

## Custom Online Training Development Process

### **1. Initial Client request for services**

2. TrainNow reviews request specification and existing background material
3. TrainNow provides project proposal and contract for approval
4. TrainNow receives approved and signed contract
5. Trainnow Invoices ½ of estimated project contract
6. Course development team assigned – graphic designer, scriptwriter, flash developer, programmer, and project manager

### **7. Client meeting via Teleconference**

8. TrainNow develops questions for client SME (Subject Matter Expert)

### **9. Teleconference with client SME**

10. Continued review of existing client material and add'l information gathering
11. Draft script developed and submitted for client review

### **12. Client reviews draft script and suggests changes where needed**

13. TrainNow revises script with client suggested changes
14. Storyboard is developed (narrative and graphical treatment) and submitted to client

### **15. Client approves Storyboard**

16. TrainNow develops needs list for photography, graphics, animation and video if required
17. TrainNow begins design of screen layout and graphic templates

### **18. Client reviews and approves screen layout and design**

### **19. Client approves one or more possible narrators (sample readings provided)**

20. Approved storyboard and narration script sent to selected narrator
21. Photography, graphics and video collected, modified and optimized for screen
22. Website setup for online client review during development
23. Comprehensive Quality Assurance testing of course is performed including SCORM compliance

### **24. Client reviews Alpha version of Course and suggests any changes that may be necessary.**

25. TrainNow revises course with client changes and resubmits for client approval
26. Upon final approval TrainNow packages and delivers final course and archives all project files on site.
27. Trainnow invoices remainder of project costs including any client extras