

STCS PROJECT PROFILE

Clara

Computerised Learning And Reference



STCS

CLARA

The Land Registers of Northern Ireland exists as part of the Land & Property Services Agency within the Department of Finance and Personnel for Northern Ireland.



PROJECT REQUIREMENT AND SCOPE

The Land Registry needed a way of increasing their training capacity whilst retaining or improving the qualitative aspects of their current approach.

The fundamental requirement was to have a library of knowledge to be available online from the desktop, supported by repeatable knowledge checks and test cases that could be automatically validated where possible.

The project started in September 2006 and was completed at the end of March 2010.

TECHNICAL APPROACH

The library of knowledge was created by documenting the current processes and importing the documents into RoboHelp HTML supported by demonstrations produced using Adobe Captivate. This library was produced using a combined team of STCS and Land Registry staff.

In addition, a computerised administration system has been produced from a Functional Specification agreed by the client following several prototype sessions.

This administration system provides the ability to manage trainers, trainees, test cases and knowledge checks, including automatic validation where possible.

The idea is that staff can refer to the library of knowledge from their desktop at all times and, if assigned to formal training, be able to take knowledge checks and process training cases in order to consolidate that knowledge.

The cases and their solutions are produced and then processed by trainees using **LandWeb**, the bespoke system used by Land Registry staff to process applications.

The CLARA Administration system then compares the trainee's solution with the stored solution, marks the case and sends the results back to the trainee. If the case has been processed correctly, it is released ready to be used by someone else.

Knowledge checks are marked in a similar way.

KEY TECHNOLOGIES USED

Languages: J2EE, JavaServer Pages, JavaScript, JQuery, CSS, HTML/ DHTML, PL/SQL.

MVC Model: Struts

Database: Oracle

Other: RoboHelp, Adobe Captivate

