

VA Learning Management System (VA LMS) Roles and Skills

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Department of Veterans Affairs [Item Manager \(DVA IM\)](#)

This National Item Manager is primarily responsible for creating and managing items at a national level and all of the associated component parts.

LMS Administrator (LA) / POC

The LMS Administrator is the “super user” of the Phase I National Infrastructure release of the VA LMS. They are the trainers for all other users and supervisors, facilitating access to nationally offered learning events and products, and running reports.

Domain Manager (DM)

The Domain Manager is a Learning Manager with the ability to add admin users and reference values.

Learning Manager (LM)

The Learning Manager is primarily responsible for managing and tracking user training needs. They will have access to workflows to create items and scheduled offerings.

Assignment Manager (AM)

The Assignment Manager is primarily responsible for managing learning needs.

Assignment Profile Manager (APM)

The Assignment Profile Manager is primarily responsible for managing assignment profiles.

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The Scheduling Manager is primarily responsible for managing the scheduling of learning events.

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The Registration Manager is primarily responsible for registering users.

Item Manager (IM)

The Item Manager is primarily responsible for creating new items.

Help Desk Manager (HD)

The Help Desk Manager is primarily responsible for providing Tier 1 support for LMS users, including resetting passwords.

About VA Learning Management System (VA LMS) Roles

The overall audience for the VA Learning Management System (VA LMS) training is all VA staff. Training will be provided to all employees and staff broken down to specific identified levels.

The VA LMS utilizes a role-based security system. Administration and use of the VA LMS is based on user roles. User roles, which are defined by position, function, and responsibility, specify what tasks an individual can complete in the VA LMS. Performance within the system is further regulated by the assignment of Domain restrictions.

All VA employees and staff are assigned a User account within the VA LMS. Some employees and staff may be assigned multiple administrative roles as well.

VA Learning Management System (VA LMS) Roles and Skills

Department of Veterans Affairs Item Manager (DVA IM)

The National Item Managers are responsible for creating and managing items at a national level and all of their associated component parts (Content Objects, Documents, etc.) in the VA LMS. They create/edit new Catalog entries for the items they manage. When appropriate, they will create scheduled offerings and register participants for national training. Since they are the owners of nationally mandated and required training, they will make assignments of these items through the use of Curricula and Assignment Profiles.

LMS Administrator (LA)

The LMS Administrator is the “super user” of the Phase I National Infrastructure release of the VA LMS. They are the trainers for all other users and supervisors, facilitating access to nationally offered learning events and products, and running reports. Often the VA LMS Administrator will be a training or facility coordinator for the current training management system. For mandatory and required national training, they will manage user accounts, record training completions, and assign training not assigned at the national level. They will coordinate with IT staff to provide technical support and workstation configuration. They may serve as the primary point of contact for Phase II. They are the facility champion for the VA LMS and will provide briefings and information to leadership and management at the local facility. The VA LMS Administrator should have the following skills:

- Strong interpersonal communication skills.
- Strong leadership qualities.
- Ability to work independently.
- Extensive familiarity with the nationwide offerings, mandatory and required training, and an understanding of the local target audiences.
- An understanding of adult learning concepts and the ability to train adult learners in the use of the VA LMS.
- Have an understanding of change management and the ability to effectively implement change management strategies.

LMS Domain and Learning Managers (DM/LM):

Every facility will designate one or two key individuals to implement and manage the VA LMS on an ongoing basis. They may be assigned either of these two roles.

Domain Manager (DM)

The Domain Manager has the responsibility to manage administrators within their own Domain and add reference values that affect local use of the VA LMS, as well as performing all the tasks of all other roles in the VA LMS. The Domain Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Ability to manage local VA LMS Administrators.
- Ability to network and partner with key individuals and stakeholders.
- Extensive familiarity with local offerings, mandatory and required training, and an understanding of the local target audiences.
- Comprehensive understanding of personal computers, Windows, web basics, and E-mail.

Learning Manager (LM)

Learning Managers have the capability to manage and track learner training needs. They can manage information about learning events and products offered locally. Learning Managers are often members of the medical center, network, or office education staff. They are capable to perform the tasks associated with the Assignment Manager, Scheduling Manager, Registration Manager, and Item Manager roles. The Learning Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Ability to network and partner with key individuals and stakeholders.

- Extensive familiarity with local offerings, mandatory and required training, and an understanding of the local target audiences.

Assignment Manager (AM)

Assignment Managers have the capability to manage learning needs, select and assign appropriate learning events and products to users. The Assignment Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Ability to network and partner with key individuals and stakeholders.
- Extensive familiarity with local offerings, mandatory and required training, and an understanding of the local target audiences.

Assignment Profile Manager (APM)

Assignment Profile Managers have the capability to define, create, and maintain the profiles used to identify groups of Users for the purpose of making assignments.

Scheduling Manager (SM)

Scheduling Managers have the capability to schedule learning events that occur at a specific time and location. The Scheduling Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Extensive familiarity with local offerings, mandatory and required training, and an understanding of the local target audiences.

Registration Manager (RM)

Registration Managers have the capability to register Users for specific learning events and recording participant attendance. The Registration Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Ability to train adult learners in the use of the VA LMS.
- Strong Keyboarding skills.

Item Manager (IM)

Item Managers have the capability to create and manage Items and all of their associated component parts (Content Objects, Documents, etc.) in their Domain. They have the capability of placing these Items in Catalogs and/or Curricula. During site-by-site migration, the initial focus of attention for Item Managers is mapping Learning History records from legacy training management systems to the nationally offered Items already in use in the VA LMS, and ensuring proper roll-up of reporting for mandatory and required training. Item Managers have the capability to maintain Catalogs for all types of training, and ensure web-based content is correctly interfaced to the VA LMS. The Item Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Strong critical thinking skills.
- Extensive understanding of database concepts and management of e-learning modules.
- Ability to network and partner with key individuals and stakeholders.

Help Desk Manager (HD)

Help Desk Managers provide Tier 1 customer support (troubleshooting) for VA LMS Users. Tasks include resetting passwords, determining if local LAN configurations or outages are affecting VA LMS users, and escalating significant problems or errors to the correct customer support group. The Help Desk Manager should have the following skills, in addition to the basic VA LMS Administrator skills listed above.

- Strong interpersonal skills.