

Sade Ekulona

Project: *Creating Professional Development Modules: Enhancing Writing Skills for those in Technical Roles*

Client Profile:

Primary Stakeholder: Jane Doe

Role/Position: Sr. Software Development Manager

Company: Large Technology Company

Jane Doe is a Sr. Software Development Manager at Large Tech Company. She has been with the company for 10+ years and has noticed that, in general, those in technical roles struggle with writing technical documentation, specifically “how-to” documents. Developers and engineers tend to assume that their readers already have solid technical knowledge, but that isn’t always the case. Jane Doe recognizes the importance of effective communication in technical roles and is committed to enhancing the writing skills of her employees to ensure clear, concise, and digestible documentation. Although Jane Doe wants these modules to be used for those that she manages, which is 15 people, she hopes that the modules will be useful to those in technical roles outside of her organization at Large Tech Company.

Project Description:

Project Topic:

Creating Professional Development Modules: Enhancing Writing Skills for those in Technical Roles

This project involves creating learning modules (approximately 1 hours worth of material) for professional development. The modules will focus on improving the writing skills of software engineers and developers, quality assurance engineers, and other technical professionals. Many people in those professions have strong technical skills but often struggle to communicate and explain what they know to others. By providing different strategies and techniques for writing technical documentation that is understandable to audiences with less knowledge than them, the modules will help those in technical roles become better technical writers.

Project Attributes:

Project Scope: Developing learning modules aimed at enhancing the writing skills of technical professionals. We will initially develop and test the modules with the 15 employees on Jane Doe's Team, and if this project proves successful, we will implement them across the entire company.

Project Duration: 2 months

Project Team:

Project Manager/Instructional Designer - Sade Ekulona: Responsible for the overall success of the project and structuring the course material, designing interactive learning activities, and ensuring alignment with learning objectives.

Instructional Design Intern - Jack Williams: Jack will be responsible for helping to design interactive learning activities.

One Technical Writer - Tasia Lance: Tasia will provide expertise in technical writing, offer insights into industry standards, and review content for accuracy and relevance. Tasia already works at Large Tech Company and she will be a Subject Matter Expert that helps develop the modules. *One Editor - Kendall Reyes:* Kendall will be responsible for ensuring clarity and

consistency of content across all modules when they are complete and before they are sent to employees.

Project Complexity based on the Darnall-Preston Complexity Index: 4

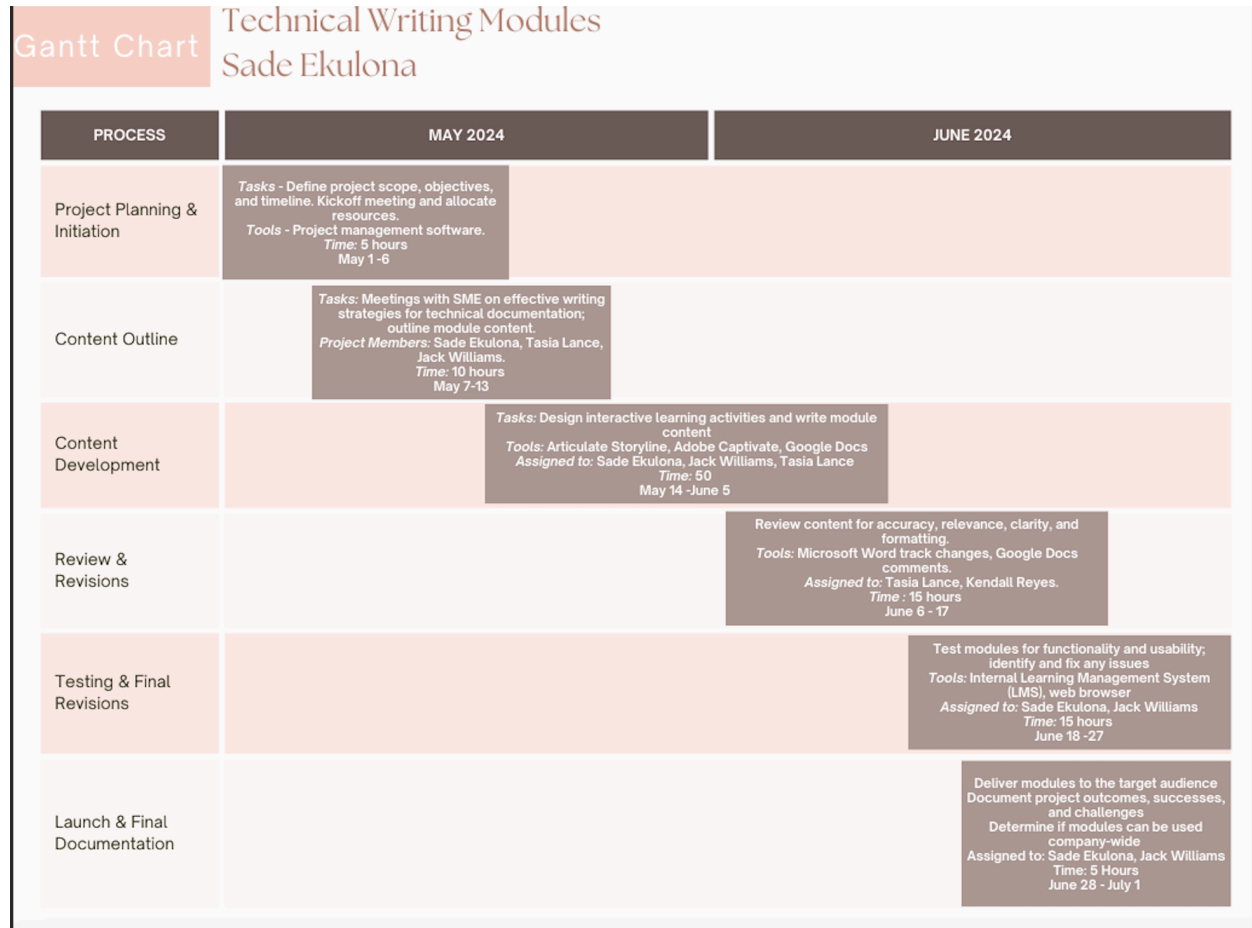
I gave this project a 4 because there is a need for specialized knowledge in technical writing and software development/engineering. The learning modules should accommodate the diverse backgrounds and expertise levels of technical professionals. The instructional designers must design engaging and effective learning modules to facilitate skill development, application, and retention. The project requires complex coordination with instructional designers, technical writers, and an editor who are working on it for a limited number of hours per week, so time is precious. To ensure quality results, this project needs efficient planning and execution.

Budget:

The following budget is based on each project member's hourly rate and the number of hours they would need to contribute to the project. The costs for this special project will come out of Jane Doe’s department budget. The project members already have access to the necessary tools due to their roles within the company, so I won't include the costs of those tools.

Name/Title	Hourly Rate	Total Hours	Total
Sade Ekulona - Project Manager/Instructional Designer	\$60	30	\$1,800
Jack Williams - Instructional Design Intern	\$25	30	\$750
Tasia Lance - Technical Writer	\$50	25	\$1,250
Kendall Reyes - Editor	\$50	15	\$750
		100	\$4,550

Gantt Chart:



Tasklist:

Project Planning: May 1 - 6 (5 hours total) - Assigned to Everyone

- Define project scope, objectives, and timeline
- Have kickoff meeting and define roles and resources

Content Outline: May 7 - 13 (10 hours total) - Assigned to Sade, Tasia, and Jack

- Meetings with SME on effective writing strategies for technical documentation
- Outline Modules

Content Development: May 14 - June 5 (50 Hours total) - Assigned to Sade, Jack, And Tasia

- Design interactive learning activities and modules
- Tools: Storyline, Adobe Captivate, Google Docs, and Word

Review and Revisions: June 6 - 17 (15 hours) - Assigned to Tasia & Kendall

- Review content for accuracy, relevance, clarity, and formatting
- Tools: Google Docs and Word

Testing & Final Revisions: June 18 - 27 (15 hours) - Assigned to Sade & Jack

- Test modules for usability and functionality
- Identify and fix any issues
- Tools: Internal LMS

Launch and Final Documentation: June 28 - July 1 (5 hours) - Assigned to Sade & Jack

- Deliver modules to the target audience Document project outcomes, successes, and challenges
- Determine if modules can be used company-wide

Complication:

“The editor could not work on this project because of a job change in the middle of June. Please consider this situation and try to devise a solution; remember to reflect on it in your final project.”

Please note that I changed the time of the complication timeline to early June.

To address the complication of the editor's unavailability due to a job change in early June, I considered a few solutions.

- Since the SME (technical writer) is a solid writer, we see if she has more availability to edit the modules.

- Replace the editor internally and look for candidates who have experience in technical writing and editing and are available to start at the earliest.
- Distribute the editor's tasks among the remaining team members, such as the instructional designer, instructional design intern, and technical writer to help alleviate the workload until a suitable replacement is found.

Solution:

Since the project had already launched when the editor decided on a job change, I decided that we would distribute the editor's tasks among the remaining team members until we can find another editor. I think it is important to have an editor that isn't working on the main content to make edits even if it is close to content completion.

Project Closure:

- Delivered high-quality learning modules that address the need for improving writing skills among technical professionals.
- Successfully tested and refined modules to ensure usability and effectiveness.
- Documented project processes, outcomes, successes, and challenges for future reference and improvement.

Next Steps:

- Evaluate the possibility of implementing the modules company-wide based on feedback from initial rollout.
- Consider opportunities for ongoing refinement and expansion of the modules to meet evolving needs and address feedback from users.