



OPAP eLearning Era

MoodleMoot Conference Greece 2017

LIVE THE GAME





E-Learning



It's all about Team Work



OPAP eLearning Moodle Platform

Our vision

Before

All the trainings were implemented in a classroom on our premises or offsite, on a specific date and time.

Target

was to be able to train all our people on their developmental needs and company procedures of OPAP Group in a faster & more efficient way based on our hectic everyday work-life.

1.200

users-trainees and growing

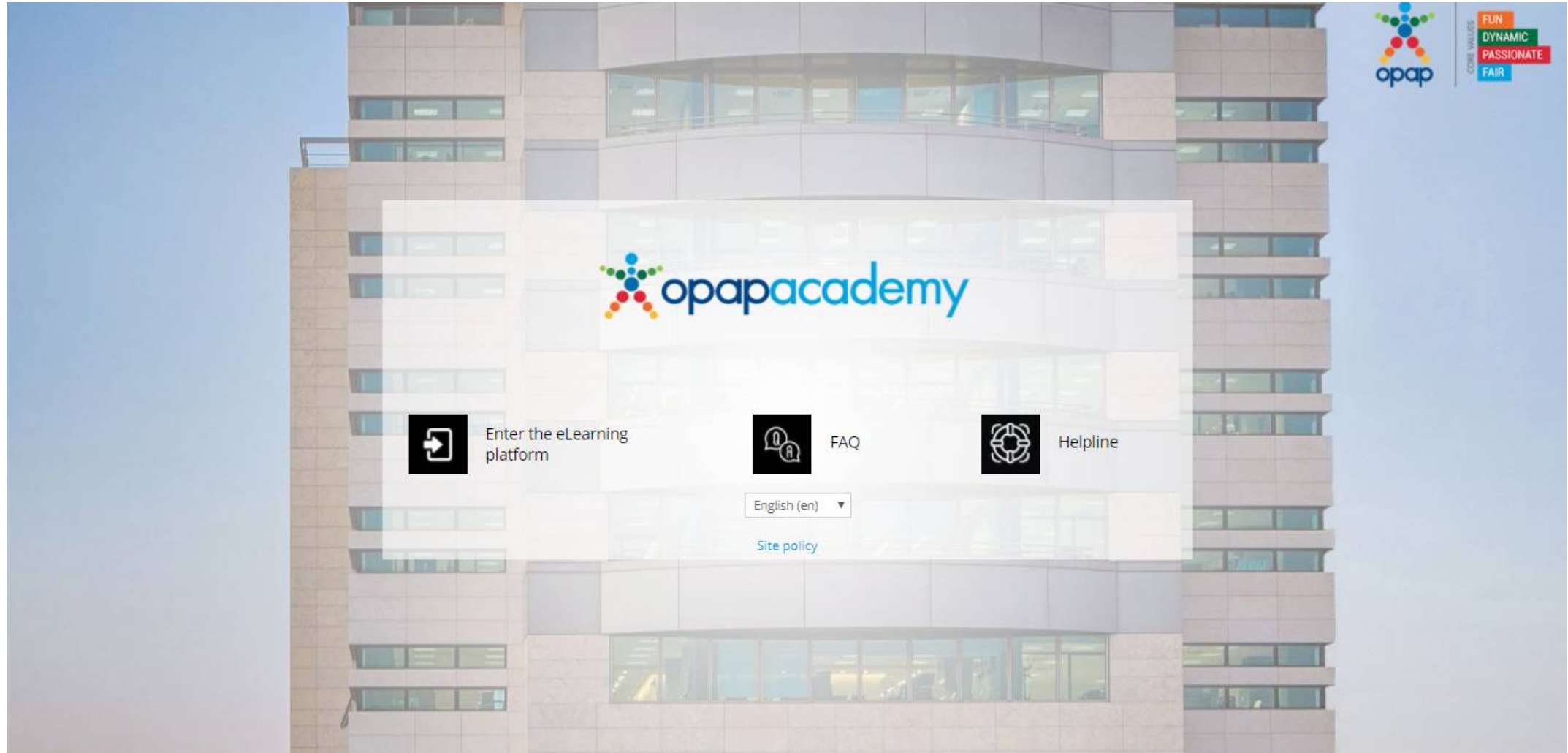
We believe:

“....We give you the where and you will choose the when....”


Infrastructure

- Custom profile fields: employee ID, position, hiring date, Team, direct report
- Connection with multiple company systems
- HRMS connection - parsing of formatted files that are encrypt via pgp
- Active Directory
- Single sign on
- Helpline – 7555
- All lessons in 2 languages GR & ENG
- Login via 2 ADFS
- Admins login via 2factor-authentication

Our People Landing Page




Welcome to our eLearning Platform

Trainee NameEnglish (en)

[Home](#) > [Dashboard](#)

WELCOME!



Welcome to the opapacademy eLearning platform. Through this platform you will be able to see all the provided e-courses that will help your development within the Group OPAP!

Calendar

December 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Upcoming events

There are no upcoming events.

[Go to calendar...](#)
[New event...](#)

Messages

No messages waiting

[Messages](#)

Online users

(last 5 minutes)

- [User]
- [User]
- [User]

Latest announcements

Learn our games!
22 Nov, 16:51 eLearning opapacademy
["Information Security Awareness" course](#)
12 Nov, 17:36 eLearning opapacademy

Opapacademy eLearning platform
15 Sep, 16:59 eLearning opapacademy

[Older topics ...](#)

Types of Courses

Basic courses

Responsible Gaming



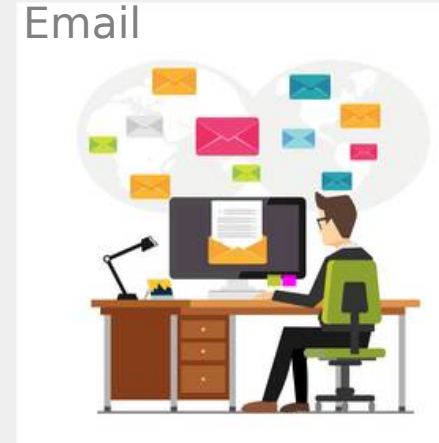
Information Security



1. Code of Conduct
2. Responsible Gaming
3. Information Security

Optional courses

Business Communication Email



Learn our Games!



1. Business Communication Email
2. Product Knowledge

Course Content

Due to the content of our initial courses, so that they appear more appealing, we enriched them with different avatars to guide trainees through each course.

Meet...



Joy



Alex



Iraklis

Information Security

E-m Cur How i

Ransom
malwar
website

Unlike
steal da
encryp

More a
disclos

An aggressive phone call

How may I help you?

Hey! I'm with the CEO and he seems really upset. Hurry up and make the payment to the following account!

But... How?
Can you please...

You don't seem to understand! Hurry up, he is really upset and he knows that you are responsible for the payment. He may fire you for that!

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PREV NEXT

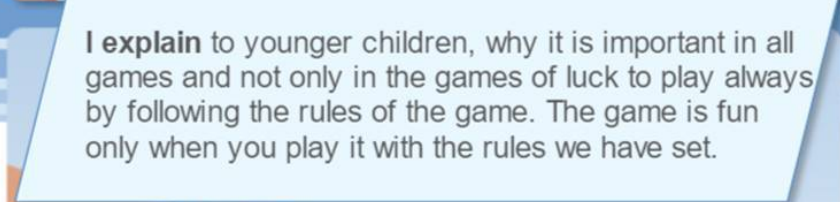
Responsible Gaming

Purp

To my family



I **discuss** the initiatives of the OPAP Group for Responsible Gaming. I point out their importance for everyone, for the players and the non-players as well.



I **explain** to younger children, why it is important in all games and not only in the games of luck to play always by following the rules of the game. The game is fun only when you play it with the rules we have set.



I **explain** to the teenagers the importance of Responsible Gaming - I inform them so that they follow the rules of Responsible Gaming with the aim to keep the **fun of the game** alive.



I **encourage** my family and friends when I observe they exhibit problematic behaviour in the game, to seek help and I **refer** them to the **1114 helpline**.

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Code of Conduct

Purpose Personal and business integrity

Scope Choose a "slice" of the pie in order to study each topic thoroughly concerning Personal and Business Integrity of each employee of the Group.

The OPA guidance



Using the

- Provide
- Indicat



Badges



And the outcome...

After 3 months of life:



80%

completion
rate per
course



1.200

trainees



1.500

badges



2.500

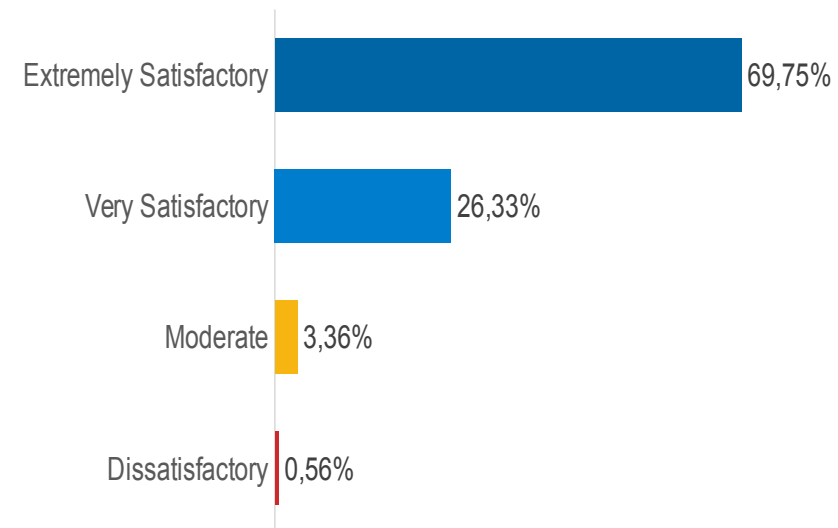
hours of training

Platform Feedback

Would you like to be trained through the e-learning platform?

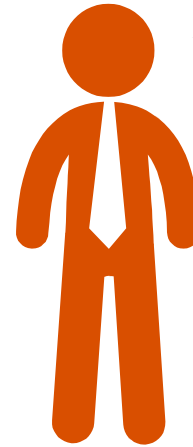


How would you describe this training?



Platform Feedback

“I attended this course from my place. I attended the previous one from work and had to interrupt too many times. The **ability to connect from home** and on **my free time is very convenient**. Apart from that the courses had **many useful information** not only for our office but also to our everyday life.”



“The questions which were included through the e-course, making the **whole experience more interactive.**”

“**Loved Training videos!**”



“I liked that there was an **explanation for all my questions**. By clicking on a word or a symbol, a new bubble opened with new details.”



New Era for our People started on 14th of September 2017

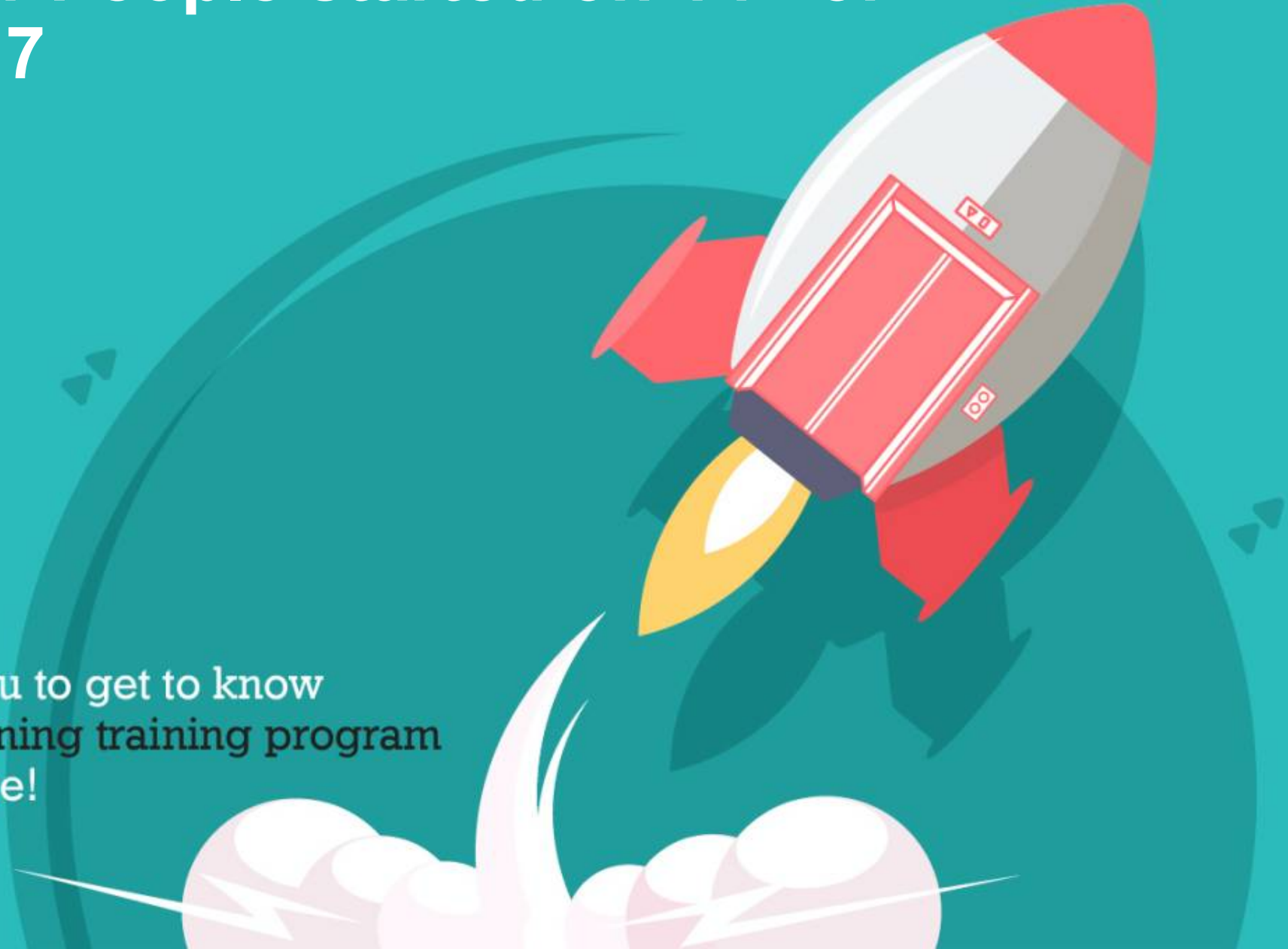
3...

2...

1...

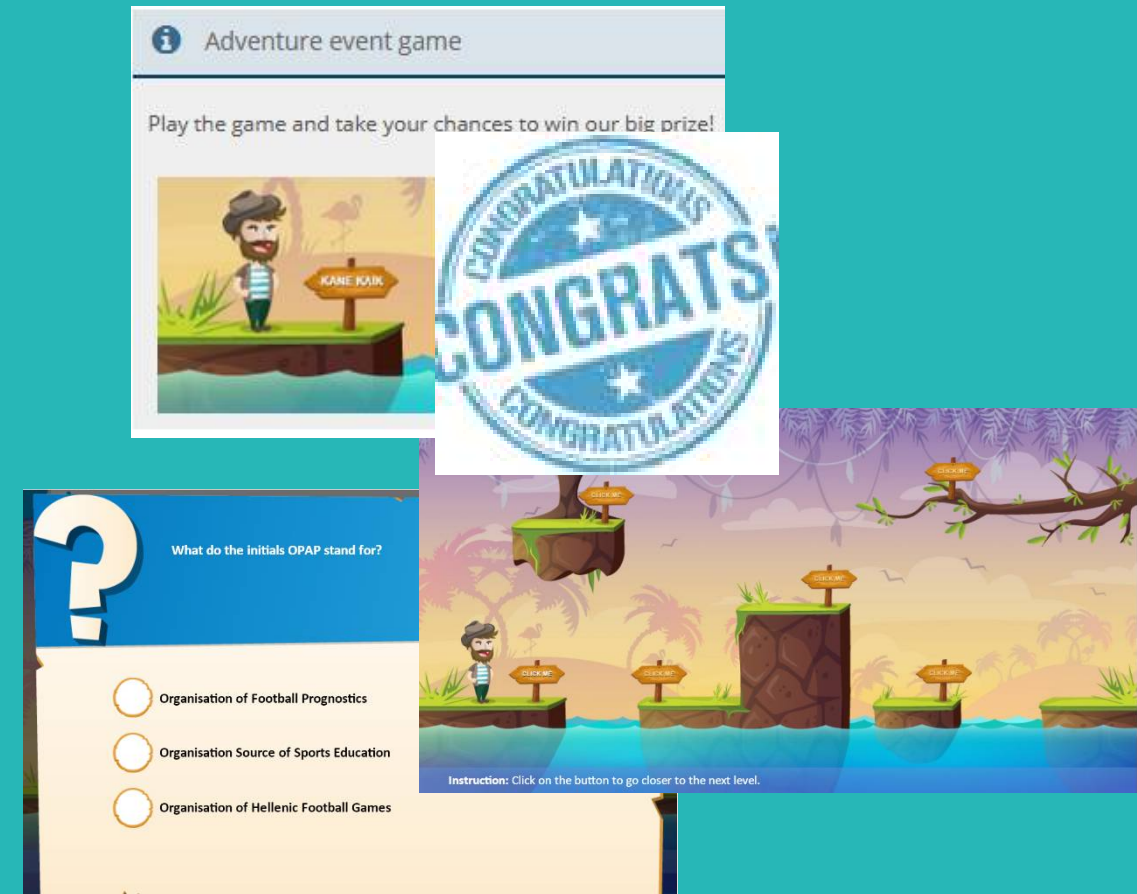
launch!

The time has come for you to get to know the new innovative eLearning training program and boost your knowledge!



New Era for our People started on 14th of September 2017

- Full launch of the eLearning platform of OPAP Group's People was on 14th September 2017. **Company event** was organized in order to get acquainted with the platform and log in for the first time.
- **60%** of our employees participated within **only 4 hours**.
- **Gamification element:** Adventure game for first experience and competition



Launch Event



Our eLearning Future



Enrich library with

- Company specific trainings
- Soft skills
- Technical Skills

Waitlist tool

“Face to face” modules

Analytics & business intelligence from Tableau

Levels of certification based for newcomers, career development & succession planning



Network training at a glance

Moodle Moot, December 2, 2017

ORA in numbers



5.500
trainees

4.000
companies

2.000
concurrent



7 courses



25.000
Training hours



6.000

Evaluation questionnaires
for all courses were filled in

7.000

badges have
been awarded



How did we get there

Company status before ORA

Transformation

New.. everything

The network of agencies

4.500 agencies scattered around Greece

Trainees and supervisors

The child of the child of the child...

Given training culture

	2015	2016	2017 (until Mid-Nov)
Classroom	1.000	2.886	5.179
On the job	0	21.600	16.880

- Product knowledge levels
- Service culture
- PC skills
- Classroom attendance
- Small groups vs big conference rooms
- Level of service and standardisation
- Flexibility and quick results

Given communications culture

On agency level

Emergence of ORA

Target

- Train 4.500 agencies 5.500 users
- Homogenization of knowledge & service
- Enhance communication
 - messaging and forum discussions
- Automation
 - Class bookings and Performance management

It's all about Team Work



Challenges and solutions

Challenges:

Secure and manage their data

Log them in

Keep them in

Keep comms strictly about training

Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

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Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

Processes/procedures

- Update Registry files
- Get data from Registry files
- Private network between Moodle and OPAP IT infrastructure via proxy services
- Classify and attain logs
- Performance management
- Reporting

Technical solutions and integrations

- Web form in B2B portal
- Daily file transfer from Registry for metadata
- Users authentication via ADFS
- Users synchronization via LDS
- Syslog collector
- 5-level Parent Child Roles
- Corporate Data Warehouse Infrastructure

Challenges and solutions

Challenges:

Secure and manage their data

Log them in

Keep them in

Keep comms strictly about training

Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

Processes/procedures

- Create personal accounts
- Forgot Password
- Channeling of helpline

Technical solutions and integrations

- Personal accounts linked to Registry
- Built in-house functionality
- Direct access to Corporate Ticketing System

Challenges and solutions

Challenges:

Secure and manage their data

Log them in

Keep them in

Keep comms strictly about training

Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

Processes/procedures

- Incorporation of fitting training methodology
- Fora & messaging

Technical solutions and integrations

- SCORM creation on Articulate Storyline
- Integration with B2B portal for one-way notification

Challenges and solutions

Challenges:

Secure and manage their data

Log them in

Keep them in

Keep comms strictly about training

Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

Processes/procedures

- Disclaimers, personal touch, Process for reaction

Challenges and solutions

Challenges:

Secure and manage their data

Log them in

Keep them in

Keep comms strictly about training

Tackle their different levels of OPAP knowledge and PC literacy and different agency/agent needs

Processes/procedures

- Certification path
- Automated enrolments, rules of completion and activity restrictions based on user attributes, usage & events and bookings

Technical solutions and integrations

- Certification plugin (no pdf)
- Classroom training management plugin – Face2Face

OPAP Retail Academy in numbers

After 7 months of 



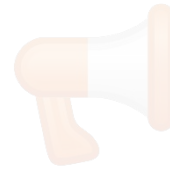
5.500
trainees
4.000
companies



7 courses



25.000
Training hours



6.000

Evaluation questionnaires for all courses were filled in

...but numbers are not enough

7.000

badges have been awarded

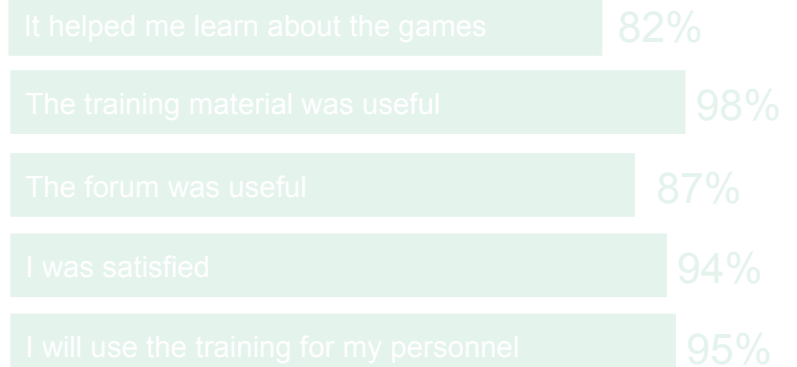


	2015	2016	2017 (until Mid-Nov)
Classroom	1.000	2.886	5.179
On the job	0	21.600	16.880
E-learning	0	0	25.000*

*Gradually Since May



People that answered "much" or "very much" to the following:



E-courses in the eyes of the agents

We received more than 400 comments:

“Unprecedented, exceptional job. My questions were answered before they were even formulated.”

“A big congrats for all the effort. A useful tool for the agent. It’s a great help”

“Very good development of our cooperation!”

“Very comprehensive and the final test made in a way that possible mistakes would help in the full comprehension of the game”

“Perfect”

“Crucial”

“Totally enlightening”

“A remarkable effort. Pleasant and informative”

“Excellent. Very good job”

“That’s what I call training”

“Useful training tool. Pity we didn’t have it earlier”

“Very good job. Training acquires another form, more interesting, faster and I believe that you learn better when having pictures, pop up windows, tests, etc”

I realized how much it helped me, an experienced agent. So I believe it’s a necessary tool for me, but also for my staff”

“Sufficiently analytical training, with clear and easy directions, even for a PC illiterate”

“Awesome”

“Informative training and valuable aid”

“OPAP, nothing else”

“A remarkable effort. Personally I learned things that I didn’t know about my job. I had to think about issues that concern the store and this will help me to develop my business”

“Extraordinary work, useful tool, highly user friendly, with direct results in our knowledge and understanding”


“Yet another tool in the hands of the agent. I want to thank you for the opportunity to take some distance-courses and feel in the gaps in our knowledge”

ORA in words

We found the following words, so many times, in **more than 400** comments in evaluations and fora:

Useful Particularly Very **help** Important Great **Tool** Important Necessary  **67 times**

perfect **exceptional** meticulous **amazing** remarkable meticulous  **26 times**

Nice very, training, presentation, material, opportunity, development in our cooperation, effort, application, test, course, navigation, idea  **22 times**

informative analytical **understandable**  **14 times**

ORA in words

We found the following words, so many times, in **more than 400** comments in evaluations and fora:

job very good, amazing, helps in my

▶ 13 times

Fun **Interesting** **Pleasant** presentation, training, experience

▶ 11 times

complete **comprehensive** **integrated** essential

▶ 9 times

modern **practical** **understandable**

▶ 4 times

Negative comments focus mainly on the difficulty of the questionnaires/tests

Key to success: Simplicity is the ultimate sophistication



Η αρχική μου > ΤΖΟΚΕΡ

Ενεργοποίηση επεξεργασίας

Καλώς ήρθες στην εκπαίδευση **ΤΖΟΚΕΡ!** Εδώ σου δίνεται η δυνατότητα να εκπαιδευτείς στον μηχανισμό του παιχνιδιού, όποτε επιλέξεις, σε όσα στάδια επιλέξεις και στον δικό σου ρυθμό.

Τζόκερ

Για να ολοκληρώσεις την εκπαίδευση **κάνε κλικ και δεξ με τη σειρά τα αρχεία 1-6** στις ενότητες: "Χρήσιμες πληροφορίες", "Κύρια Εκπαίδευση" & "Αξιολογήσεις" και **πέραν το τεστ με βαθμό μεγαλύτερο του 80%**.

Διασκέδασε "Σώζοντας το Τζόκερ από την Εξωγήινη Απειλή" στην ενότητα "Συμπληρωματικό υλικό" Εκεί θα βρεις επίσης, συγκεντρωμένα χρήσιμα αρχεία.

Τέλος, μην ξεχάσεις να μοιραστείς τις ιδέες σου στην ενότητα "Επικοινωνία".

Ελπίζουμε να απολαύσεις την εκπαιδευτική σου διαδρομή!



Χρήσιμες πληροφορίες

Εδώ θα βρεις χρήσιμες πληροφορίες για να ξεκινήσεις την εκπαίδευση.

1. Χρήσιμες πληροφορίες
2. Στόχοι εκπαίδευσης
3. Τι χρειάζεσαι για την παρακολούθηση του μαθήματος;

Κύρια εκπαίδευση

Πρόοδος ολοκλήρωσης

ΤΩΡΑ



Περάστε το δείκτη του ποιντικού πάνω από την μπάρα για πληροφορίες.

Overview of students

Διαχείριση

- Διαχείριση μαθήματος
 - Ενεργοποίηση επεξεργασίας
 - Επεξεργασία ρυθμίσεων
 - Ολοκλήρωση μαθήματος
 - Χρήστες
 - ΤΖΟΚΕΡ - ακύρωση της εγγραφής μου
 - Φίλτρα
 - Αναφορές
 - Βαθμοί
 - Ρυθμίσεις Βαθμολογίου
 - Βραβεία
 - Αντίγραφο ασφαλείας



Key to success: Reach out to them

Πλοήγηση κουίζ

1 2 3 4 5 6 7 8 9 10
11 12 13 14 15

Τέλος τεστ ...

Υπολειπόμενος χρόνος 0:59:53

[Ξεκίνησε μία νέα επισκόπηση](#)

Ερώτηση 1

Μη απαντημένη Βαθμός 1,00 [Σημάδεψε την ερώτηση](#) [Επεξεργασία](#)

ερώτησης

Τι έχω παίξει;



ΠΡΩΤΗ ΚΑΡΤΙΣΗ:000192 (04/12/2008 21:00)
ΕΓΚΥΡΟ ΓΙΑ 1 ΚΑΡΤΙΣΕΙΣ
ΑΠΟ 000192 ΕΩΣ 000192
00015 72864 16106 12737 00418 58995 23838

Α05: 14 19 21 26 38 42 45 -- -- -- (TE)
Α01: 04 -- -- -- -- -- -- -- (TE)

ΠΡΟΤΟ(2101) 4481821 -OXI- 4481821

ΣΥΝ. ΑΞΙΑ ΔΕΛΤΙΟΥ: 10,50 ΕΥΡΩ

ΔΕΥ 01 ΔΕΚ 2008 (01/12/08 12:58)
101001-000001 001 00011* ΚΑ/ΚΑΤ:000192 4518
ΕΤΗΜΕΣ: 21 ΚΩΔ. ΕΛ.:Ε404100Ε
00015 72864 16106 12737 00418 58995 23838

Επίλεξε ΟΛΑ όσα ισχύουν:

- Τυχαία επιλογή
- Σύστημα πλήρους ανάπτυξης
- Απλή συμμετοχή
- Τυποποιημένο σύστημα
- Σύστημα συνδυασμών

Διαχείριση

- Διαχείριση κουίζ
 - Επεξεργασία ρυθμίσεων
 - Group overrides
 - User overrides
- Επεξεργασία Κουίζ
- Q Προεπισκόπηση**
 - Αποτελέσματα
 - Τοπικά αναθεμένοι ρόλοι
 - Δικαιώματα χρήσης
 - Έλεγχος δυνατοτήτων
 - Φίλτρα
 - Αρχεία καταγραφής
 - Αντίγραφο ασφαλείας
 - Επαναφορά
 - Τράπεζα ερωτήσεων
- Διαχείριση μαθήματος
- Μετάβαση σε ρόλο...
- Διαχειριστής του ιστοχώρου

[Αναζήτηση](#)

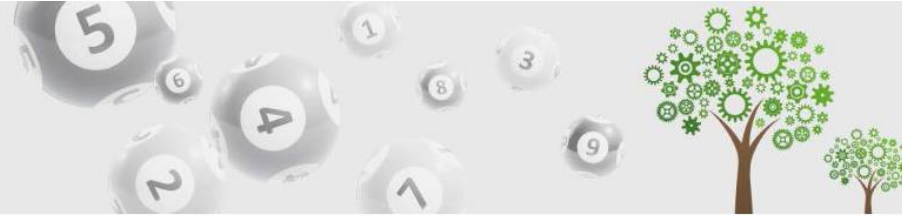
Πλοήγηση

Η αρχική μου


- Αρχική σελίδα ιστοτόπου
- Opap Retail Academy
- Τρέχουσα εκπαίδευση
 - ΤΖΟΚΕΡ
 - Συμμετέχοντες
 - Βραβεία
 - Χρήσιμες πληροφορίες
 - Κύρια εκπαίδευση
 - Αξιολογήσεις
 - 4. Έλεγχος προόδου
 - 5. Τελική αξιολόγηση εκπαιδευομένου**
 - 6. Αξιολόγηση της εκπαίδευσης

Key to success: Listen to their needs

Stefan Esteban 



Η αγγελία μου

 Λίγα λόγια από την ομάδα διαχείρισης του opap retail academy!



Καλωσήλθε στην ηλεκτρονική πλατφόρμα εκπαίδευσης **opap retail academy!**

Εδώ σου δίνεται η δυνατότητα να εκπαιδευτείς στα παιχνίδια του ΟΠΑΠ, στο δικό σου χρόνο και ρυθμό.

Επίλεξε τη "**Βασική μου εκπαίδευση**" παρακάτω και ξεκίνησε ευθύς αμέσως την εκπαίδευση.

Εάν, πριν από αυτό, θες να δεις μία αυτόματη περιήγηση στα σημαντικά σημεία της πλατφόρμας, μπορείς να επιλέξεις, κάτω αριστερά στην οθόνη σου τον σύνδεσμο "**Περιήγηση στην ιστοσελίδα**".


Μόλις ολοκληρώσεις τις εκπαιδεύσεις, σε καλούμε να μας πεις τη γνώμη σου στο ερωτηματολόγιο "**Αξιολόγησε το σύνολο της πλατφόρμας**" που βρίσκεται στη "**Βασική μου εκπαίδευση**".

Ως τμήμα εκπαίδευσης πωλήσεων, πέραν της δημιουργίας του εκπαιδευτικού υλικού, είμαστε στη διάθεσή σου και με χαρά θα απαντήσουμε στις ερωτήσεις σου και θα ενσωματώσουμε τις προτάσεις σου στις εκπαιδεύσεις.

Ελπίζουμε να βρεις την εκπαιδευτική σου διαδρομή χρήσιμη και διασκεδαστική και να σε βοηθήσει στην καθημερινή σου εργασία.


Με εκτίμηση,

Τμήμα Εκπαίδευσης Πωλήσεων

 Οι εκπαιδεύσεις μου

Αυτή είναι η λίστα με τα προγράμματα εκπαίδευσης, στα οποία έχεις εγγραφεί:

- «**Η Βασική μου εκπαίδευση**»
- Play Games (VLTs)
- Horse Races
- Opapbet (SSBTs)
- Υπεύθυνο Παιχνίδι

 Ημερολόγιο


◀ **Νοέμβριος 2017** ▶

Δευ	Τρι	Τετ	Πεμ	Παρ	Σαβ	Κυρ
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

 Επικείμενα γεγονότα

Δεν υπάρχουν επικείμενα γεγονότα

[Μετάβαση στο ημερολόγιο...](#)

 Μηνύματα

Δεν υπάρχουν μηνύματα σε αναμονή

[Μηνύματα](#)



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Future



Synchronous learning

All Products

Advanced Service

More gamification and fun elements

More Moodle functionalities

Synergies of classroom and e-learning

Fine tuning of trainings and procedures (and beautification)



Thank you!