Delivering Online Training to International Audiences

Paul Thurkettle
NATO Allied Command Transformation

Social: #ADLiFEST | WiFi: HILTON_MEETING / Password: ADLiFEST
Delivering Online Training to International Audiences
Paul Thurkettle & Marc Sallach
29 Nations in NATO –
41 Partner Nations -

English (British) and French are the official languages of NATO

3 nations speak English as their native language
Delivery Considerations

**Unclassified**
- Administration
- Helpdesk
- Management
- > 2,000 Users per month

**Classified**
- Administration
- Helpdesk
- Management
- > 200 Users per month
Language and Cultural Considerations

- Straightforward language
- Do not use colloquialisms
- Avoid cultural references or issues
- Visual aids and animations reducing need for text where possible
- Aim for 8th grade reading skills (12-14 year old) for International audiences
- Visually “Non Threatening” “Inviting”
Getting the word out ....

Our hardest task is to reach our potential audience to let them know the courses exist and how to access it

- Keep URL’s the same
- Keep generic procedures the same - don’t change for each exercise or operation
Technology Considerations
Technology Considerations

The balancing act of delivering “State of the Art” courses to global users on secure networks

Technology Level

User and Network Security Policies

User Access

Cyber and Outreach
Delivery to customer preferred device

- Cloud Based with full redundancy
- Video Streaming Capable
- Virtual Classrooms + Capable
- Meeting the needs of all of our community
NATO Training Management System

- Matches NATO PE&CE Jobs to training requirements
- Supports individual training plans
- Links to NETF’s, CoE & PTEC as well as national E&T
- ETOC list all known courses (residential and online) no login required
- Users can plan and request courses via the system

http://www.act.nato.int/e-nato
Supporting other Nations

مساهمة ناتو في مكافحة الإرهاب

الدرس: مساهمة ناتو في مكافحة الإرهاب

مساهمة ناتو في مكافحة الإرهاب

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The North Atlantic Treaty Organization is headquartered in a complex in Haren, part of the City of Brussels municipality of Belgium. It houses the headquarters of the organization and includes civilian and military liaison offices and officers or diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions and diplomatic missions 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diplomacy
Language diversity
Language barriers

Now, please select the desired location, where the selected objects should be pasted into and click the button ‘Continue’.
User Helpdesk for 29 Nations +
Registration & Security

Request → ILIAS → Request
Password

Activation

Request → ADMIN
Browser capability
Mobile devices
Individual Problems

“IF USERS DON’T UNDERSTAND THE SCREEN, THEY WILL NOT READ THE MANUAL.”