

# Custom Development Services

Our outcomes are measured in the success stories of clients such as:

**Procter & Gamble**  
**Siemens**  
**Honda**  
**ADM**  
**U.S. Air Force**  
**University of Cincinnati**  
**Caterpillar**  
**Pfizer**  
**Prudential**  
**Citigroup**  
**AdminaStar Federal**  
**Herbalife**  
**Briggs and Stratton**  
**International Paper**  
**Cincinnati Bell**  
**JP Morgan Chase**

A well developed CBT training, eLearning or Distance Learning Program can be measured by the resulting cognitive outcomes and impact on the client's business. Despite the relevance of the content, a course is only effective if it can engage learners and deliver information in a way that appeals to a variety of learning styles. The Trivantis Custom Development Services (CDS) team combines expertise in multimedia development and instructional design to create a learning experience that is engaging and intuitive.

The success of our solutions is the basis for both repeat business and "word of mouth" references from current clients. The reasons that our clients continue to use Trivantis' Custom Development Services team and our Lectora authoring tool are simple:

- Expert Instructional Designers
- Expert Project Managers
- Expert Production Staff
- Rapid Turnaround Time
- Platform Neutral Output
- Industry Standards Compliance (AICC, SCORM)
- Easy Implementation
- Easy Distribution
- Easy Maintenance
- Value

We leverage our own powerful authoring technologies to create turnkey solutions with quick turnaround. Once created, our courses are easy to maintain, publish, and distribute using the Lectora authoring tool.

The CDS team works directly with clients to understand their educational and training objectives and design parameters. Using a proven step-by-step methodology, the CDS team manages the development process to create custom courses that accurately meet the client needs and deliver results. Our streamlined process ensures that courses are created efficiently, effectively, and delivered on time.

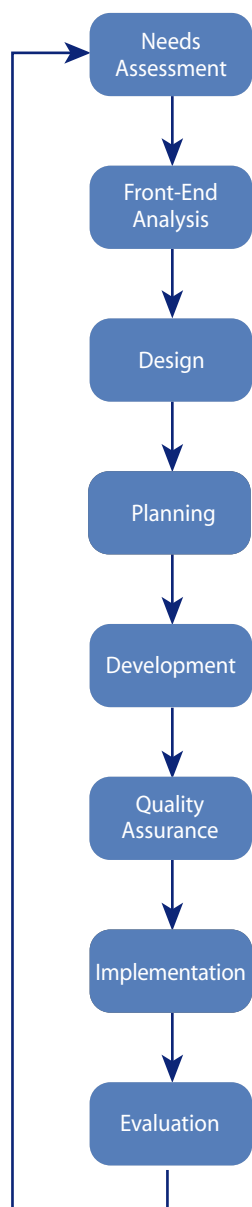
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## Custom Development Services

Our course design methodology is based on the following industry proven model:



### Methodology

Creating high-quality eLearning solutions requires a precise, well-defined approach. The CDS team uses a proven and effective methodology to manage eLearning projects. Simple or complex, this process drives efficiency and allows Trivantis to deliver exceptional quality in a short time frame. By leveraging this methodology, the CDS team is able to eliminate project risk and reduce project ambiguities. It ensures that we not only meet, but also exceed client expectations.

### Needs Assessment

The Needs Assessment phase of the content development process includes all investigation and collaboration with the client to determine the desired cognitive outcomes for the course that will be developed. In this phase Trivantis identifies the client's current needs and helps them speculate about future needs so that we can create a plan that will be flexible enough to address both. It is during the Needs Assessment that the learning objectives are formulated and stated.

### Front-End Analysis

While Needs Assessment focuses on determining the current state and the desired state, Front-End Analysis determines how to close the gap with a results-driven solution.

We address six types of Front-End Analysis:

- 1 Audience: determining the target population for the solution and their demographic as well as learning needs.
- 2 Technology Analysis: determining the type of technology available and technological considerations for delivery.
- 3 Situation Analysis: determining the environmental considerations in delivering the solution.
- 4 Task Analysis: determining the physical and mental requirements for completing the tasks set forth by the course that will be developed.
- 5 Media Analysis: selecting the most appropriate delivery medium for the solution.
- 6 Cost Analysis: determining the cost to client of the solution.



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### Design

The Design phase has two components. The first design component addressed is Instructional Design. The Instructional Design component addresses all planning and content creation factors that will guarantee a successful delivery of the solution. From semantics to page layout, all contributing elements are determined based on the data collected during the Front-End Analysis phase. The Trivantis team of expert Instructional Designers assists clients in creating effective content presentations.

The second design component is the Graphic User Interface design. The Graphic User Interface design component produces the visual theme for the solution. Our graphic designers work with the client to incorporate the key elements determined in the Instructional Design component while taking into consideration all branding, logo, and color schemes required by the client. The Trivantis team of expert graphic designers, animators, and web developers use their wide array of talents to create visually appealing and effective content.

### Planning

The Planning phase is the most important factor in the success of the project. In the Planning phase, the data collected in the Front-End Analysis phase and the design considerations created in the Design phase are formulated into a development plan and production schedule. The following milestones are accomplished in this phase:

- Schedule of project activities
- Identification of project team members (both Trivantis and client)
- Development of formal project plan document

### Development

In the Development phase, the concepts, elements, and plans formulated in the previous phases are turned over to our project managers and development team. Together, they leverage their industry expertise as well as our own powerful authoring tool to create an effective solution that is tailored to the client specifications. Trivantis developers and project managers work in concert with client subject matter experts and project managers to ensure a smooth process from assembly to delivery.



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### Quality Assurance

During the Quality Assurance phase, the project is tested repeatedly to ensure compliance to client and Trivantis standards for quality. The process includes performing technical reviews, debugging, testing navigation and page progression, and proofreading. It is our goal to deliver content to clients that reflects the pride in the work that we do.

### Implementation

Trivantis' course developers and technical support personnel assist the client in distributing and then implementing the solution. Because our Lectora authoring tool produces a standards based product that is easy to integrate and simple to distribute, the integration process after production occurs quickly and seamlessly.

### Evaluation

After the solution has been utilized for a period of time, Trivantis finalizes the client experience by performing a follow-up evaluation of the effectiveness of the solution. In this phase we assess specific areas of effectiveness of the solution. These include:

- Reaction: participant response to the solution.
- Knowledge: the measure of increased level of achievement as a result of using the solution.
- Performance: the measure of the change in behavior, attitude, or performance as a result of using the solution.
- Impact: the measure of the impact on the business as a result of implementing the solution.

