

IGNITE! PRESENTATIONS  
ADL—IT'S MORE THAN THE TECHNOLOGY



# Delivering Online Training to International Audiences

**Paul Thurkettle**

NATO Allied Command Transformation

Social: #ADLiFEST | WiFi: HILTON\_MEETING / Password: ADLiFEST **iFEST**

**Supreme  
Allied  
Commander  
Transformation**



# **Delivering Online Training to International Audiences**

## **Paul Thurkettle & Marc Sallach**



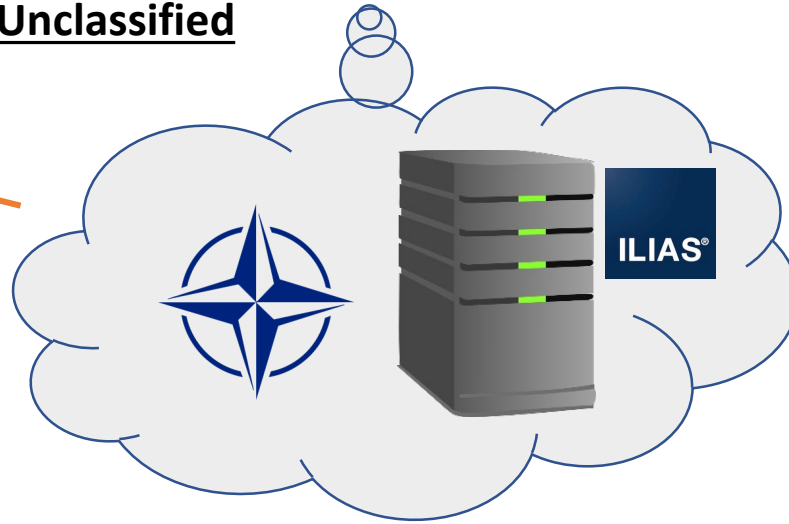
**29 Nations in NATO –  
41 Partner Nations -**

***3 nations speak  
English as their native  
language***

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



## Unclassified



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

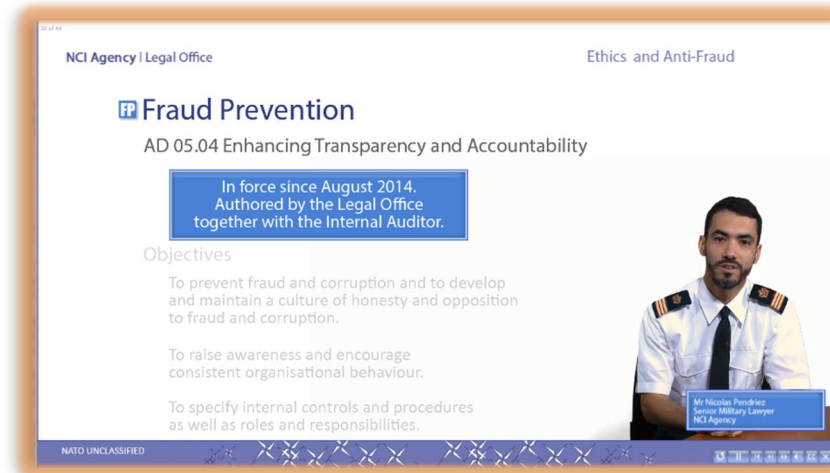
## Classified



- Administration
- Helpdesk
- Management
- > 200 Users per month



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





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



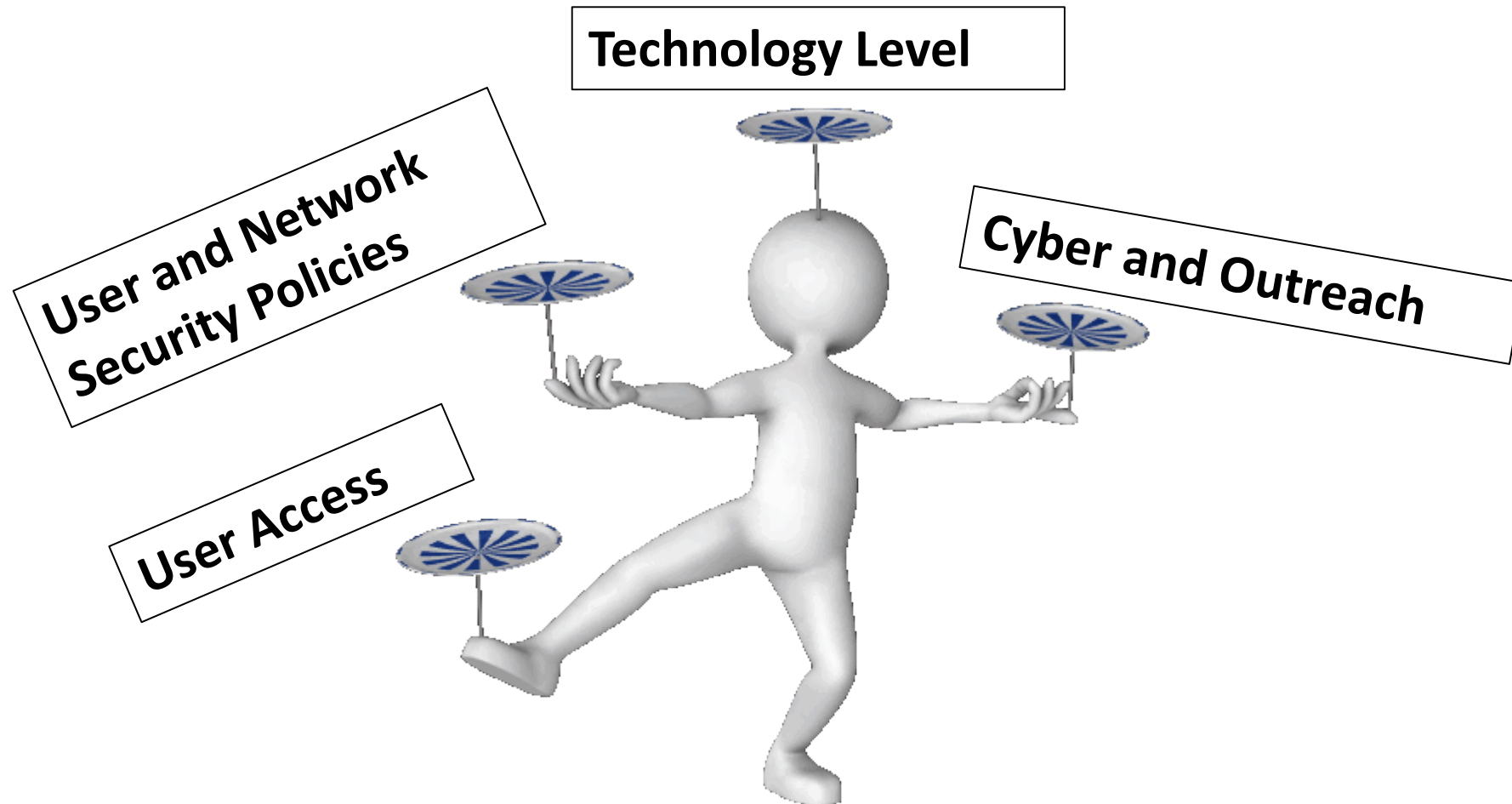
- **Keep URL's the same**
- **Keep generic procedures the same - don't change for each exercise or operation**





# Technology Considerations

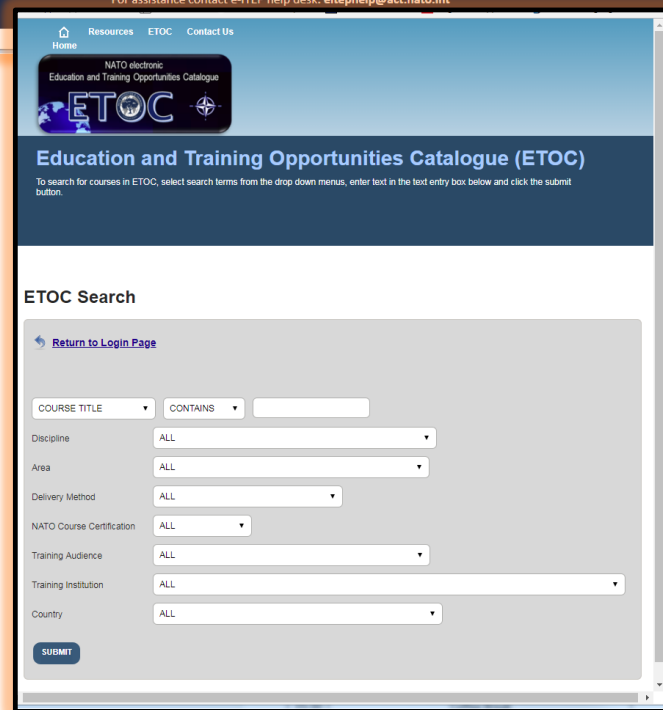
The balancing act of delivering “State of the Art” courses to global users on secure networks







- **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



Welcome to the NMI e-Learning Programme Learning Management System / إدارة التعلم لبرنامج التعليم الإلكتروني منظمة جلف شمال الأطلسي مهمة العراق



You are welcome to explore all of the learning opportunities we have to offer. / اهلا وسهلا بكم لاستكشاف جميع الفرص التعليمية التي نقدمها

<b>ADL 039</b> English Language Training Enhancement Course (ELTEC) دورة تحسين التدريب على اللغة الإنجليزية (ELTEC)	<b>ADL 012</b> Introduction to International Humanitarian Law مقدمة في القانون الدولي الإنساني

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<b>ADL 166</b> Children and Armed Conflict الأطفال والصراع المسلح	<b>ADL 169</b> Improving Operational Effectiveness by Integrating Gender Perspective تحسين الفعالية التشغيلية من خلال دمج المنظور الجنساني



- Counterterrorism - Arabic
- Course Introduction
- s Role in Counterterrorism
- NATO's Contribution to Counterterrorism

## مساهمة ناتو في مكافحة الإرهاب

ناتو غير سري



إيه دي إل 165 مكافحة الإرهاب

الدرس: مساهمة ناتو في مكافحة الإرهاب



165\_01\_01\_AR مساهمة ناتو في مكافحة الإرهاب

بشأن مساعدة



محفصلا

نم 1 39

Improving Today  
Shaping Tomorrow  
Bridging the Two

The North Atlantic Treaty Organization is headquartered in a complex in Haren, part of the City of Brussels municipality of Belgium. It includes delegations of member countries and includes civilian and military liaison offices and officers or diplomatic missions and diplomatic international military staff (IMS) filled from serving members of the armed forces of member states. Non-governmental citizens carry the banner of the Atlantic Council/Atlantic Treaty Association movement.

## SECURITY



ADL 331 - New NATO HQ - Health, Safety and Security

NNHQ - Training course for all staff using NATO IT and handling NATO Classified Information



ADL 334 - New NATO HQ - Health, Safety and Security for Contractors

NNHQ - Training course for Contractors in NNHQ with no access to NATO IT or NATO Classified Information



ADL 339 - New NATO HQ - Health, Safety and Security for Partner Nation Staff (with offices offsite)

NNHQ Training course - for Partner Nation staff with no access to NATO IT, and with offices offsite



ADL 341 New NATO HQ - Health, Safety and Security for Host Nation Staff (law enforcement, etc.)

NNHQ - Training course for Host Nation staff with no access to NATO IT or NATO Classified Information



ADL351 - New NATO HQ - Health, Safety and Security for Delegation and Military Representation Staff (with no access to NATO Classified Information / IT accounts)

NNHQ - Training course for Delegation and MilRep staff with no access to NATO IT or NATO Classified Information

## SÛRETÉ



ADL 332 - Nouveau siège de l'OTAN - Formation Santé, sécurité et sûreté

Formation à l'intention de tous les agents qui utilisent du matériel informatique de l'OTAN et qui manipulent des informations OTAN classifiées a...



ADL 338 - Nouveau siège de l'OTAN - Formation Santé, Sécurité et Sûreté pour Contractants

Formation à l'intention des contractants qui n'ont pas accès au matériel informatique de l'OTAN ni aux informations OTAN classifiées





## Languages

Manage your system languages here.

Refresh All Languages

Check All Languages

Enable Language Detection

 Refresh ▾

Language	Status	Users	Last Refresh	Last Change
<input type="checkbox"/> French	Installed	457	24. Oct 2018, 15:15	25. Jul 2019, 14:06
<input type="checkbox"/> German	Installed	92	24. Oct 2018, 15:14	25. Jul 2019, 13:43
<input type="checkbox"/> English (System Language)	Installed With Local Page translation enabled	53850	01. Jul 2019, 15:54	25. Jul 2019, 16:44





## COURSES

PERSONAL DESKTOP ▾ ~~REPOSITORY~~ ADMINISTRATION ▾

Repository » 800 Courses in Category with no VIEW permission for User-Role



### 800 Courses in Category with no VIEW permission for User-Role

Actions ▾

[← Back to Repository](#)

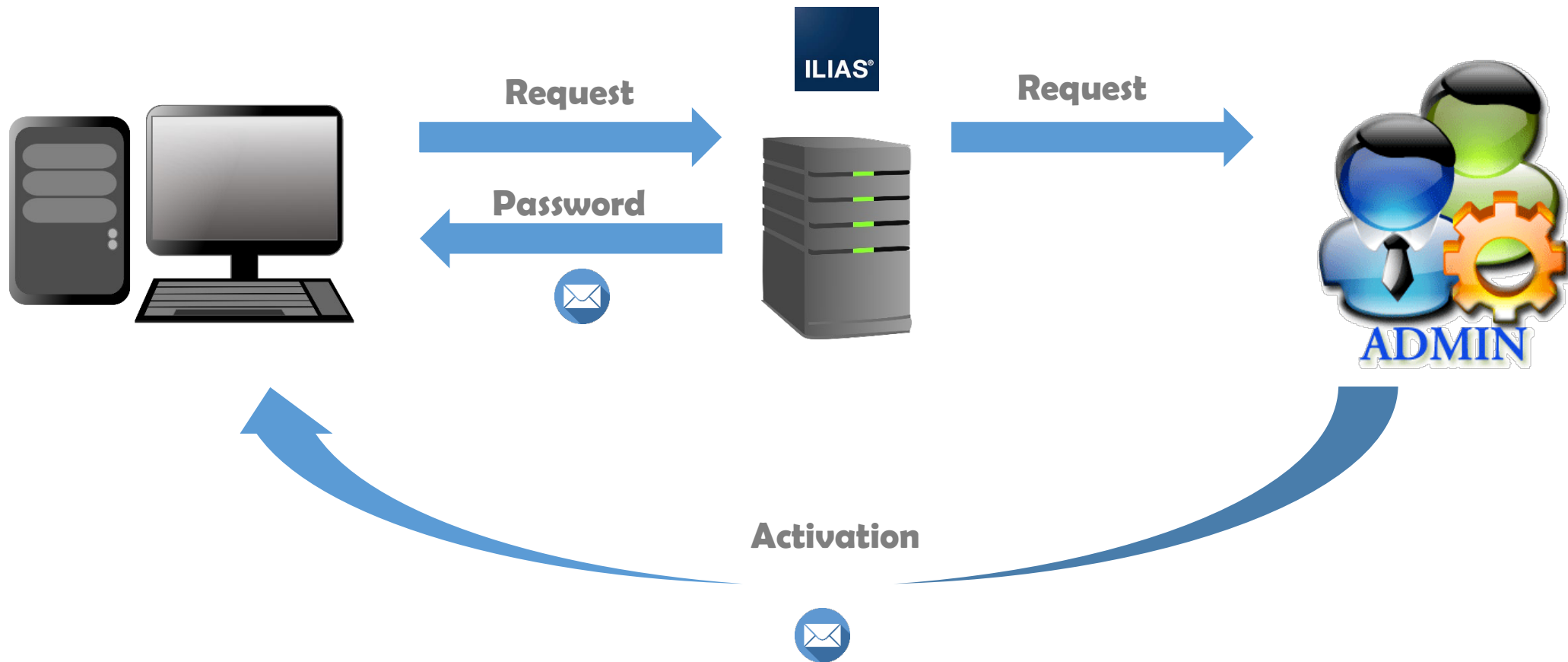
Now, please select the desired location, where the selected objects should be pasted into and click the button 'Continue'.



- ▼  Repository
  - ▶  Sandbox
  - ▶  Customer Test Areas
  - ▶  Testbereich
  - ▼  800 Courses in Category with no VIEW permission for User-Role
    - Course with [User+course admin]
  - ▶  Public
  - ▶  Webaccess Checker Visible and Read for Public

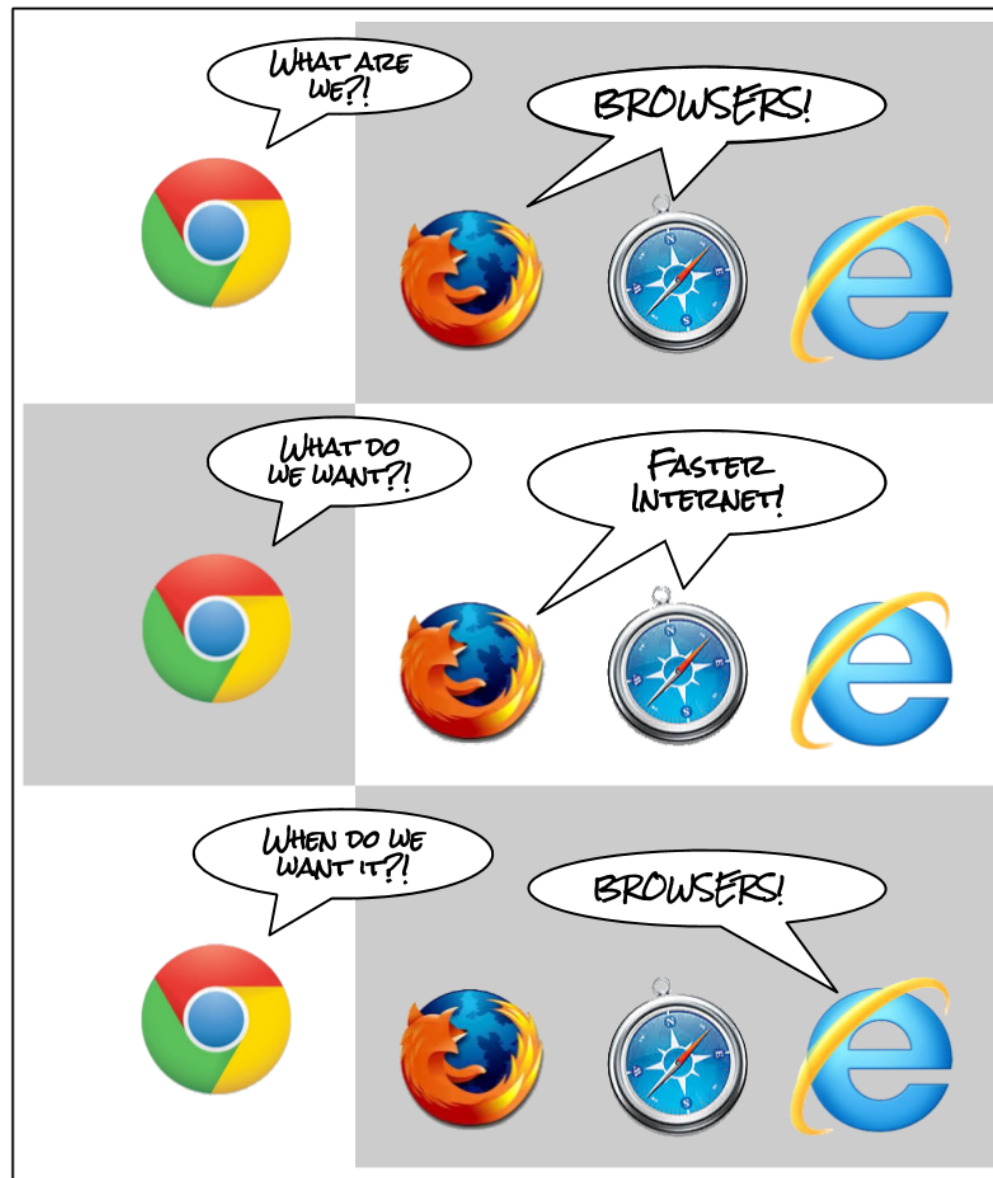
















**“IF USERS DON'T  
UNDERSTAND THE  
SCREEN, THEY WILL  
READ THE MANUAL.”**