

## **MIT 510**

### **Context and Conditions**

Gaining Ground in Reporting was completed as partial fulfillment for MIT 510: Design and Development of Instructional Technology. The project was completed during the Spring 2006 semester under the guidance of Dr. Mahnaz Moallem. The Gaining Ground in Reporting project was completed in response to a need associated with the IBM Software Executive Briefing Centers' (SW EBCs') monthly reporting methods.

The SW EBC program tracked data on a monthly basis on all briefings and other activities conducted in the SW EBCs. The current margin of error within the reporting structure each month was 11-12%. The SW EBC Program Manager wanted a reduction of errors to an improved margin of error of 2-3% in 2006.

### **Scope**

The Gaining Ground in Reporting project consisted of two separate project reports. The first report was based on extensive analyses of the systems and the problems. An analysis also was conducted on what the system was like at the time and what it should have been like. The probable causes of the problem were then identified to be that the current margin of error within the SW EBCs' reporting structure was 11-12% whereas the acceptable margin of error was 2-3%.

Analyses of the possible solutions were then conducted based on the information and data gathered during the front end analysis. A two-tiered solution was recommended: 1) revision of the automated reports within the MarketBound system, and 2) instructor-led training via classroom instruction. In addition to the proposed solutions, the implementation plan included the problem statement, rationale, deliverables, and phases of development. The plan outlined the design, development, and delivery phases of the training, using Microsoft Project to manage the timeline, budget, and allocation of resources.

This project was completed within one semester.

### **Role**

The Gaining Ground in Reporting project was a collaborative effort between me and one other graduate student. We worked together as both instructional designers and project managers. During the analysis phase, we gathered information regarding the systems, problems, and solutions. During the project management phase, we worked with the client to define the scope and subsequently managed the timeline, budget, and allocation of resources, all using Microsoft Project to keep track of all of the variables.

## **Reflection**

The Gaining Ground in Reporting project was an excellent opportunity to work on a macro-level instructional systems design project. I learned that, in order for the project to be successful at that level, all pieces of the puzzle must be considered – the operating system, stakeholders, existing policies, etc. Likewise, as my introduction into project management, this project gave me an outstanding first experience with what is involved within the wide world of project management. Instructional designers do not always actually design nor develop the instruction themselves; rather, they often oversee all of the components which must be managed during such a project. Reflection