

# Your New Learning Technology Support Team



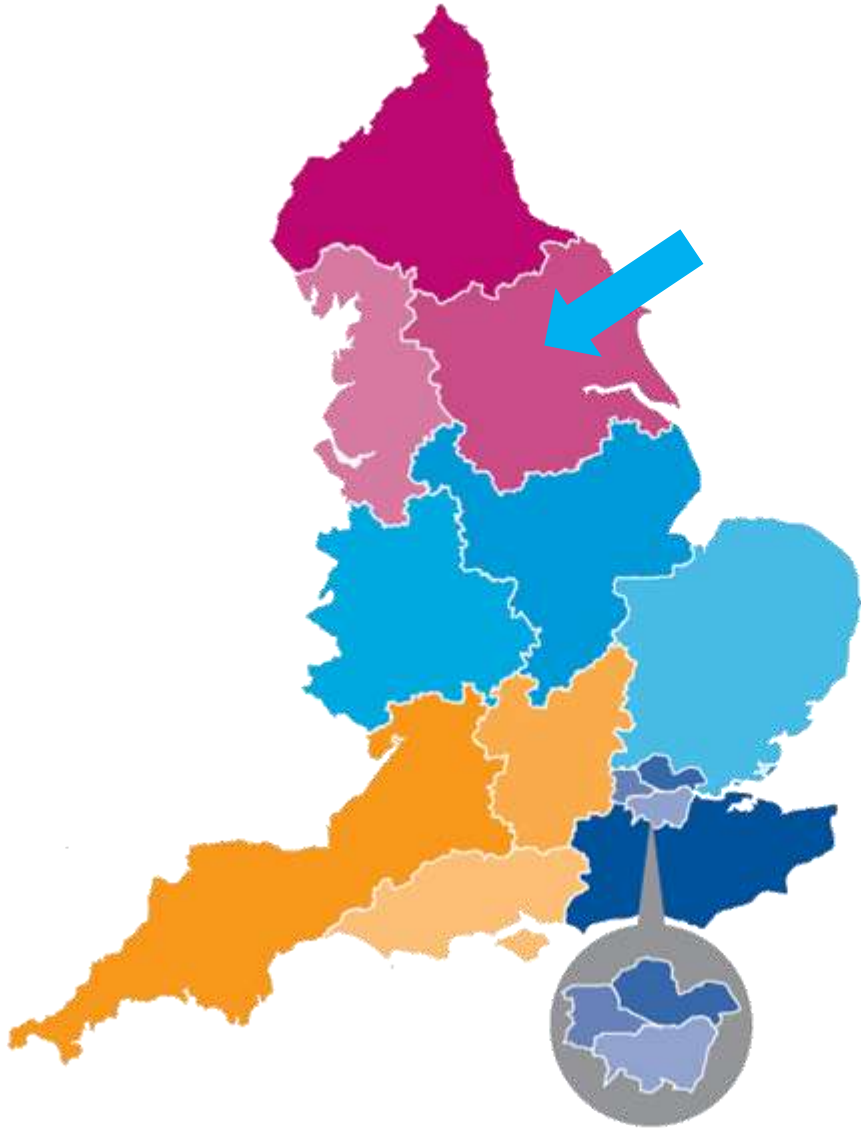
**Kyle** •

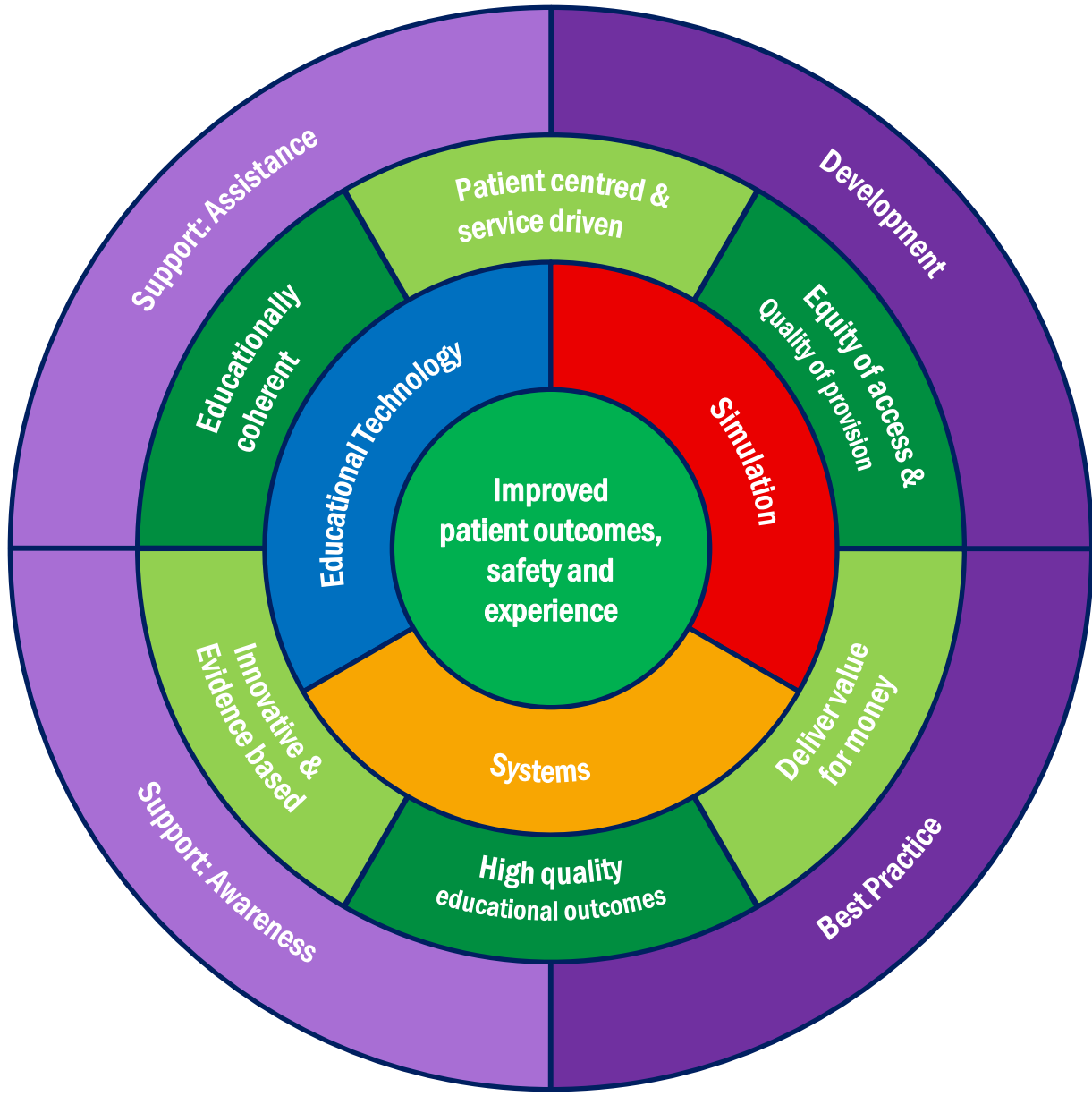


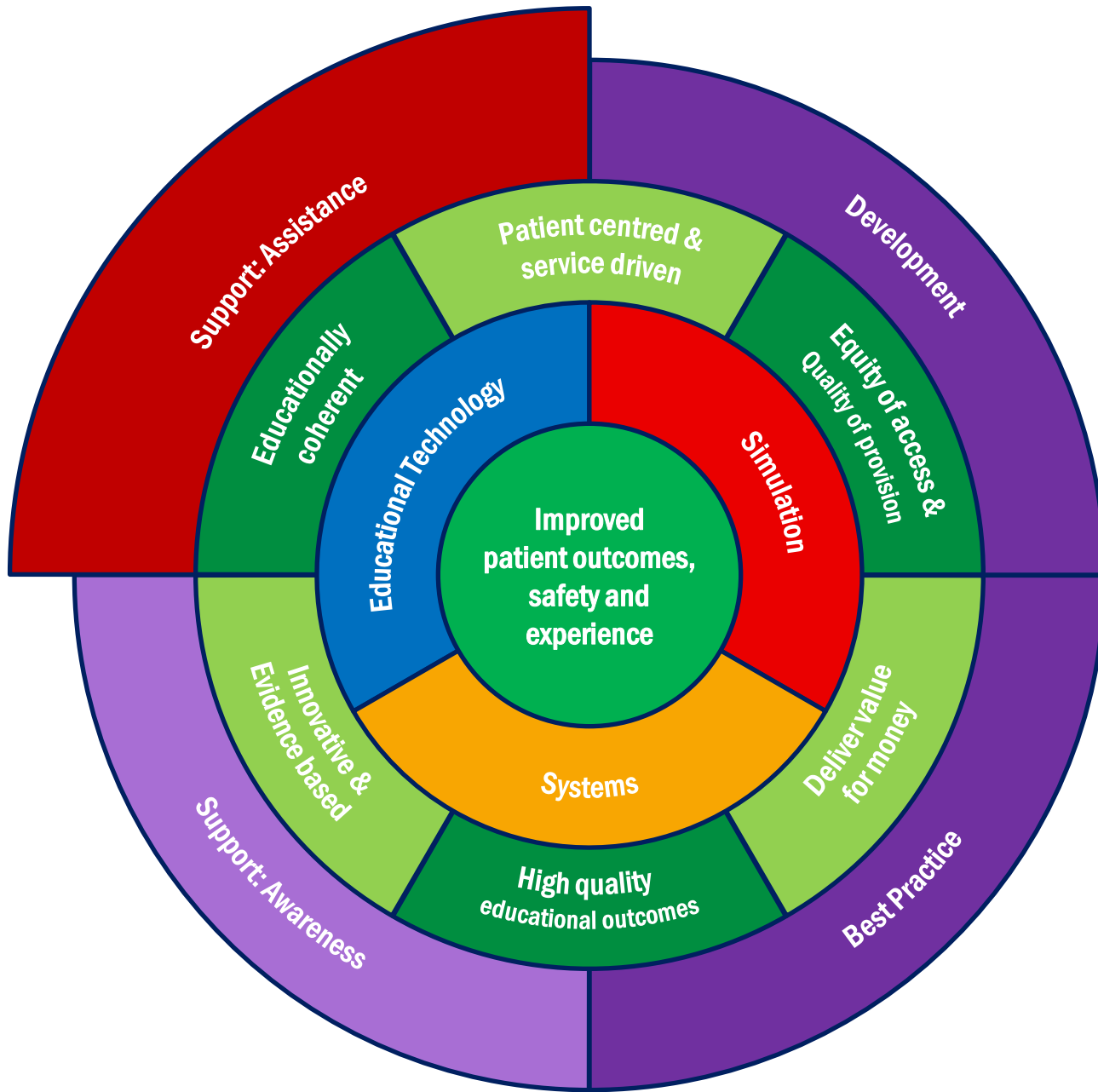
**Brenda** •



**Richard**

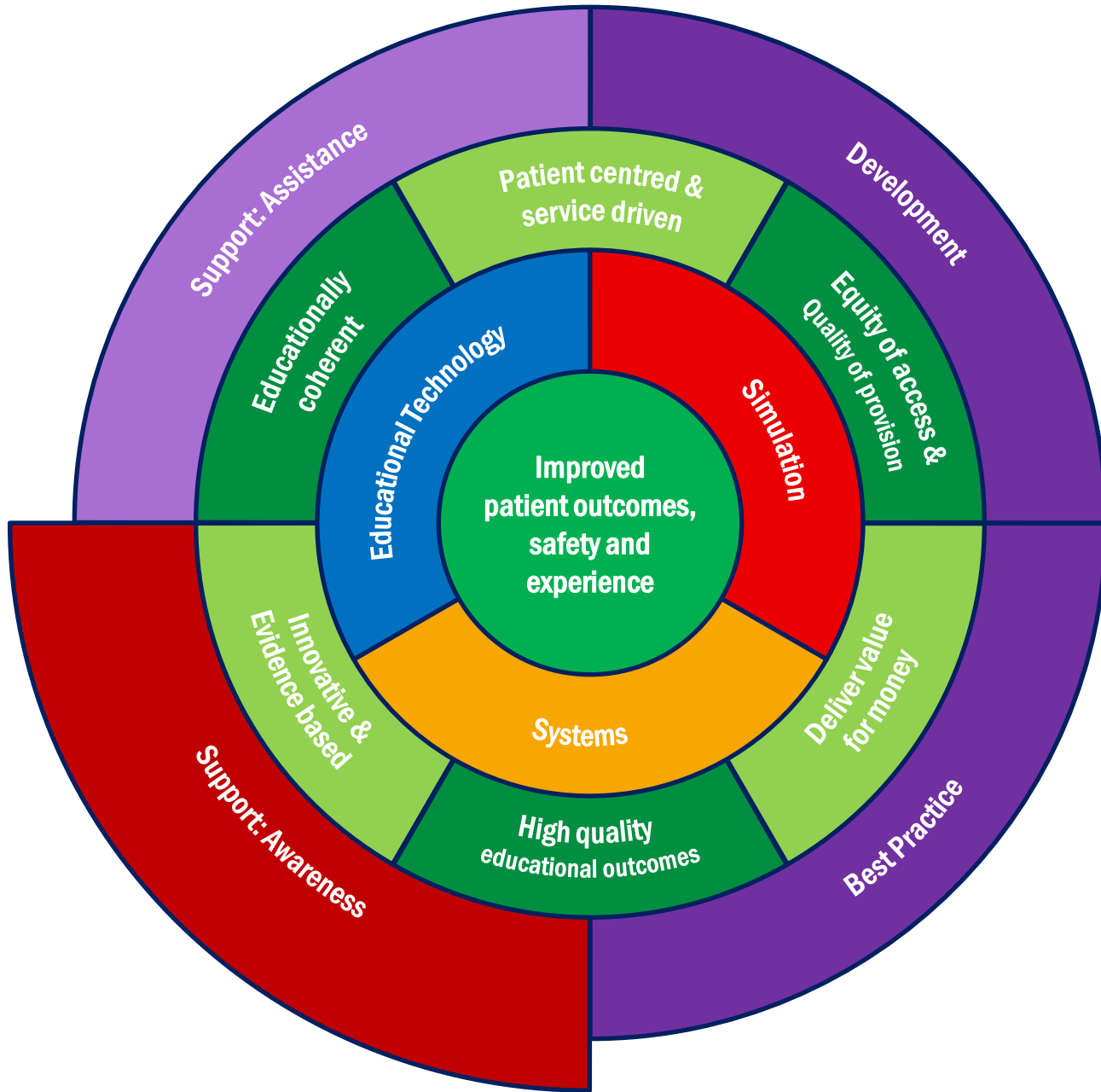






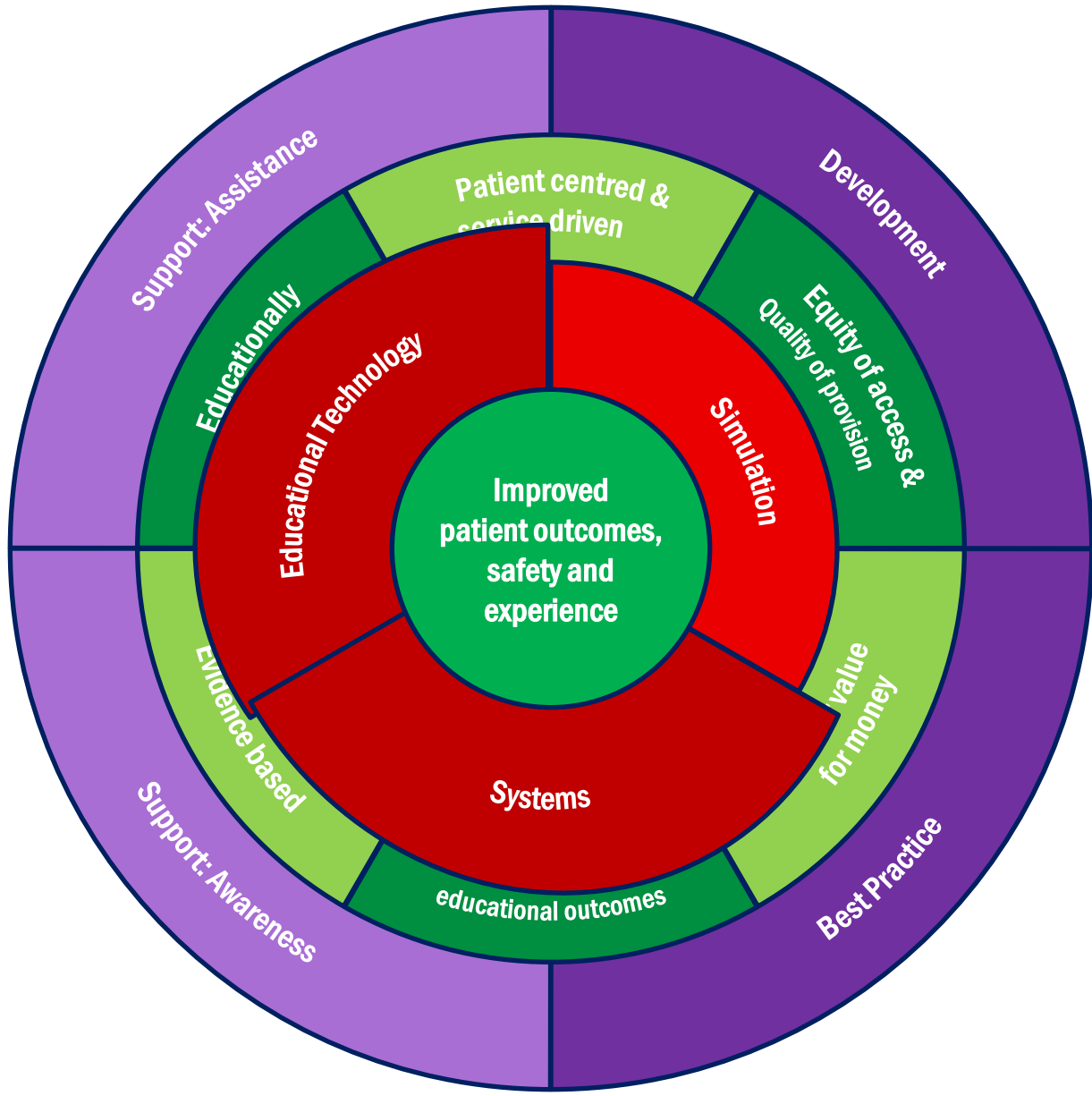
# Support: Assistance

- **First Line support for Learning Administrators**
- **Manage access to regional servers**
- **Maintain and develop regional knowledge base**
- **OLM/NLMS Implementation**



# Support: Awareness

- **Maintain, Develop and Promote the Regional eLearning Content Database**
- **Three Northern Region Events per year**
- **Quarterly North eLearning Newsletter and ad hoc communications**
- **Social Media accounts**





# Educational Technology and Systems

- **Maintain Regional Server and Databases**
- **Maintain the Online Lectora and Standalone Lectora Licenses**
- **eLearning Repository / eLearning Readiness Toolkit / TEL Hub**
- **Representing the North West on the national TEL programme**

## (Behind the Scenes)



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- Maintain a risk and issues log
- Maintain a support log
- Compile usage figures for e-learning
- Maintain and develop the regional servers
- Procurement of licences and systems

**How else can we help  
you?**

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