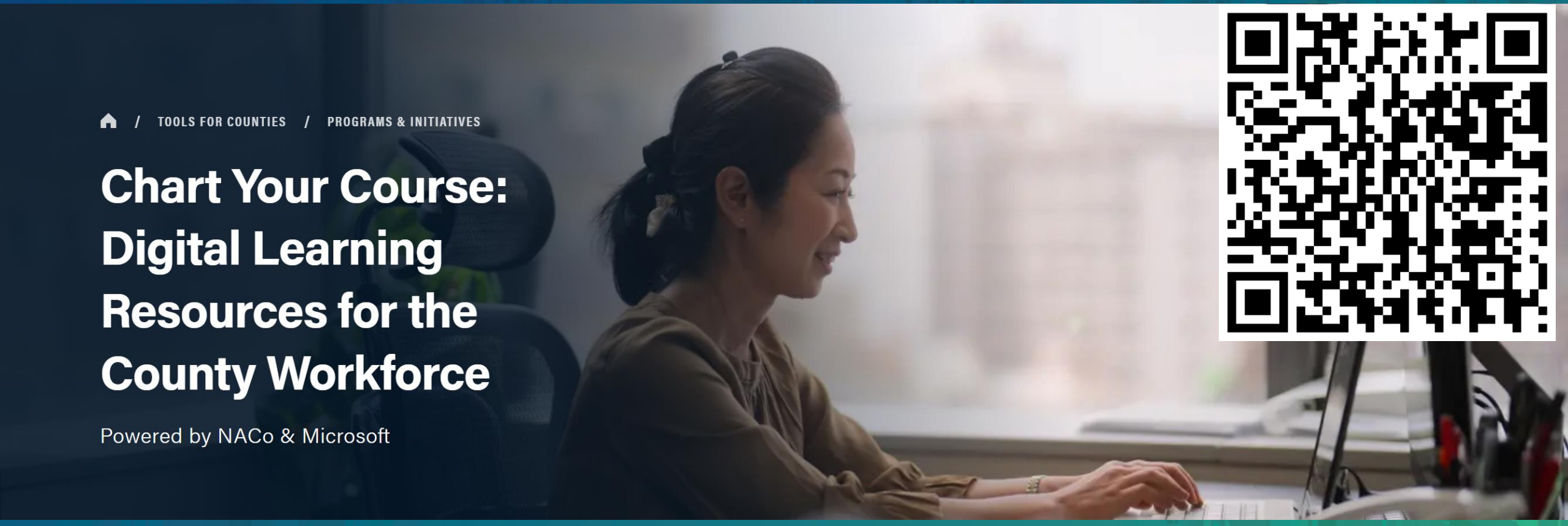
Chart Your Course: Learning Resources for the County Workforce

February 5, 2025

NACo | COUNTY TECH XCHANGE

Microsoft/NACo Partnership on Digital Online Learning Opportunities



Speakers

Rita Reynolds
CIO and Managing Director of Technology Programs
NACo

Christopher Williams
Senior Product Manager
Learn for Organizations & Skills First Initiatives
Microsoft

Agenda

- Program Overview
- Introductory Approach – NACo Weeklies
- Planned Approach – Microsoft Learn for Organizations
  - Plans
  - Collections
  - Challenges

Introductory Approach

Purpose:

- Provides county employees with access to a curated selection of the 4,000 online learning resources available in the Microsoft Learning Catalog
- Empower local government employees with the knowledge and skills to implement responsible AI and GenAI in their lives
- Identify and provide targeted training courses for individuals to improve their cybersecurity skills

Courses to Take:

- Cover General digital trainings, IT specific as well as business analysis
- Topics such as AI, cyber security, privacy, project management

General Course Example:

Embrace responsible AI principles and practices (9 units - 51 minutes) – This course offers an overview of the principles, governance system, and procedures followed at Microsoft and can be used to inform your AI strategy

IT Skills Course Example:

Get started with Microsoft 365 Copilot - Training **(3 modules wi**
8, 9 and 7 units each – 1 hr. 25 minutes total) – these modules explore Microsoft 365 Copilot, and offer insights into its functionality and Microsoft's dedication to implementing AI responsibly and ethically

bitly

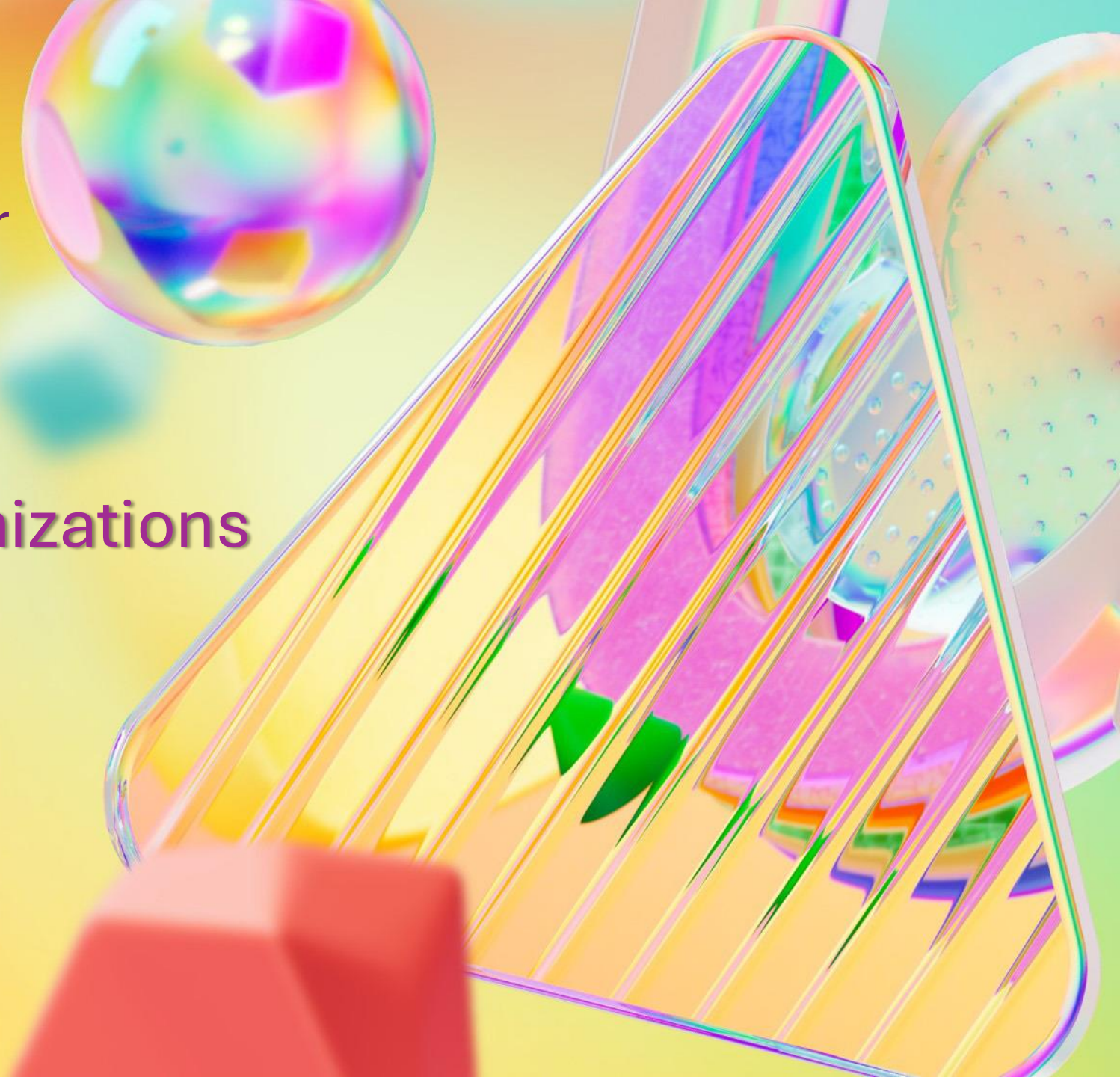
Business Analyst Course Example:

- Discover data analysis - Training **(6 units - 36 minutes)** – Want to introduce someone in your county to data analysis? It may be someone on the IT team or someone in another department

Microsoft

Drive success by boosting your team's technical skills

Microsoft Learn for Organizations



aka.ms/LearnForOrgs

Christopher J. Williams
Senior Product Manager – Learn for Organizations
Platforms, Partnerships, and Integration | WWL PdM

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Sample NACo Plan

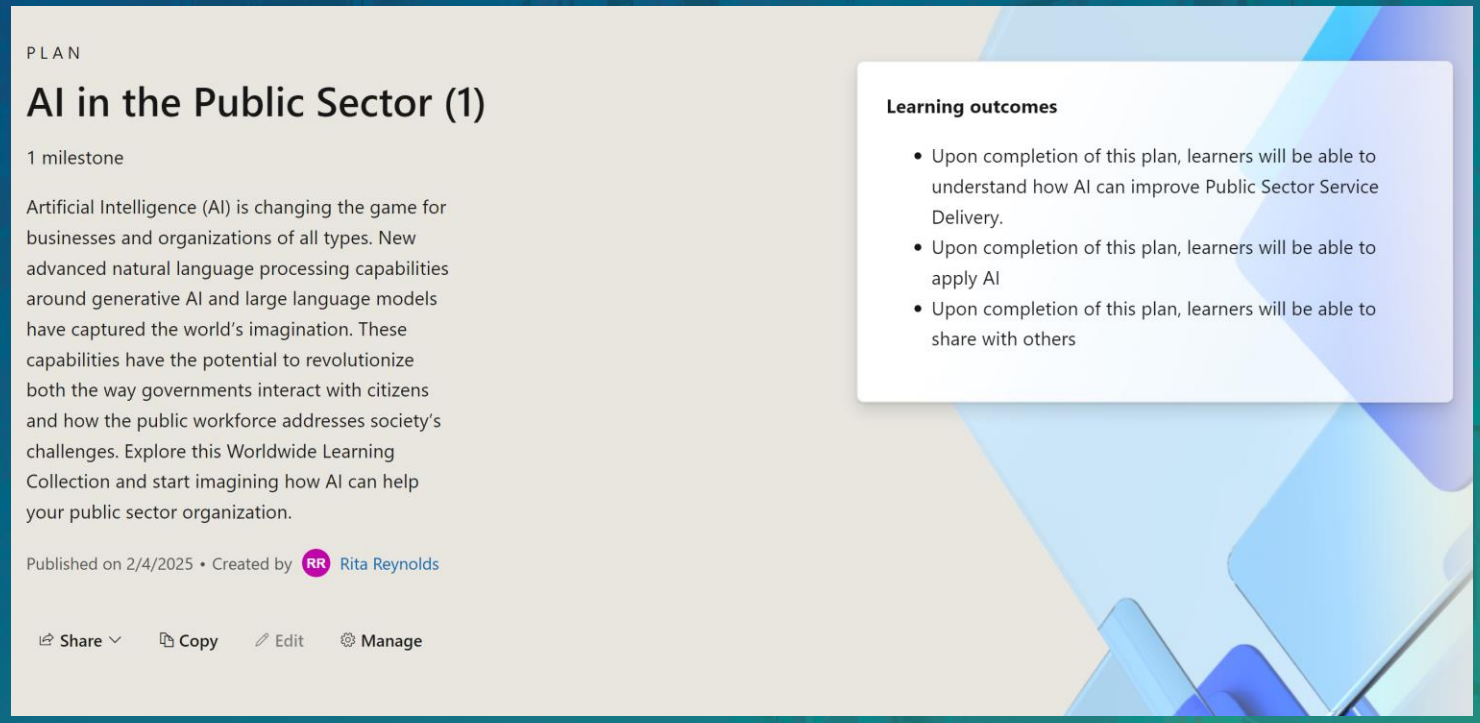
Started Completed Created

PLAN

AI in the Public Sector (1)

Artificial Intelligence (AI) is changing the game for businesses and organizations of all types. New advanced natur...

Published on 2/4/2025



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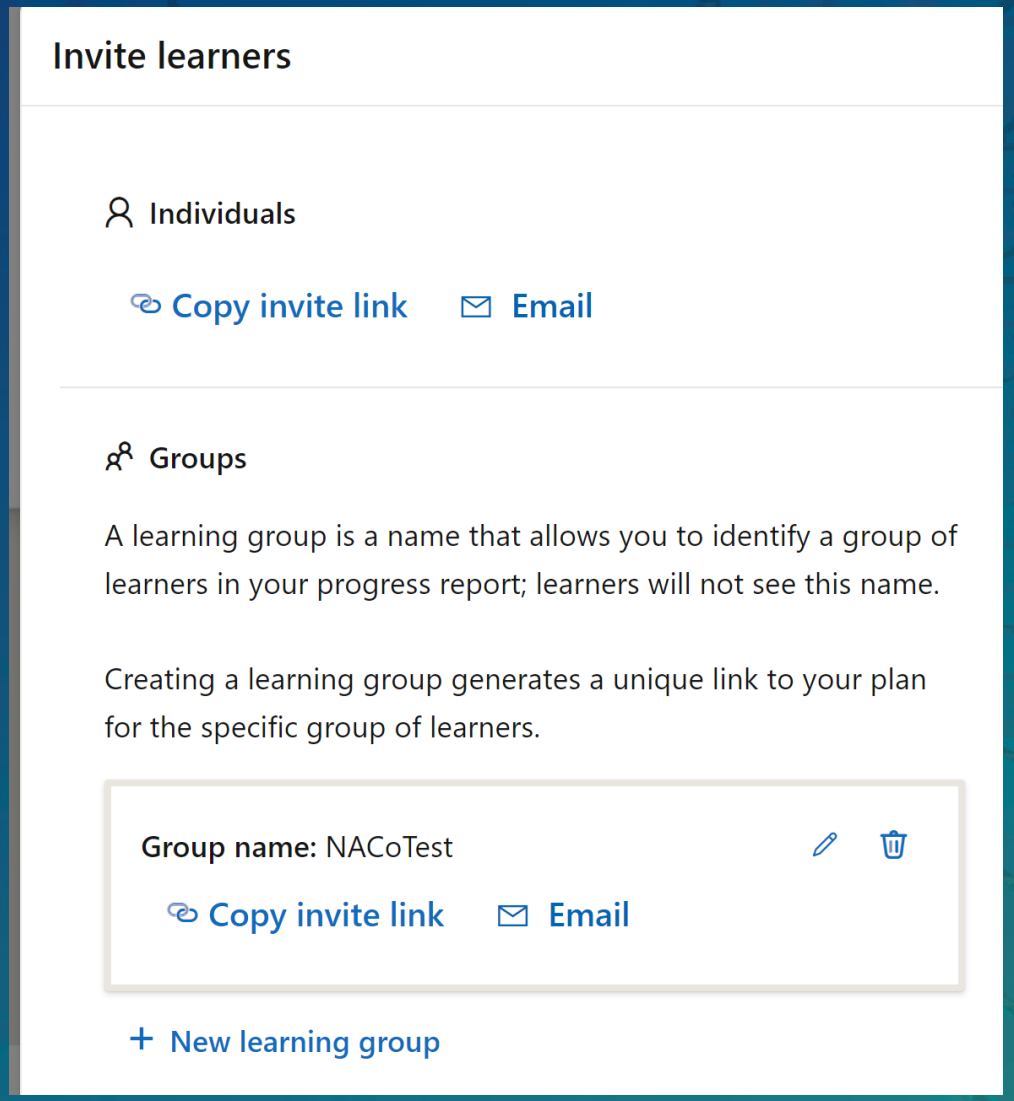
Sample NACo Plan



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Sample NACo Plan

View progress

0	0	2
Started	In progress	Completed

Download this file to view a list of learners and their progress.

Download CSV

The file contains the following information:

- Learner group
- Learn username
- Start date
- End date
- Items completed
- Items total

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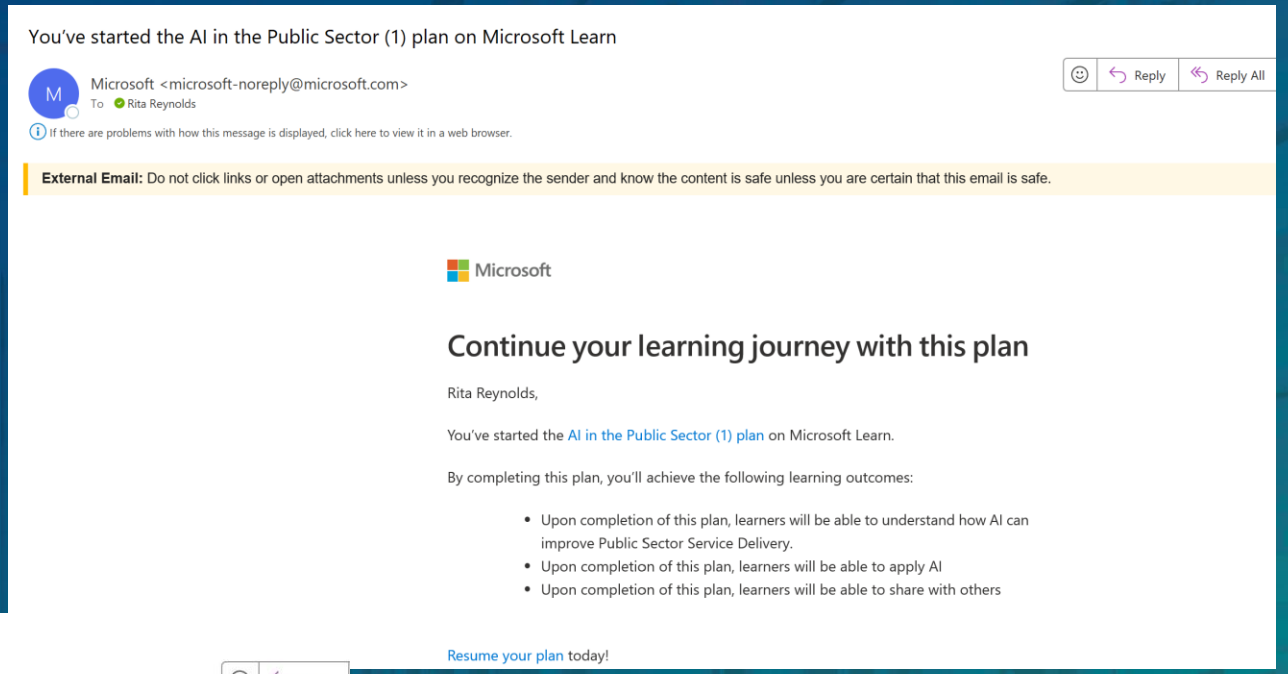
Emails that the End User taking the Course receives



You've started the AI in the Public Sector (1) plan on Microsoft Learn

Microsoft <microsoft-noreply@microsoft.com>
To Rita Reynolds

Reply Reply All

If there are problems with how this message is displayed, click here to view it in a web browser.

External Email: Do not click links or open attachments unless you recognize the sender and know the content is safe unless you are certain that this email is safe.

Microsoft

Continue your learning journey with this plan

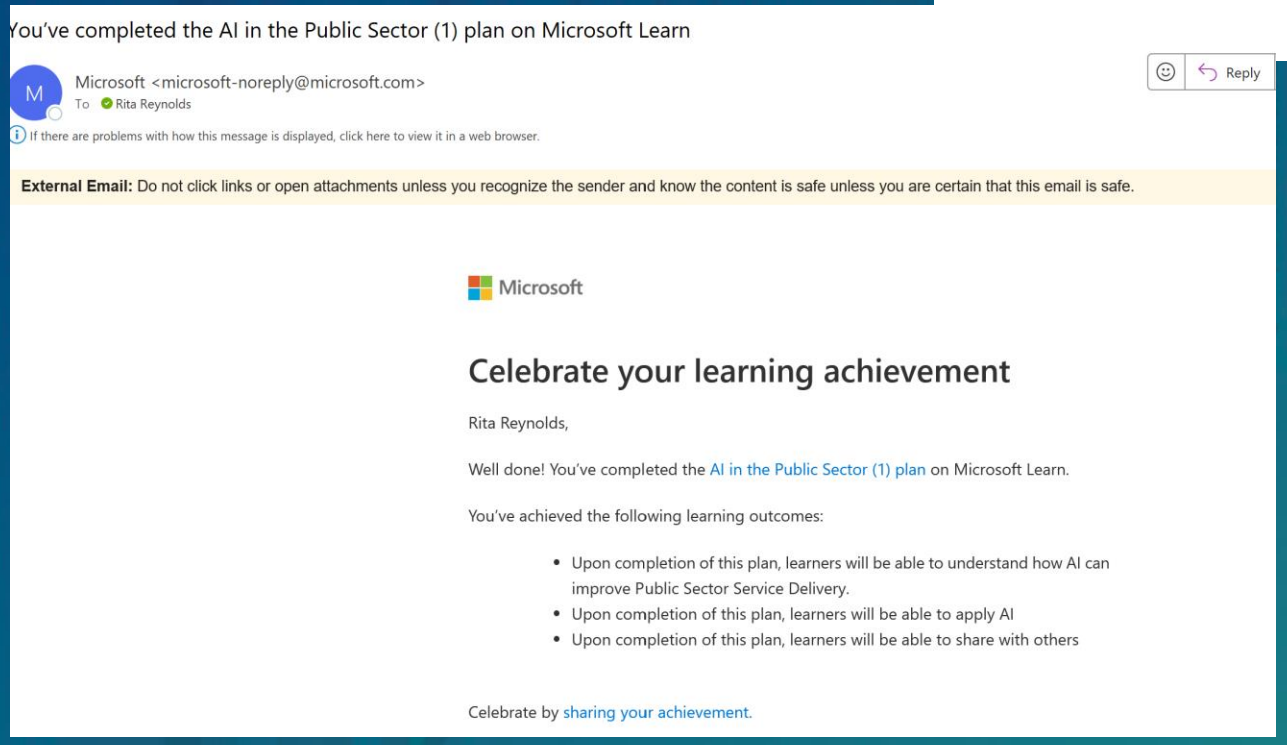
Rita Reynolds,

You've started the AI in the Public Sector (1) plan on Microsoft Learn.

By completing this plan, you'll achieve the following learning outcomes:

- Upon completion of this plan, learners will be able to understand how AI can improve Public Sector Service Delivery.
- Upon completion of this plan, learners will be able to apply AI
- Upon completion of this plan, learners will be able to share with others

Resume your plan today!



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Microsoft

Celebrate your learning achievement

Rita Reynolds,

Well done! You've completed the AI in the Public Sector (1) plan on Microsoft Learn.

You've achieved the following learning outcomes:

- Upon completion of this plan, learners will be able to understand how AI can improve Public Sector Service Delivery.
- Upon completion of this plan, learners will be able to apply AI
- Upon completion of this plan, learners will be able to share with others

Celebrate by sharing your achievement.

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Next Steps

- **If a county creates their own Plans, then let NACo know**
- **NACo will create several plans and send out on Tech Xchange**
  - It does require those taking the course to create a Microsoft Account
  - This will allow NACo to track the number of users that take the accounts over until the end of June
- **Goal: Is to provide online learning to county staff as part of the NACo Tech Priority of Talent, but not limited to IT** 2025TechPriorities.pdf

IT Talent Acquisition, Retention and Future of Work:

Implement strategies for retaining talent through competitive compensation, continuous leadership and staff development while fostering an engaging culture.

Closing Remarks