

Designing and Developing Interactive Learning Solutions for the Certinia Launch at Oliver Wyman

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Introduction

The Certinia launch in April 2024 marked a significant milestone for Oliver Wyman, introducing a powerful platform to revolutionize their operations. As a contractor at Oliver Wyman, my role was to design and develop step-by-step interactive guides and video guides to ensure a seamless transition and effective utilization of Certinia across their global workforce.

This case study aims to showcase the comprehensive work undertaken in collaboration with Subject Matter Experts (SMEs) and the Project Management team, highlighting the successful creation of interactive learning solutions that empowered users to navigate and leverage the full potential of Certinia.

Throughout this case study, I will show the methodology used and the outcomes achieved while developing these training materials.

The Certinia logo is displayed in a large, black, serif font. The word "certinia" is written in lowercase, with a horizontal bar over the "i" and a dot over the "n".

Company Overview

Oliver Wyman is a prominent global management consulting firm seamlessly integrating profound industry knowledge with specialized expertise in strategy, operations, risk management, and organizational transformation. As part of Marsh McLennan, a renowned business conglomerate, Oliver Wyman benefits from a vast network of resources and synergies.

Oliver Wyman collaborates closely with clients to optimize their business strategies, enhance operational efficiency, mitigate risks, and propel organizational performance.



Objectives

The primary objective of this project was to design and develop comprehensive training materials for the Certinia launch at Oliver Wyman. The specific objectives included:

1. Create step-by-step guides using the Rise 360 authoring tool, providing clear instructions and screenshots for navigating and performing processes in Certinia.
2. Collaborate with SMEs and the Project Management team to validate content and incorporate their expertise to ensure accuracy and relevance.
3. Gather feedback and update guides to maintain accuracy and alignment with evolving Certinia requirements.
4. Develop scripts for visually demonstrating Certinia processes in video guides.
5. Produce accurate and high-quality video guides through close collaboration with SMEs and the Project team.
6. Obtain sign-off from SMEs and the Project team for step-by-step interactive and video guides, indicating their satisfaction and readiness for deployment.



Results

01.

Successfully created comprehensive step-by-step guides for navigating and performing processes in Certinia using the Rise 360 authoring tool.

02.

Ensured the accuracy and relevance of the training guides by collaborating closely with Subject Matter Experts (SMEs) and the Project Management team.

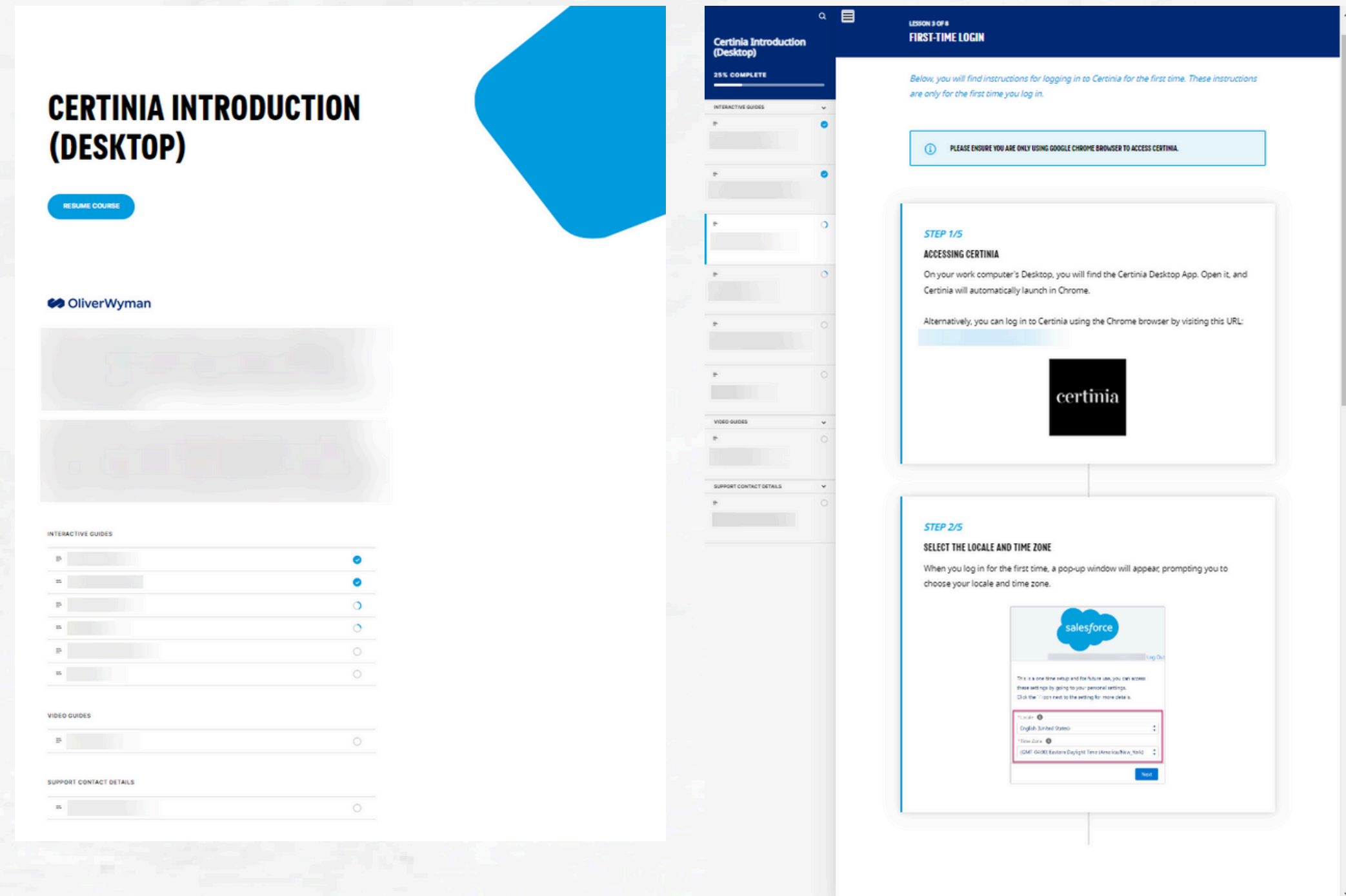
03.

Produced high-quality video guides that visually demonstrated Certinia processes, enhancing user understanding and engagement.

Step-by-Step Guides

Example of interactive step-by-step guides:

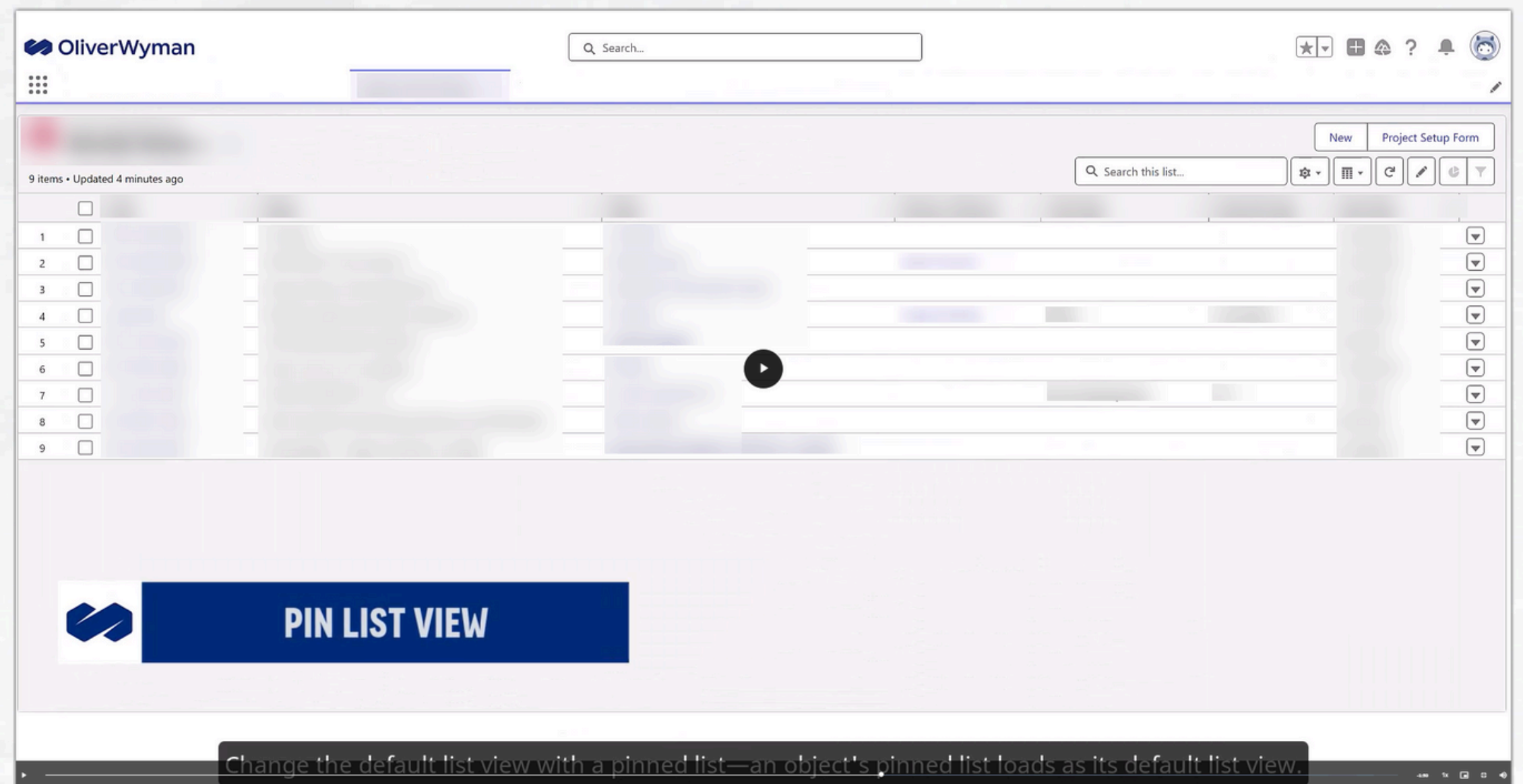
- Consists of chapters with instructions and screenshots for Certinia processes.
- User-friendly navigation for easy access and quick information retrieval.
- Clear instructions simplify complex tasks for confident execution.
- Interactive elements enhance engagement and learning experience.
- Mobile-friendly design for convenient access on smartphones and tablets.



Video Guides

Example of video guides:

- Detailed explanations on how to perform each process.
- Step-by-step instructions for user-friendly navigation, ensuring easy access and quick information retrieval.
- Clear instructions simplify complex tasks, enabling confident execution.
- Interactive elements enhance engagement and improve the learning experience.
- Mobile-friendly design allows convenient access on smartphones and tablets.



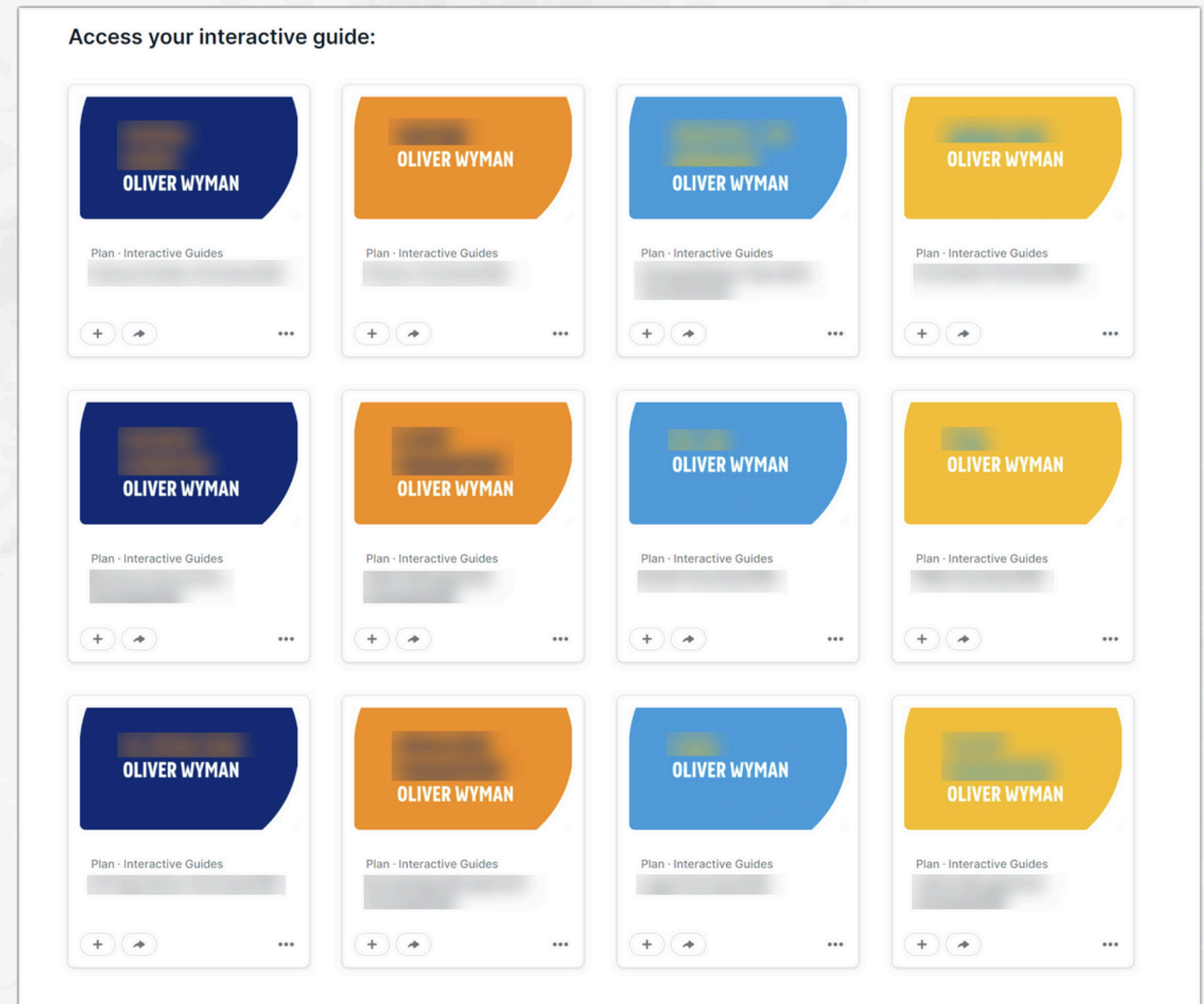
Resources created

The project delivered the following resources:

28 interactive step-by-step guides consisting 125 chapters

45 video guides

All training materials have been uploaded to the Degreed learning and upskilling platform.



Conclusion

01

Successful Learning Solutions

These educational materials have proven to be highly effective in enhancing user engagement and improving the overall learning experience.

02

Collaborative Effort with SMEs and PM Team

Successful training solution delivery relied on SME and project management team collaboration.

03

Impactful Certinia Adoption

The widespread adoption of Certinia by global users has significantly increased productivity and efficiency.