



San Luis Obispo County

Successful Knowledge Transfer

THE CHALLENGE

Ten thousand Baby Boomers are retiring every day, according to Pew Research Center. San Luis Obispo (SLO) County is no exception to the wave of retirements.

The exodus of Baby Boomers resulted in demand for knowledge transfer. Training was needed for first time managers. Enrollment calls consumed HR time, and disparate systems complicated training.



WHY THEY CHOSE NEOGOV

Using NEOGOV's Learn, SLO is able to scale learning to meet the demand of new employees.

“NEOGOVS is super easy to enroll, so it reduced phone calls for enrollment by 90%,” says Deborah Erb, HR Business Analyst, San Luis Obispo County. “That is because it is so easy compared to our previous course enrollment system.” Ease of enrollment freed up administrative support for SLO to focus on more value added tasks like promoting programs and analyzing program outcomes/impact.

SLO was able to consolidate from six learning management systems to one.

“NEOGOVS for us was an excellent choice because we only had one purchase,” say Erb. “We did not have to face the complexity of multiple platform choices and integration such as a learning management system, content management system, authoring tools, and buying content from various sources.”

“We chose NEOGOVS because it is user friendly and public sector focused,” says Erb. “In many ways, it contains best practices for public sector HR, and thus as releases occur, it keeps our systems renewed and fresh and we can continuously improve.”

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DEBORAH ERB
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