

T & E Deliverable Information	
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**Training Development Playbook
Mainframe to Cloud Transformation**

Created: xx/xx/xxxx

Purpose: Repeatable processes and templates for developing learning assets with SME collaboration

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Introduction

This Playbook was developed for the IGNITE Mod team, but the processes and templates inside can be adapted for other programs as well. It's meant to be a practical guide for setting up training, especially if you're new to learning development.

You'll get the most out of this Playbook if you already have some background in instructional design and facilitation. If you're not familiar with concepts like ADDIE, Bloom's Taxonomy, learning outcomes, Backward Design, or Adult Learning Theory (Andragogy vs. Pedagogy), it's worth taking a little time to review those first—they'll help put the guidance here in context.

Use this Playbook as a reference as you build and deliver training for this program and feel free to use it for other projects as well.

1. SME Collaboration Charter

Partnership for Learning Success

This charter establishes our working relationship for developing training materials for the mainframe-to-cloud transformation.

Our Shared Goal

Create effective, accurate learning experiences that prepare our teams for the new cloud environment.

Your Role as Subject Matter Expert

- Share your technical expertise and real-world insights about processes and systems
- Review draft materials for technical accuracy and completeness
- Respond to requests within agreed timeframes
- Flag potential issues or gaps you notice in the training approach

My Role as Instructional Designer

- Translate technical content into clear, learnable materials
- Manage the development timeline and keep you informed of progress
- Provide you with structured requests so you know exactly what I need
- Respect your time by being organized and prepared

Our Commitments to Each Other

Response Timeframes:

- **Initial scoping meeting:** Within 2 weeks of request (1 hour)
- **Content/information requests:** Within 5 business days
- **Draft material reviews:** Within 1 week of receiving materials
- **Final sign-off:** Within 3 business days

Communication:

- **Primary contact method:** [Email/Teams/your preference]

- **Status updates:** I'll provide weekly updates on where we are in the process
- **Escalation:** If either of us can't meet a deadline, we'll communicate as soon as we know

Scope Management:

- We'll agree on the scope during our initial meeting
- Any changes to scope will be discussed and documented before proceeding
- If priorities shift, we'll reassess timelines together

What Success Looks Like

Training materials that are technically accurate, practically useful, and ready for our Go Live date. Learners who feel confident using the new systems.

Signatures

SME: _____ **Date:** _____

Instructional Designer: _____ **Date:** _____

2. SharePoint Tracking List Structure

List Name: Training Asset Tracker

Columns to Create

1. **Title** (Single line of text) - Name of the learning asset
2. **Asset Type** (Choice) - Workshop, eLearning Module, Job Aid, Documentation, Quick Reference
3. **Technical Area** (Single line of text) - Which system/process area
4. **Primary SME** (Person) - Lead subject matter expert
5. **Additional SMEs** (Person, allow multiple) - Other SMEs involved
6. **Priority** (Choice) - Critical, High, Medium, Low
7. **Status** (Choice) - Not Started, Scoping, Content Gathering, Development, SME Review, Final Review, Completed, On Hold
8. **Target Go Live Date** (Date) - When this will be released to learners
9. **ADO Story Link** (Hyperlink) - Link to the corresponding ADO story
10. **Current Phase Start Date** (Date) - When current status began
11. **Days in Current Phase** (Calculated) - [Today] - [Current Phase Start Date]
12. **Next Action** (Multiple lines of text) - What needs to happen next
13. **Blockers/Issues** (Multiple lines of text) - Anything preventing progress
14. **Notes** (Multiple lines of text) - General notes and context
15. **Estimated Duration** (Single line of text) - Expected workshop length or eLearning time
16. **Audience** (Single line of text) - Who this training is for

Views to Create

View 1: Active Projects Dashboard

- **Filter:** Status is not "Completed" or "On Hold"
- **Group by:** Status
- **Sort by:** Priority, then Target Go Live Date

- **Show:** Title, Asset Type, Primary SME, Status, Days in Current Phase, Next Action

View 2: By SME

- **Filter:** Status is not "Completed"
- **Group by:** Primary SME
- **Sort by:** Priority
- **Show:** Title, Asset Type, Status, Target Go Live Date, Next Action

View 3: Critical Path

- **Filter:** Priority is "Critical" or "High", Status is not "Completed"
- **Sort by:** Target Go Live Date
- **Show:** Title, Asset Type, Primary SME, Status, Days in Current Phase, Blockers/Issues

View 4: Review Queue

- **Filter:** Status is "SME Review" or "Final Review"
- **Sort by:** Current Phase Start Date (oldest first)
- **Show:** Title, Primary SME, Status, Days in Current Phase, Next Action

View 5: Complete Archive

- **Filter:** Status is "Completed"
- **Sort by:** Target Go Live Date (newest first)
- **Show:** Title, Asset Type, Technical Area, Primary SME

Color Coding with Conditional Formatting

- **Days in Current Phase > 14:** Yellow background
 - **Days in Current Phase > 21:** Red background
 - **Status = "Completed":** Green text
 - **Status = "On Hold":** Gray text
-

3. Workshop Development Workflow

Standard Process for Hands-On Workshop Development

PHASE 1: SCOPING (Week 1)

What Happens:

- Hold initial meeting with SME(s)
- Complete Workshop Scoping Template (see Template section)
- Identify hands-on activities and practice scenarios
- Determine prerequisites learners need

Deliverables:

- Completed scoping template
- Agreed-upon learning objectives
- List of required systems/environments for practice

Checkpoint:

SME signs off on scope

Update SharePoint:

Status = "Content Gathering"

PHASE 2: CONTENT GATHERING (Weeks 2-3)

What Happens:

- SME provides technical documentation, process flows, screenshots
- SME demonstrates the actual process/system
- Identify common mistakes or pain points to address
- Collect realistic scenarios for hands-on practice
- Confirm training environment access and requirements:
 - What environment will be used (sandbox, UAT, training instance)?
 - What access/permissions do learners need?
 - What access/permissions do you (facilitator) need?
 - Are there any data setup requirements?
 - Who manages environment access requests?
 - What's the lead time for provisioning access?
 - Are there any environment limitations or restrictions to be aware of?
- Test facilitator access:
 - Request your own access to the training environment
 - Verify you can perform all tasks in the practice exercises
 - Document any issues or unexpected behaviors
 - Identify any workarounds needed

Deliverables:

- All source materials organized in shared folder
- Step-by-step process documentation
- Practice scenarios with expected outcomes
- Access to test/training environment confirmed
- Environment setup documentation
 - What learners will see when they log in
 - What needs to be pre-configured before the workshop
 - Any sample data or test accounts needed
 - Reset procedures (if learners break something during practice)
- Facilitator environment test results:
 - Confirmation that all practice exercises work as expected
 - Any known issues or limitations documented
 - Workarounds identified and tested

Checkpoint:

All materials received and organized AND facilitator can successfully complete all practice activities in the training environment

Update SharePoint:

Status = "Development"

PHASE 3: DEVELOPMENT (Weeks 4-6)

What Happens:

- Create workshop outline with timing
- Develop presentation materials
- Write facilitator guide with talking points
- Create participant workbook with exercises (if applicable)
- Build practice activities with step-by-step instructions
- Prepare answer keys/solutions

Deliverables:

- Workshop slide deck
- Facilitator guide
- Participant workbook (if applicable)
- Practice exercise materials
- Pre-work materials (if needed)

Checkpoint:

Internal review complete

Update SharePoint:

Status = "SME Review"

PHASE 4: SME REVIEW (Week 7)

What Happens:

- Send complete package to SME with review checklist
- SME reviews for technical accuracy
- SME validates practice scenarios are realistic
- SME confirms timing estimates are reasonable
- Address any feedback or corrections

Deliverables:

- SME feedback documented
- Revised materials incorporating feedback

Review Checklist for SME:

- All technical information is accurate
- Process steps are in correct order and complete
- Screenshots/examples reflect current systems

- Practice scenarios are realistic
- Terminology is correct and consistent
- Nothing critical is missing
- Estimated timing seems reasonable

Checkpoint:

SME approves content accuracy

Update SharePoint:

Status = "Final Review"

PHASE 5: FINAL REVIEW & POLISH (Week 8)

What Happens:

- Final formatting and consistency check
- Ensure all materials follow brand standards
- Verify all links/references work
- Create any supporting job aids
- Package everything for delivery

Deliverables:

- Final workshop materials ready for facilitation
- Job aids/reference materials
- Logistics checklist (room setup, materials needed, etc.)

Checkpoint:

Final sign-off from SME and your leadership

Update SharePoint:

Status = "Completed"

PHASE 6: POST-WORKSHOP (After delivery)

What Happens:

- Gather participant feedback
- Note what worked well and what to adjust
- Update materials based on lessons learned
- Share insights with SME

Deliverables:

- Feedback summary
 - Updated materials (version 2.0 if needed)
 - Lessons learned document
-

Timeline Summary

Standard Timeline: 8 weeks from scoping to ready-to-deliver

Flexibility Points:

- If SME is highly responsive, can compress time
 - Complex technical topics may need 10-12 weeks
 - Multiple SMEs may add 1-2 weeks for coordination
-

4. Standard Templates

Template A: Workshop Scoping Template

Workshop Scoping Document

Date:

Instructional Designer:

Primary SME:

Additional SMEs:

Technical Contact for Learning Environment:

1. WORKSHOP OVERVIEW

Working Title:

Technical Area/System:

Why is this workshop needed?

Target Audience:

- Roles:
 - Current knowledge level:
 - Number of expected learners:
-

2. LEARNING OBJECTIVES

By the end of this workshop, participants will be able to:

- 1.
 - 2.
 - 3.
 - 4.
 - 5.
-

3. CONTENT SCOPE

What MUST be included:

-
-
-

What would be nice to include if time allows:

-

•
What is explicitly OUT of scope:

- -
-

4. HANDS-ON COMPONENTS

What specific tasks will learners practice?

Task 1:

Task 2:

Task 3:

What systems/tools do they need access to?

What environment will we use for practice?

- Production (read-only)
- Test/UAT environment
- Training-specific environment
- Sandbox/demo instance

What realistic scenarios should we build exercises around?

Scenario 1:

Scenario 2:

Scenario 3:

5. LOGISTICS

Proposed Duration:

- Hour(s) 1-3
- Half-day (4 hours)
- Full-day (7 hours)
- Multi-day: _____ days
- Series of shorter sessions

Maximum Class Size: 20 (default for hands-on)

Prerequisites – what must learners know/complete before attending?

Delivery Method:

- In-person _____
 - Virtual (VILT) _____
 - Hybrid _____
-

6. SUCCESS CRITERIA

How will we know this workshop was successful?

What should learners be able to do immediately after?

7. MATERIALS & RESOURCES

What existing materials can we leverage?

What materials need to be created?

Who can provide subject matter expertise for review?

8. TIMELINE

When is this workshop needed?

Target Go Live Date:

Any critical dependencies or constraints?

9. NEXT STEPS

Action Owner Due Date

SME Sign-Off

I have reviewed this scope and agree this accurately represents what the workshop should cover.

SME Signature: _____ **Date:** _____

Template B: SME Content Request Template

Content Request for [Workshop/Module Name]

To: [SME Name]

From: [Your Name]

Date:

Due Date: [5 business days from today]

What I Need:

[Be specific – don't just say "documentation about X"]

1. Step-by-step process for: _____

- Include any decision points or variations
- Note any common errors people make

2. Screenshots or screen recordings showing: _____

- [Specific screens or workflows]

3. Sample data or examples of: _____

- Real examples work best (sanitized if needed)

4. Answers to these questions: _____

- Question 1:
 - Question 2:
 - Question 3:
-

Why I Need It:

[Brief context – what part of the workshop this supports]

Format:

You can provide this information in whatever format is easiest for you:

- Document/email with explanations
 - Annotated screenshots
 - Quick recorded walkthrough
 - Meeting to discuss (I'll take notes)
-

What Happens Next:

Once I receive this, I'll:

1. [Next step in your process]
 2. Send you a draft by [date]
 3. [Anything else they should expect]
-

Questions?

If anything is unclear or you need more context, just let me know. I'm happy to jump on a quick call.

Thanks for your help with this!

Template C: Workshop Outline Template

[Workshop Title]

Duration: [X hours]

Audience: [Role/level]

Maximum Participants: 20

Delivery: [In-person/Virtual]

Prerequisites: [What learners need before attending]

LEARNING OBJECTIVES

By the end of this workshop, you will be able to:

1. [Objective 1]
 2. [Objective 2]
 3. [Objective 3]
-

WORKSHOP AGENDA

Time	Duration	Topic	Activity Type
0:00	15 min	Welcome & Introductions	Discussion
0:15	20 min	Overview of [System/Process]	Presentation
0:35	30 min	Hands-On: [Activity 1]	Practice
1:05	10 min	Break	
1:15	25 min	[Topic 2]	Presentation
1:40	45 min	Hands-On: [Activity 2]	Practice
2:25	10 min	Break	
2:35	20 min	Common Issues & Troubleshooting	Discussion
2:55	30 min	Hands-On: [Activity 3]	Practice
3:25	20 min	Q&A and Resources	Discussion
3:45	15 min	Wrap-up & Next Steps	Summary
Total Time: 4 hours			

MATERIALS NEEDED

For Facilitator:

- Slide deck
- Facilitator guide with talking points
- Answer keys for exercises
- Timer

For Participants:

- Participant workbook
- Access to [system/environment]
- [Any other materials]

Room/Technology Setup:

- [Projector/screen requirements]
 - [Whiteboard/flip chart]
 - [Virtual platform details if VILT]
-

HANDS-ON ACTIVITIES DETAIL

Activity 1: [Title]

- **Objective:** What learners will practice
- **Scenario:** [Realistic context]
- **Steps:** [High-level overview]
- **Expected Outcome:** What they should achieve
- **Time:** 30 minutes
- **Support:** How you'll help if they get stuck

Activity 2: [Title]

- **Objective:**
- **Scenario:**
- **Steps:**
- **Expected Outcome:**
- **Time:** 45 minutes
- **Support:**

Activity 3: [Title]

- **Objective:**
 - **Scenario:**
 - **Steps:**
 - **Expected Outcome:**
 - **Time:** 30 minutes
 - **Support:**
-

ASSESSMENT/VALIDATION

How will you know learners achieved the objectives?

- Successful completion of hands-on activities
 - Ability to answer scenario-based questions
 - [Other validation methods]
-

FOLLOW-UP RESOURCES

What will learners receive after the workshop?

- Job aids for [specific tasks]
 - Quick reference guide
 - Links to additional resources
 - Contact for questions
-

NOTES FOR FACILITATOR

- **Key points to emphasize:**
 - **Common questions to expect:**
 - **Timing tips:**
 - **Troubleshooting tips:**
-

5. Implementation Guide

How to Use This Package

Getting Started:

Step 1: Customize the SME Charter

Adjust language to fit your team culture, add any specific policies, then save as your standard template.

Step 2: Set up your SharePoint list

Create the list with all columns and views as specified, then bookmark the views you'll use most frequently.

Step 3: Create your first ADO story

Link it to your first SharePoint item to establish the pattern between the two systems.

Step 4: Use the scoping template with your first SME

This starts the relationship on the right foot and establishes the collaborative tone.

Step 5: Follow the workflow

Check off each phase as you go through your first project. It will become second nature quickly.

Tips for Success:

Don't skip scoping. Those 30-60 minutes up front save hours of rework later. The scoping conversation is where you catch misalignments before they become problems.

Update SharePoint weekly. Make it part of your Friday routine. A quick 10-minute update keeps everyone informed and prevents surprises.

Use the content request template. SMEs appreciate knowing exactly what you need. Vague requests lead to vague responses or delayed responses while they ask clarifying questions.

Build in buffer time. The 8-week timeline assumes things go smoothly. Plan for 10 weeks to be safe, especially for your first few workshops. You may be able to work much more quickly, especially for smaller workshops.

Celebrate completions. When something hits "Completed," acknowledge the SME's contribution. A simple thank-you email goes a long way toward securing their help for the next project.

Maintenance:

After every 3-4 workshops, review what's working and refine your templates. Your process should evolve as you learn.

Keep a "lessons learned" document to capture process improvements. Note what worked, what didn't, and what you'd do differently.

If you find yourself doing something repeatedly that isn't documented, add it to your workflow or create a template for it.

Managing Multiple Projects Simultaneously

Use the SharePoint views strategically:

- Start your week with the **Critical Path view** to identify urgent items
- Check the **Review Queue view** daily to move items forward
- Use the **By SME view** when coordinating with specific subject matter experts
- Review the **Active Projects Dashboard** in weekly status meetings

ADO Integration:

- Create ADO stories at the "Scoping" phase once scope is confirmed
- Update ADO at major milestones: Content Gathered, In Review, Completed
- Link SharePoint items in ADO story descriptions for quick reference
- Use ADO for sprint planning and high-level commitments; use SharePoint for day-to-day progress

Preventing Bottlenecks:

- Don't wait for one project to complete before starting another scoping session
 - Stagger project starts so reviews don't all hit at once
 - If you have 5+ projects active, consider adding a project prioritization meeting to your routine
 - Flag items that have been in the same status for more than 14 days and take action
-

Adapting for Other Asset Types

For eLearning Modules:

The workflow remains largely the same, but adjust these phases:

- Development phase may extend to 3-4 weeks depending on complexity and interactivity
- Add a "Quality Assurance" phase before SME Review to test all interactions and links
- Add a "Pilot Test" phase with a small group of actual users

For Job Aids:

Compress the timeline:

- Scoping can often happen in a 30-minute meeting

- Development typically takes 1-2 weeks
- Total timeline: 3-4 weeks from start to finish

For Documentation:

- May require multiple SMEs for technical accuracy
 - Plan for more review cycles
 - Consider version control more carefully
-

Troubleshooting Common Issues

Issue: SME isn't responding

- Escalate after 7 days (one business day past their commitment)
- Reach out to their manager if you have that relationship established
- Update SharePoint with "Blocker: Waiting on SME response since [date]"
- Have a conversation about capacity – they may be overcommitted

Issue: Scope keeps expanding

- Return to the signed scoping document
- Discuss additions as "Version 2.0" items for post-Go Live
- Document scope changes and get them approved before proceeding
- Update timelines if scope must expand

Issue: Technical accuracy concerns

- Never guess – always go back to the SME
- If one SME contradicts another, bring them together to resolve
- Document the "source of truth" for future reference
- Build in extra review time for highly technical content

Issue: Timeline slipping

- Update SharePoint immediately when you know about delays
- Communicate proactively to leadership and stakeholders
- Identify what you can do to get back on track
- Adjust future project timelines based on realistic experience

Troubleshooting Environment Access Issues

Issue: Can't get access to training environment

- Identify the access request process immediately during scoping
- Submit facilitator access request in Phase 2, not Phase 3
- If standard process is too slow, ask SME to escalate as "training critical"
- Document the blocker in SharePoint with specific details (who you contacted, when, what the holdup is)
- Have a backup plan: Can SME do a live demo while you're waiting for access?

Issue: Training environment doesn't match production

- Document all differences during your facilitator testing
- Decide with SME: Do we teach to current environment or future state?
- Update all screenshots and instructions to match what learners will actually see
- Call out any "this looks different in training" moments in your facilitator guide
- If differences are significant, consider requesting a more production-like environment

Issue: Environment access works for you but not for learners

- Test with at least one "real" learner account before the workshop (not your admin account)

- Verify learners have the same permissions you tested with
- Create a pre-workshop checklist for learners to verify their access 3-5 days before
- Have IT contact info ready for day-of troubleshooting
- Plan for 15 minutes at workshop start to troubleshoot access issues

Issue: Environment is unstable or goes down

- Identify a backup date/time during scoping in case of technical issues
- Have screenshots/recordings as a fallback if live environment fails
- Know who to contact if the environment goes down (and have their contact info in your facilitator guide)
- Consider having SME on standby during first delivery in case of technical issues
- Document environment issues for future planning (maybe this environment isn't suitable for training)

Issue: Environment data gets corrupted during practice

- Work with IT/admins to create a reset procedure
- Test the reset procedure yourself before the workshop
- Build reset time into your agenda (often needed between activities)
- Consider having learners work in designated "safe" areas that can be easily cleaned
- Document the reset steps in your facilitator guide

Issue: Environment setup is too complex for learners to do independently

- Do all setup before the workshop starts
- Create pre-configured accounts/workspaces
- Have a technical assistant available during hands-on time
- Consider reducing the scope of what learners set up themselves
- Document setup steps separately in case you need to help individuals catch up

Proactive Environment Management:

- **3 weeks before workshop:** Facilitator access confirmed and tested
- **2 weeks before workshop:** Learner access requests submitted
- **1 week before workshop:** Test with sample learner account
- **3-5 days before workshop:** Send learners pre-check instructions
- **1 day before workshop:** Final environment verification
- **Day of workshop:** Arrive early to test one more time

Quality Checks

Before sending anything to SME Review:

- All learning objectives are addressed in the content
- Activities align with objectives
- Instructions are clear and complete
- All placeholders are filled in
- Spelling and grammar are clean
- Formatting is consistent
- All links/references work
- Your brand standards are applied

Before marking "Completed":

- SME has given final approval
 - All feedback has been incorporated
 - Materials are stored in the correct location
 - ADO story is updated
 - Any supporting materials (job aids, etc.) are complete
 - Facilitation logistics are documented
 - You know who will deliver the workshop (if not you)
-

Metrics to Track

Consider adding these metrics to your reporting:

- Number of assets in each status
- Average time in each phase
- Number of assets completed per month
- SME response time averages
- Percentage of workshops delivered on schedule
- Learner feedback scores (post-delivery)

These metrics help you identify bottlenecks, demonstrate productivity, and continuously improve your process.

Conclusion

You now have a complete, repeatable system for developing training assets.

The key to making this successful is **consistency**. Use these templates every time, update SharePoint regularly, and refine the process as you learn what works best for you and your SMEs.

You're not just creating training – you're building a sustainable training development practice that will serve our organization long after the Go Live date.

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