

# Content Development Methodology

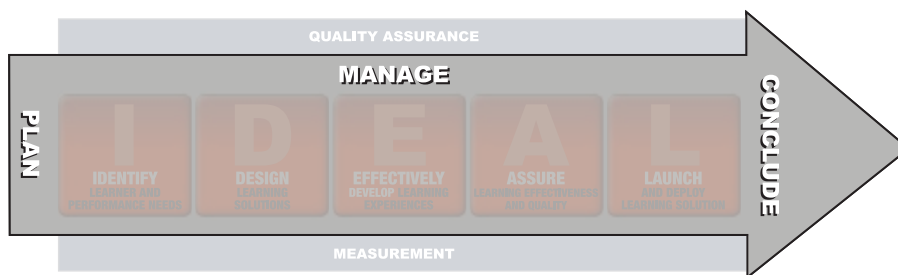
PROJECT MANAGEMENT

## RIGOROUS PROJECT MANAGEMENT - THE FRAMEWORK FOR IDEAL

Meticulously detailed project management allows our project teams to focus on designing high-quality learning content that addresses your business needs.

Our overall philosophy is to team with each customer at every step along the way to address these needs. From the start, your ACS project manager works closely with you to define expectations for the development engagement. This ensures that both ACS and you have a shared vision and are aligned in terms of how that vision is to be achieved.

Our project managers work with you to plan and execute across three phases:



### Phase 1: Plan

Planning is critical to the overall success of your content development project. During this phase, our project team and you agree on the project goals, scope, and deliverables, which in turn accelerates the project toward completion and provides you with the confidence that we will deliver the quality you expect.

### Phase 2: Manage

One key to effectively delivering on your vision is to ensure close communication among subject matter experts (SMEs), key stakeholders, and the project team. Communication between all parties starts with the project kickoff and continues throughout the life cycle of the project. Instructional designers and media developers meet face-to-face with your SMEs. Project managers also hold regularly scheduled status sessions with you to discuss progress, issues, scope change, and identified risks. They also follow a well-defined quality assurance steps throughout the project.

Your satisfaction is measured as each key deliverable is provided. Your feedback helps us make course corrections in a timely way and prevent problems from occurring as we progress through the development process.

### Phase 3: Conclude

During this final project management phase, we evaluate the success of the project, document lessons learned, and provide a smooth, seamless transition to the ongoing operation and maintenance of the learning content for you. By reviewing the successes and challenges of a project with you, we are able to continuously improve quality, process, and outcomes on each subsequent content development engagement.

### ABOUT ACS

ACS, helping companies deliver efficient, consistent, quality learning services; driving business value through effective management of LearnerCare. ACS is the leading provider of learning outsourcing services to companies that consider people among their most valuable investments. We partner with our clients to help them increase the value their people provide, by deploying effective, efficient, and performance-based learning aligned with strategic business goals. ACS has been consistently acknowledged as a leader and high end provider by analysts industry publications. Our clients include Ernst & Young LLP, Beckman Coulter, Cisco Systems, Canon U.S.A., Delta, Energy East, GM Europe, GSK, the Internal Revenue Service, Kraft, Network Appliance, Océ NV, Turner Construction, and many others. For more information on ACS, go to [www.acs-inc.com/learning](http://www.acs-inc.com/learning)

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