Content Blueprint for a Tech-Process eBook

ACME App Process: A Comprehensive Guide

Description: This is a real sample of a content blueprint for an eBook about a new solution for setting up non-employees for projects. This is a straightforward document that shows the various sections of the eBook. Some terms and names have been changed for proprietary purposes.

Estimated seat time: 5-8 min.

Platform: Rise eBook

Course objectives:

- Identify the critical features of the new non-employee access management system
- Navigate the system's dashboard
- Access contractor management system through ACME app and ServiceNow
- Create and submit new contractor requests
- Check the status of contractor requests
- Review contractor histories

Course outline by section/chapter:

1. Welcome and Overview
2. Accessing ACME App
3. Navigating ACME
4. Requesting New Contractors
5. Additional Features
6. Wrap Up

Conceptual style: This eLearning will match the look and feel of the company's brand with the use of stock imagery, custom illustrations, and graphical icons. Interactive simulations will reinforce key processes.

Vision board: Follow the look and feel of previous company Rise courses. Incorporate elements of broad array of business functions, like HR, finance, IT, manufacturing, commercial/medical affairs, and regulatory. The module will leverage screenshots of the system platform to show users step-by-step processes.

Note: Must include closed captioning.

0101 Introduction

Topic	Details
Welcome	Welcome/Course navigation instructions
ACME App	Title: ACME: a Comprehensive Guide • Awareness video: embedded teaser video about new ACME solution Module overview: The module will focus on these key areas: • Welcome and Overview of ACME solution • Accessing ACME app • Navigating ACME • Requesting a New Contractor • Best practices and resources Course Objectives: • Identify the critical features of the new non-employee access management (ACME) system • Navigate the system's dashboard • Access contractor management system through ACME and ServiceNow tiles • Create and submit new contractor requests • Review contractor histories • Check the status of contractor requests

0201 Accessing ACME

Topic	Details

Getting Started: Accessing ACME	Section Topics
	• ACME Process across both apps – explain that process begins with the app tile on homepage and is completed on ServiceNow
	
	• How to access the apps on company app homepage
	  o Show highlighted tile for new app
	  o Show highlighted ServiceNow tile app homepage
	• Accessing the form on ServiceNow
	  o Note that users must finish the process on ServiceNow for any request begun in the new app
	  o Show how the process can be completed from start to finish on ServiceNow for specific departments, if applicable
	  o Break out into two sections highlighting the management access compared to the employee access

0301 Navigating ACME

Topic	Details

ACME: System Navigation	• System Overview of ACME app with an interactive click-through that shows the learner:
	   ○ Form Location
	   ○ Tracking and Status
	   ○ Reporting
	   ○ Contractor Histories/History of employee activity

0401 Requesting New Contractors

Topic	Details

Requesting a New Contractor	Section content outline:
	• Show learners how to begin a new contractor request form using ACME and completing on ServiceNow
	• Review features of forms, e.g., start and end date, which determine resource closeout
	
	• **New Request Simulation:** User simulation of new contractor request beginning in **ACME**. Users click hotspots for each field of form that includes pop-up information on how to complete the fields
	• Assigning training to new contractor: Link to SuccessFactors from ACME/ACME form
	   ○ LMS access for subset of contractors: GxP, special SAP users who do purchasing on behalf of company
	
	• **New Request Simulation: ServiceNow:** Users will complete a form, clicking hotspots for each field that includes pop-up information on how to complete the fields
	   ○ Completing request begun in ACME
	   ○ Doing full process on ServiceNow
	• Resource closeouts: ACME/ACME automatically closes resources based on start and end date of new contractor request form
	• System notifications: When resource or contact permissions to expire
	• Share best practices
	• Quick knowledge check

0501 Additional Features

Topic	Details

Additional Features of ACME App	This section walks users through additional functionality in the ACME app, including:
	  o Tracking Requests: checking the status of new requests
	  o Viewing Contractor Histories
	  o Reporting: Status quo: can make a report on contractors you hired
	
	• Images with text as applicable
	• Image with text: References examples of different permissions on the site between regular employees and their managers, if applicable
	• Flip card interactions or knowledge check with hotspots on what users have learned

0601 Summary & Resources

Topic	Details
Summary	• Recap of key information, reinforcing important points • Best Practices • Access to helpful resources: o Global Service Desk for help