

# **IT Project/Program Managers (P/PM) Solution Analysis**

# Solution Requirements

1

Practical not Conceptual Content

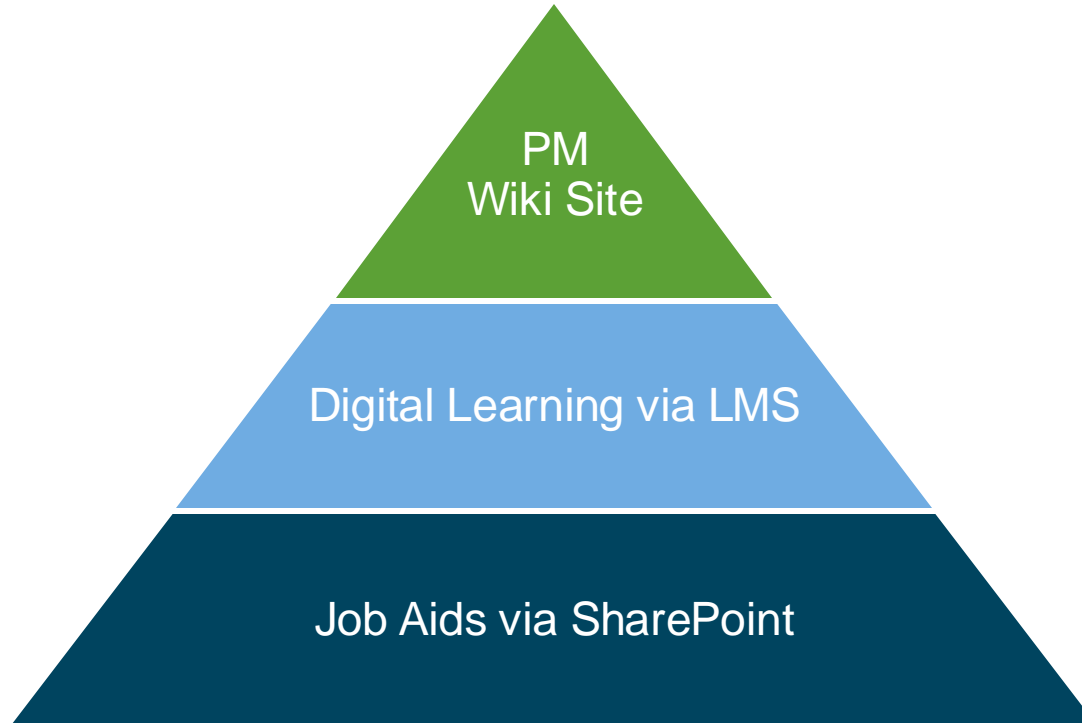
2

Easy to Access Content

3

Maintainable Content

# Good/Better/Best Options



	Good: Job Aids	Better: Digital Curriculum	Best: PM Learning Wiki
Methods	<ul style="list-style-type: none"> <li>Documents with text &amp; images</li> <li>Detail workflow or tasks</li> <li>Placed on a collaboration site</li> </ul>	<ul style="list-style-type: none"> <li>Simulate interactive performance environment</li> <li>Need development applications and user hardware</li> <li>Must outline/storyboard content</li> </ul>	<ul style="list-style-type: none"> <li>Microlearning via short videos</li> <li>Delivered via wiki platform</li> <li>Role-based learning paths</li> <li>Easy find &amp; use content: first time user or refresher</li> </ul>
Advantages	<ul style="list-style-type: none"> <li>Fastest-to-deploy solution</li> <li>Development time: 1-3 days each</li> </ul>	<ul style="list-style-type: none"> <li>Engaging learning</li> <li>Assignable &amp; Traceable</li> <li>Tie Glossary in each module</li> <li>PDU qualifiable</li> </ul>	<ul style="list-style-type: none"> <li>Training when you need, not you need to do training</li> <li>Durable, central resource</li> <li>Scalable, adaptable</li> <li>Not reliant on Corporate Learning</li> </ul>
Disadvantages	<ul style="list-style-type: none"> <li>Explaining concepts can take more effort than other media</li> <li>Assessing competency requires external method</li> <li>Cannot trace completion</li> <li>Risk of out-of-date content</li> </ul>	<ul style="list-style-type: none"> <li>May need specialized contractors for development/graphics support</li> <li>Time to deploy, LMS integration, greater project management complexity</li> <li>Time to complete</li> </ul>	<ul style="list-style-type: none"> <li>More smaller pieces to build</li> <li>Video production takes time</li> <li>Not really PDU qualifiable unless assessments</li> <li>Requires on-going curation &amp; system administration</li> </ul>
Questions	<ul style="list-style-type: none"> <li>If we build it will they use it?</li> <li>Stakeholder time to be SMEs and content reviewers?</li> <li>How do we get a SharePoint page/site created at Biogen?</li> <li>Content review process?</li> <li>Maintenance plan?</li> </ul>	<ul style="list-style-type: none"> <li>If we build it, will managers ask teams to use it?</li> <li>Preferred authoring tool?</li> <li>What involvement will Corporate Learning need?</li> <li>Stakeholder time: SMEs &amp; review?</li> <li>Content review process?</li> <li>Maintenance plan?</li> </ul>	<ul style="list-style-type: none"> <li>If we build it, will managers show teams how to use it?</li> <li>How to get users engaged?</li> <li>How do we constrain content structure but keep it flexible?</li> <li>Who can also create videos?</li> <li>Content review process?</li> <li>Maintenance plan?</li> </ul>
Recommendations	<ul style="list-style-type: none"> <li>Accept the limitations: get it done and out there</li> <li>Communicate what &amp; when</li> <li>Takeaways for digital learning</li> </ul>	<ul style="list-style-type: none"> <li>Job aids, then digital modules</li> <li>Modules focus on task performance and measure w/case study assessments</li> <li>Assign PDU value to each</li> </ul>	<ul style="list-style-type: none"> <li>Define/contain scope/structure</li> <li>Define technology needs</li> <li>Rolling releases</li> <li>Change management need</li> <li>Continuous improvement</li> </ul>