram