kaizen
approach

A Web-Based Training Product for the Human Aspects of Software Development

THE CHALLENGE

A customer in the Intelligence Community requested an interactive, instructional web-based training series to explore how the complex aspect of negotiation between customers and suppliers can affect the success of a software development program.

The customer had several blended-learning solutions in place that included instructor-led classes with web-based training components. The existing training content covered only the development process and did not address the human interactive aspect of software development.

The new series of courses needed to be asynchronous, Section 508 and SCORM compliant, and fully integrated into the customer's existing Learning Management System (LMS), with possible delivery to secure, remote locations. The client also requested original graphics, engaging activities for the learner, and a low-stakes assessment strategy.

THE SOLUTION

After examining the existing course content and speaking with the customer and stakeholders about their requirements, the Kaizen team suggested a series of nine courses utilizing an extended scenario that would follow a fictional software development program through the entire process — planning through delivery.

Our Instructional Design team determined learning objectives for each course in the planned series. Since each course corresponded to a specific aspect of the customer's existing software development process, the sequence of the courses was predetermined. A Design Plan Document (DPD) was created containing all the known information: dedicated subject matter experts (SMEs) and stakeholders; information about the targeted learners; mission relevance; the course goals; terminal and enabling objectives; relevant, known content details; instructional approach; and graphical approaches discussed with the client.

The storyboards were then developed. After internal Quality Assurance (QA) reviews and revisions, the customer evaluated each lesson and provided detailed feedback.

Working from the approved transcript in the storyboards, audio was recorded for the courses: one narrator and nine characters. We engaged the customer's staff members to provide the voices, which sped up the recording and editing processes since the "talent" was already on site. The graphics team worked from the storyboards to create text and graphic treatments, timed with the imported audio tracks recorded previously. The designated programmer imported the transcript directly from the storyboards. Without this custom template and compatible storyboards, each page of the transcript would have to be entered by hand. Automating this process saves valuable time and resources.

THE RESULTS

After multiple stages of development, we moved on to beta testing and implementation. Next, the LMS support team tested the courses for functionality and 508 and SCORM compliance. Because these courses utilized the Kaizen web-based training template that had been customized for this customer's learning environment, they passed the first time and we were able to "go live" the same day. The courses were immediately available to the customer's targeted audience.

Once the courses were live, we provided the customer with the source files. This allowed the customer to reuse the custom graphics on their website or with any documentation created later, providing a consistent look and feel for all the materials associated with the series of courses. The resulting training series continues to be a valuable asset for our customer.

Please get in touch to talk about your project and we will show you how our years of developing customized learning and development solutions will result in deliverables that fully meet your needs, make the greatest impact and accurately measure success.

CONTACT US