

Case study: The Canton of Geneva

The client:

The Personnel Department of the Canton of Geneva is the authority in charge of human resource management. In terms of continuing education, the Department develops training and personal development activities based around the particular professional needs of the administrative employees of the Canton of Geneva. The Department also facilitates the internal mobility of the 6,671 administrative and technical employees of the Canton across different departments.



The issue:

- The desire to introduce e-learning courses in addition to existing classroom-based courses
- The need for training following the introduction of super-users in charge of offering support for the Department's tutoring services
- Two types of training content:
 - standard office IT tools
 - IT courses developed in-house by the Department's Information Technology Centre

Our solutions:

- **MOS Chorus**: platform used by the Canton of Geneva since 2004 for the diffusion of its e-learning courses
 - MOS Chorus's **administrative functionalities** such as tracking are widely used
 - **Complementarity** of face-to-face and online trainings with **tutorials** offered by super-users
 - **Interoperability** offered by MOS: the Canton of Geneva chose ENI's Mediaplus e-learning courses on office IT tools which were then integrated into training courses on the MOS Chorus platform

“Even though we knew at the very beginning that we were using only a few of the many possible functionalities of MOS Chorus, we knew that this solution could accompany us as we develop our program further.”