

CASE STUDY

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eLEARNING CONTENT DEVELOPMENT

SAP LITMOS

A bespoke learning experience
delivered efficiently.

IMPACT

A solution that allows SAP Litmos customers to add value to their own companies.

INTRODUCTION

We partnered with SAP Litmos to provide a suite of self-paced eLearning courses to deliver training for end users of Office 365 and related desktop applications.

SAP Litmos

SAP Litmos is an award-winning provider of eLearning solutions for some of the world's leading organisations. They provide an online training platform that enables organisations to provide smarter, faster eLearning for employees, customers, and partners. The Sap Litmos platform features a powerful LMS, SAP Litmos Training, and provides users with an extensive training course library, SAP Litmos Training Content. SAP Litmos enables organisations to easily manage their eLearning from system implementation and integration to ongoing administration.

THE CHALLENGE

Create a high-quality, engaging, self-paced suite of eLearning courses to add to the SAP Litmos course library.

SAP Litmos required a suite of courses made up of multiple short modules about Office 365 and its latest features. This course was aimed at users who were already familiar with Microsoft Office and were upgrading to Office 365, and so, needed to learn how to use new Office 365 features such as AI assistance.

SAP Litmos required that this course be easy for users to

access when they needed to learn on a task-by-task basis rather than watching the courses through end to end.

The courses needed to be engaging and demonstrate how to use the new features in Office 365 to allow learners to optimise their performance.

We were challenged with creating a high-quality and engaging course with screen recorded

demonstrations and voice over, all on a tight timeline, with an allocated number of days and modest budget, while undertaking the following roles:

- Subject Matter Expert
- Instructional Designer
- Curriculum Developer
- Graphic Designer
- Voice Over Artist

ACTION

We established a global collaborative team of highly trained and experienced designers, learning innovators, project managers, and reviewers to deliver a high-quality bespoke learning experience in a timely manner. Our development process included the following:

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Prototype development:

- o To perfect the desired tone and style of the course, we created prototypes for SAP Litmos to review, allowing us to ensure that the course fit with the current SAP Litmos offerings and brand style.
- o The prototype process allowed us to create the rest of the course content without SAP Litmos needing to review each module as we created them.

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Design development:

- o Our lead instructional designer set the design standard for the wider team to follow when creating modules. Including colour, theme, style, music style, font, and so on.
- o Templates were created based on the design standard, ensuring consistency between modules.

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Strategy development:

- o We established timelines and a statement of work and discussed the client expectations.
- o Based on our discussions with the client, our curriculum developer created a course overview that broke each course down into smaller, more digestible modules. These modules could be viewed end to end or individually, as required by the user. Each module incorporated a logical sense of storytelling, taking the user through the process of accessing the specific app and using its features.

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Project management:

- o Our team included one full time project manager as the dedicated contact for SAP Litmos.
- o The project manager kept SAP Litmos up to date on the project status, by sending weekly status reports.
- o Our project manager communicated with SAP Litmos on behalf of the team, streamlining communications.

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Content review:

- o To ensure that the product was high-quality, we put the modules through several rounds of reviews including the following:
 - Self-review by the module creator
 - Peer-review by another instructional designer
 - QA review by a dedicated reviewer who had not worked on module creation
- o The courses were also delivered to SAP Litmos for review a month prior to their internal deadline, allowing plenty of time for any necessary revisions to be made.

Content creation:

o Within the design team, various team members were assigned specific roles based on their expertise. Roles included the following:

- Recording demonstrations
- Editing video demonstrations
- Editing voice over
- Sourcing and editing music
- Creating animations
- Writing scripts
- Creating storyboards
- Sourcing and creating graphics
- Creating closed captions

o We recorded the voice over in-house, providing several different voice over artists. This variation in course narrators enabled us to make the course more engaging. Within our team, we had a highly experienced voice actor, who established guidelines for our voice over artists to follow.

RESULT

A bespoke, engaging, high-quality, learning experience delivered as promised

Our team created a premium customised learning experience on time and within budget.

This learning experience provided an impactful end user experience that focused on engaging users and retaining their attention. We provided a learning experience that equips users with all of the essential knowledge they need to take advantage of the newest and most innovative features in Office 365, allowing them to optimize their time and skills. This allows SAP Litmos customers to add value to their own companies.

The end product was a high-quality suite of courses that SAP Litmos could offer to their clients, continuing to build trust and assurance that their clients are receiving training resources of the highest standard.

This learning experience consisted of two parts, as follows:

- One course to introduce learners to Office 365 and related desktop applications [total course duration: 90 minutes; microlessons, 3-5 minutes each].
- A suite of short courses covering the upgrade to Office 365 applications [total suite duration: 180 minutes; microlessons, 3-5 minutes each].

Deliverables included the following:

- A statement of work
- A draft and final course structure
- Design options with approved and tested prototype
- A suite of courses, comprised of 61 modules, including music, voice over, transcripts and closed captions, animations, and screen recorded demonstrations

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