

On-the-Job

Context and Conditions

The Center Connect Training Modules were completed as part of my job as a contractor with IBM's worldwide Software Executive Briefing Center (SW EBC) program. The SW EBC briefing operations team was charged with creating an online briefing management system called Center Connect to be utilized by all of IBM's worldwide executive briefing centers (EBCs) to replace the older Dominos-based MarketBound system. I, in turn, was charged with creating the training for the new system.

Scope

With an audience which spans the globe, I was asked to develop a series of online modules to train the EBC personnel. I chose Adobe Captivate as the application with which to create the modules. The Center Connect project manager had already created a series of "videos" using Camtasia with all of the content that I needed; however, for the actual training of the personnel, he wanted something more interactive and professional than what he had created himself. In all, I created 13 modules which included audio and visual cues, interactivity, and assessments. To supplement the modules, periodic "brown bag" conference calls are held where users can ask questions of the experts and get tips and tricks from each other. Additionally, a repository has been set up in a virtual team room where users can request additional information to be included in future training modules. Likewise, I created an ongoing survey to inform us of what improvements need to be made and what is working well for the users. I had (and still have) unlimited access to the project manager and the developers of Center Connect while creating the modules. The first set of 13 modules was completed within four months, and more modules will be released with future versions of Center Connect. I also am in the process of creating printable job aides to supplement the modules.

Role

I worked on this project as the instructional designer, developer, graphic designer, and the script reader. Additionally, I implemented the survey and will be tracking its results. For the most part, I worked by myself on this project and received help when necessary from the project manager and developers.

Reflection

This project was a wonderful real-world experience doing what I love: developing e-products to be used by a global audience. I experienced some tough time constraints while developing the modules. What I will do differently in the future is ask for more input from the project manager on the front end as to the exact content he wants to see in the modules, and I also will write better scripts so as to make it easier to transition into the printable job aides.

For the purposes of my e-portfolio, I will showcase only the first of the 13 modules.