

Managed Content Development and Maintenance

DATASHEET

The development of learning content can be complex and time consuming. Ensuring that the developed content addresses the requirements of the entire Project Team, as well as the users, can be a challenge.

As with any Project, experience is invaluable. Larmer Brown's Development Team has extensive hands-on experience of scoping, planning and delivering Content Development Projects to meet specific objectives and budgets.

We offer Content Development Project Managers, Content Developers and Instructional Designers either as part of our Team or to support your own Development Team. Our Developers are both qualified and experienced and are offered at daily, weekly or Project rates.

Our Developers provide added value in terms of best practice, standards training and mentoring. Our Senior Consultants offer a wide portfolio of services to support your own Project Team and have Lead Development, Content Project Management and Content Set-up Consultancy skills. They follow Prince 2 Methodology and best practices, and most are also Prince 2 qualified.

Our Development Projects often incorporate development of both system and non-system content, reflecting the end-to-end Project. We have experience across all business streams including Finance, P2P, HR/Payroll, SCM, CRM, Retail, Talent Management, BI and Reporting.

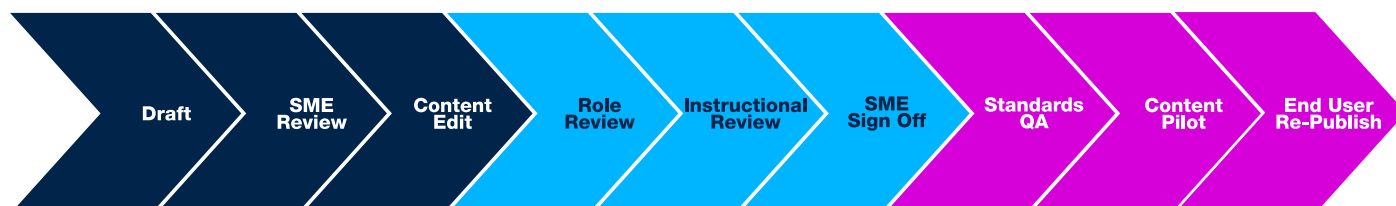
We have supported numerous enterprise implementations utilising a variety of Content Development tools and each client is a reference.

Our Developers have worked with most applications, including Oracle, SAP, Workday and Microsoft, as well as many bespoke applications.

Content Development Projects usually involve the development and sign-off of hundreds of processes and proven methods are essential if the Development Team is to work effectively and achieve targets, in terms of both time and budget.

Our proven methodologies have evolved into a comprehensive set of services, delivered as individual workshops or a Managed Service, designed to bring significant additional value to our clients.

Our Content Development Methodology incorporates up to nine phases of development



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Our Content Development Services



Scope and Readiness Review

A comprehensive review of all dependencies including installation environment, processes, readiness, risk and pre-requisites.



Standards and Best Practice

During a Workshop we will review all aspects of setting up the development environment as well as the application and policing of development standards. Considerations of accessibility, user demographics, infrastructure and corporate branding are all incorporated into prototype processes. Once prototypes are approved a Standards Document is produced.



Development Methodology Workshop

Designed to gain an understanding of current delivery strategies and existing systems as well as the technical capabilities of the end user population, resulting in the creation of Prototype Content.



Technical Services

Incorporates installation, configuration, testing and System Administrator Training. Development Methodology dictates the environments required. Hosting and Support Contracts are also available.



User Training

Our experienced Developers bring crucial instructional design skills to the Project team, with the added benefit that they can train your Authors from a position of real understanding and experience. Should a Training Needs Analysis be required, our Instructors and Developers possess extensive experience in the alignment of training needs to job roles and responsibilities.

Our Content Maintenance Service

The continuous maintenance of your content to ensure it accurately represents learning requirements, is a vital part of your enablement and adoption journey. If your Developers are unable to commit time to the task, in order to become proficient, it can be time consuming.

Our Content Maintenance Service (CMS) ensures your users receive comprehensive, process led eLearning, documentation and support materials that always reflect your current applications and processes.

Our CMS provides you with access to experienced and proficient Developers to support, record and publish all of your content, at a time when you need that learning and support content to be updated. This flexible and streamlined service ensures the usual documentation overhead and risks associated with user training and support are dramatically reduced.

This co-ordinated working ensures that your team are not required to duplicate work in an effort to ensure your Developers have the right level of knowledge and understanding.

About Larmer Brown

Larmer Brown has provided change management and learning solutions to corporate clients since 1984. We offer a portfolio of products and services to support clients through each phase of their learning project. Our offerings accelerate each project stage, to ensure risks are minimised and benefits realised.