

Learning Platform Toolkit

How to Handle IT Objections

When proposing your learning technology solution, you'll have to gain buy-in from a number of key decision-makers. Since a learning platform is a software solution, one of these decision-makers will be IT leadership.

Winning buy-in from IT leadership (e.g., CTO, Director of IT, etc.) can be especially challenging because they have a very different set of priorities and objectives than most of the other members of your executive team. IT's concerns lie with the technical infrastructure of the solution, including system maintenance, integrations, security, and so on. They won't see the benefit of your learning platform project unless you speak their language.

As you build your business case for your learning platform, here are some items to consider in order to better prepare for IT objections.

SaaS Learning Platform Advantages

Most state-of-the-art learning platforms are Software as a Service (SaaS) solutions. This means the software is licensed on a subscription basis and is centrally hosted via the cloud (as opposed to an on-premise solution).

SOFTWARE-AS-A-SERVICE (SaaS)

A software subscription and delivery model in which software is rented rather than purchased. The software is hosted centrally instead of being installed on-premise. SaaS, when combined with PaaS (hardware Platform as a Service), forms what we call 'Cloud Computing'.

In general, SaaS applications are favorable for IT because they provide a way to offload the management of the software used by other departments, such as HRIS and CRM platforms. SaaS solutions are also almost always more cost-effective than solutions that are built in-house.

Benefits of a SaaS Learning Solution

- Only a browser and/or a mobile device is required to run the software.
- There is no need to plan, deploy and maintain an IT infrastructure.
- There is no need for the IT department to maintain the software.
- No specific hardware is required.
- The system scales automatically alongside organizational growth at no additional infrastructure costs.
- Each customer has their own secure location, completely separate from others, in terms of database, awareness, and security.
- All new updates and advancements are automatically available to all customers.
- There is no need to deploy and support different platforms for the delivery of learning materials. Learning content can be accessed anywhere with Internet, from multiple devices and operating systems.
- SaaS solutions can reduce IT costs because there is no need for:
 - Dealing with infrastructure provisioning.
 - Maintaining software updates.
 - Maintaining hardware configurations.
 - L2 and L3 support (this type of support is managed by the learning platform vendor).



IT Responsibilities When Implementing a SaaS Learning Platform

Although a SaaS learning platform can remove a lot of the technical headaches that come along with introducing any kind of new software, IT will still need to be involved. When implementing a SaaS learning platform, IT involvement will be required in the following areas:

- Automated user provisioning
- Generating and renewing SSL certificates for HTTPS
- SSO configuration (if required)

Best Practices for IT Involvement with Learning Platform Selection and Implementation

Even if you've gained buy-in from IT leadership, it's also important to maintain transparency about next steps and their level of involvement.

The following list of best practices will help:

1. Maintain open communication with IT.
2. Avoid surprises and setbacks in the implementation process by ensuring transparency between your IT team and your chosen vendor.
3. Ensure your vendor is ready to speak to your IT departments at multiple levels so that you can see if the vendor complies with your IT policies.
4. Examples of items you should discuss include:
 - Disaster recovery policy
 - Security policies
 - Architecture overview
 - Security certifications
 - Storage limitations
 - API rate limits
 - SSO options
 - User provisioning options

Other IT Considerations: Integrations

Regardless of the learning technology solution you implement, it's important to ensure that your SaaS learning platform vendor can support integrations. Otherwise, the benefits of the solution will be substantially diminished.

Here are a couple of integration-related items you should consider:

1

Make sure your vendor provides a variety of out-of-the-box integrations with your business ecosystem. Your learning platform shouldn't be a silo – it should be able to integrate with your core business platforms, including HR software, your CRM, social media, CMS, video conferencing tools, identity management, etc.

2

Make sure your vendor has a wide set of well-documented REST APIs to ensure the possibility of creating an integration with any proprietary information systems you may have in place

When it comes to working with IT, communication is key. Be upfront and realistic about their involvement and ensure your learning platform vendor can provide adequate support where needed to avoid technical hiccups.



Extend your Docebo Learning Platform with additional features, SSO and third-party applications, including:



API and SSO

This App lets you get the access codes to recall the API from your Docebo E-Learning platform and activate the SSO (Single Sign On).



Drupal

This App allows you to interface your Docebo E-Learning platform with your Drupal installation.



Elucidat

This App allows you to combine Docebo's E-Learning platform with Elucidat.



Docebo for Salesforce

Get even more out of both systems, within a single environment by embedding the Docebo Learning Platform directly into Salesforce.



Google Drive

Integrate with Google Drive to seamlessly develop, deliver and track learning content packaged as Google Docs, Sheets and Slides.



Shopify

Sell your Docebo learning courses online from your Shopify store.



Zendesk

This App allows you to interface your Docebo E-Learning platform with Zendesk.



WordPress

This App allows you to interface your Docebo E-Learning platform with your WordPress installation.

Standards, Regulations & Certifications

To help you with compliance and reporting, Docebo shares information, best practices, and easy access to documentation. Our organization and our platform regularly undergo independent verification of security, privacy, and compliance controls, achieving certifications against global standards to earn your trust. We're constantly working to expand our coverage.

Docebo's commitment to information security and data protection is paramount

Docebo maintains an information security management system (ISMS) and within this framework, has defined a comprehensive information security program including a full set of controls implemented in accordance with ISO 27001 and AICPA SOC 2 managed by a dedicated security team. Docebo LMS is developed, maintained and operated through a Software Development Life Cycle (SDLC) and a Change Management process including the security by design principle and the highest security and quality standards.



ISO 9001

ISO 9001 outlines a process-oriented approach to documenting and reviewing the structure, responsibilities, and procedures required to achieve effective quality management within an organization.

The key to the ongoing certification under this standard is establishing, maintaining and improving the organizational structure, responsibilities, procedures, processes, and resources in a manner where Docebo products and services consistently satisfy ISO 9001 quality requirements.

We can provide the following ISO 9001 documentation

- Certificate

ISO 27001

Managing information risks.

The ISO/IEC 27000 family of standards helps organizations keep information assets secure. ISO/IEC 27001 is a security standard that outlines and provides the requirements for an information security management system (ISMS). It specifies a set of best practices and details a list of security controls concerning the management of information risks.

The 27001 framework and checklist of controls allows Docebo to ensure a comprehensive and continually improving model for security management.

We can provide you the following ISO 27001 documentation:

- Certificate
- Statement Of Applicability (under NDA)
- Last third party annual surveillance audit report (under NDA)

SOC 2 & SOC 3

SOC 2 is a report based on AICPA's existing Trust Services principles and criteria. The purpose of the SOC 2 report is to evaluate an organization's information systems relevant to security, availability, processing integrity, and confidentiality or privacy. Docebo undergoes a regular third-party audit to certify individual products against this standard. Docebo has completed SOC 2 Type 1 audit for The Docebo Learning Management System and is on the process to undergo SOC 2 Type 2 audit.

The SOC 3 Report, just like SOC 2, is based upon the same Trust Service Principles considered for the SOC 2, but provide less details and can be freely distributed for general use.

We can provide you the following SOC documentation:

- Current SOC 2 report (under NDA)
- Current SOC 3 report

GDPR and PRIVACY

Many of Docebo LMS Platform's business customers operate in Europe or have European citizens as users of our platform and need to comply with the European Union's General Data Protection Regulation (GDPR). The GDPR specifies a number of requirements companies must meet around protecting personal data.

Docebo is fully compliant with GDPR across Docebo LMS services.

Customers can review and sign our Data Processing Agreement.

Docebo is certified under both the EU-U.S. and Swiss-U.S. Privacy Shield frameworks and our certifications can be viewed on the Privacy Shield list.



docebo®

Together, let's 'Get The Yes' – and make learning your competitive advantage

Join 1,500 organizations around the world who are using Docebo and artificial intelligence to change the way their people learn, produce better learning outcomes and generate measurable business value.

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