

# **Global ACME IT Solutions**

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## **Online Training Management System**

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**Kuwait  
2010**

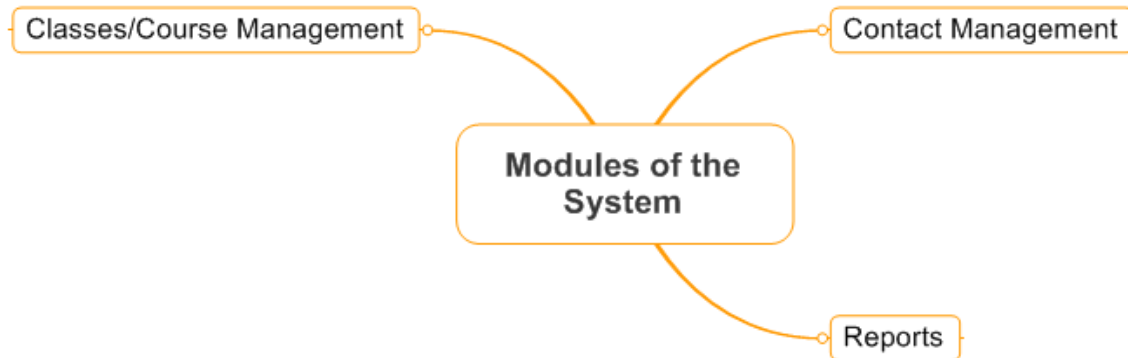
## 1. Contact Details

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## 1. Training Management System

### 5.1. Modules of the System



Following are the modules recommended for the proposed system:

#### 1. Contact Management

This module will manage leads, Prospects, Instructors, Students (Current & Alumni) and other stakeholders of the system etc. Some Capabilities include:

- Record Contact Details
- Maintain contact portfolio database
- Categories and Group the contacts
- Bulk upload of Contacts
- Export of contact list to Excel, PDF etc
- Maintain Online Address book
- Manage monthly schedules of sales staff
- Assign tasks and milestones to sales staff
- Track the status on Calendar
- Monitor Sales funnel i.e. Lead conversion etc

#### 2. Classes /Course Management

The main focus of this module is to manage attendance, schedule, room booking, cancellations & postponements and online surveys. Some capabilities include:

- Schedule Classes (daily/monthly/quarterly/yearly)
- Manage classroom booking
- Assign Classes to Instructors
- Manage Participation Cancellations & Postponements
- Record Attendance
- Issue Certificates upon successful completion of Classes/Courses
- Create online surveys and assign to intended users

#### 3. Reports

These facilitate to track integrated information available across the system. Some capabilities are:

- Student History Report
- Group Reports
- Instructor Reports
- Class/Course Reports

- Attendance Reports
- Cancellations & Postponements Reports
- Class/Course Schedule (daily/monthly/quarterly/annually) Reports
- Sales staff – Monthly Schedule Reports
- Leads Reports
- Lead conversion Reports
- Sales Reports

## 5.2. User Specific Functionalities

The system should provide the following functions that are organized according to the roles:

### a. Operations Executive:

- i. Enter the annual schedule (based on projections)
- ii. Update the quarterly schedule
- iii. Update the monthly schedule
- iv. Assign instructors to classes
  1. Make adjustments if needed on a weekly basis.
  2. Inputs Needed:
    - Rooms (Available/Booked) with their capacity and description
    - Course List
    - Instructors (Available/Booked) with their skill set

### b. Admin Manager:

- i. Populate the monthly schedule to Instructor/staff
- ii. Monitor leads and follow-up
- iii. Prepare daily lead/conversion report

### c. Admin Staff:

- i. Access the monthly schedule
- ii. Access and manage leads
- iii. Schedule meetings
- iv. Record Student registration details for invoicing

### d. Customer Care:

- i. Access daily/monthly/quarterly/annual schedule
- ii. Access student records (contacts, attendance history, payment history, service history)
- iii. Re-assign students to classes
- iv. Process course cancellations
- v. Process course postponements
- vi. Incident reports

### e. Instructors:

- i. Daily attendance
- ii. Incident reports
- iii. Collect Online feedback

### f. Operations Manager:

- i. Access Daily/Monthly registrations
- ii. Access schedule
- iii. Access Incident Reports