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Guided Labs for GCP on Udemy

A Case Study

Business Problem

A midsize IT services company is looking at building significant expertise around the Google Cloud Platform (GCP). The organization evaluated various training methods / trainers and has zeroed in on GCP courses in Udemy as the training medium. The employees are provided with Udemy logins to learn about GCP at their own pace. These employees are based in India as well at client locations around the world. While the employees have Udemy logins, there has been a challenge with providing the GCP console access for the hands-on labs.

Existing Solution

For the initial few employees, the company authorized them to create GCP accounts with company provided credit cards. Two significant issues were noticed. Firstly, the employees couldn't always keep track of the steps to be performed in the hands-on lab as indicated in the video. The video had to be replayed multiple times to understand all the steps, and this led to some bit of frustration in the learners. Secondly, the employees were not always following best practices of deleting the cloud resources when the learning module was completed, this led to huge bills. And thirdly, it became a nightmare for the L&D team in trying to approve the GCP spend for the employees, and then assigning it to the specific business unit.

Overall, this has led to incomplete learning due to:

- Employees dropping off midway when questioned about the huge bills on the credit cards

- Employees not having the time to pause and repeat the same videos multiple times to understand the hands-on lab steps.

- Employees not having a mentor or expert to communicate with when faced with a lab related issue

Solution

- Created a self-service login to a the Nuvepro Guided Labs powered platform for each employee
- These logins were automatically distributed via email from Nuvepro on intimation by the L&D team of the customer. Eventually, we were looking at an API integration with the LMS deployed at the customer so that these logins are created automatically.
- A hands-on lab guide that is specific to each of the GCP learning modules in Udemy. These learning modules were typically around 5 to 10 minutes long. With this the learner understands the concept via the videos, and refers to the guide to perform the hands-on lab exercises
- Spend and resource-controlled lab account. There is a quota assigned to each of the employees and triggers help notify the L&D team and the learner when the quota hits specific percentages
- The employees don't have to sign up on GCP with their own credit cards, the GCP account usage across all the employee learners is billed together to the L&D team of the customer. The L&D team has an admin login to the Nuvepro platform to also check the GCP lab usage on a continuous basis.
- In case the employees encounter any issues in performing the lab exercises, Nuvepro team members provided tutoring to help them move ahead.

Benefits

Nuvepro enabled the client to achieve the following benefits:

- The course completion rate has gone up significantly amongst the employees and has helped in the company's goal of building expertise in GCP
- The trainings are being accomplished mostly with in budget. In case of overruns, the L&D team and the individual are getting notified early
- L&D team is now able to assign the training costs to the appropriate business group

Going forward

Nuvepro is in the process of adding more value by executing the following activities: :

- Integration of the Nuvepro Guided Labs platform in the customer's LMS
- Provide an assessment at the end of the course via Nuvepro's Challenge Labs platform to complete the learning journey