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# LEARNING CASE STUDY

Immersive Learning  
Technology Strategy for an  
Energy sector client



## AT A GLANCE

### Challenges

- Learning approach not keeping up with pace of new technologies
- There are many scenarios that lineworkers have never experienced and would benefit from learning immersively but safely

### Output

A prioritisation framework for assessing suitable immersive learning use cases to be worked on

## CHALLENGE

Energy distribution organisation with about 2000 lineworkers, across 60 depots in Australia had to manage the compliance and constant upskilling for these employees. The organisation was investigating the potential of Immersive technologies (e.g. AR, VR) for the learning, compliance and enablement of their workforce. While the technology is powerful and novel, the business cases for the development and implementation of it were yet to be determined.

## APPROACH

Agnes led both the proposal and delivery of this 6-week strategic engagement (with a team of expert consultants).

### Activities:

- Delivered a robust prioritisation and validation framework for immersive technology learning and training initiatives
- Investigated immersive technology solutions and their application in business environment shortlisting use cases across work practices, safety and compliance training
- Interviewed and engaged key SMEs across the business to ensure alignment in values for the prioritisation framework
- Compiled high level cost and benefit estimates for the prioritised use cases
- Deliver a high level implementation plan for the prioritised use cases across a 2 year program of work

## BENEFITS

### An understanding of the landscape

The project began with deep-dive research into current immersive technologies, the pros and cons of each, and insights on what is required to implement them

### A holistic prioritisation framework

Since investing in these learning initiatives did not directly benefit the commercial bottom line of the organisation, the value had to be quantified and prioritised in a different way. For example, something that affected safety of the employees took precedence.

### Alignment on a way forward

Since the training department sits horizontally across many divisions of the organisation, with each having unique learning needs, an inclusive engagement was important to make sure all voices were heard and decisions were transparent.

### Process for ongoing innovation

The prioritisation framework was designed to allow the organisation to periodically revisit the roadmap and continuously innovate around its approach to immersive learning.