



FTA Awards Nomination/Entry Form

Person who led this effort or project

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About your program, idea, or project

Name your program, idea, or project: The PORTICO

What is the problem that you wanted to solve? Our intent was to foster professional development at every level within the organization.

Who was involved in addressing the problem? Our Deputy Comptroller, Director of HR, IT and Sr level stakeholders.

How did they go about finding a solution? We surveyed the organization on needs assessment and then we secured a software license for building the LMS, learning management system platform.

Describe the outcome. What is the new idea, approach, program, or activity? The first ever LMS for the Maryland Comptroller called the PORTICO. We designed the logo and have curated all of the content for offering the employees learning curriculums in categories : Customer Service, Leadership, Technical Skills, DEI, Communication, Power Skills, Management. The PORTICO has eLearning self paced, books, job aids, presentations, podcasts, videos. We have over 1,000 course offerings or learning content.

What has changed since this was implemented? How have your operations improved? Include any data, analytics or metrics that would show the value of your program. Don't forget management advantages such as improved morale. We have 75% employee engagement and this indexes high for industry. We have used the PORTICO as a resource for training and offering managers solutions for suggesting at performance appraisal time course curriculum that may support learning advancement for the individual. The commentary has been positive and employees can rate the curriculum. 5 being the highest and we are at 4.8.

Is there any component of your program that makes it workable only in your state or city? Everybody ought to be doing this.

Is this an in-house project, or did you partner with an outside vendor or service-provider? Our idea, but we used a publicly available software or service for at least part of the implementation

Additional information or comments about your usage of outside vendors or service providers.

Bridge, Instructure is the software we license yearly for the platform and we migrate all the content over to platform and build our own format, categories, content, etc.

What comes next – will you be adding to your program, rolling it out more widely, trying additional approaches?

We will continue to build on the PORTICO. It actually can save agencies on consulting fees. The register of wills an agency in Maryland will begin using our platform and other agencies in Maryland have heard of the PORTICO and interested.

Additional Optional Materials

Documentation Upload

