

CA Productivity Accelerator

Development Service

Our Development Service for CA Productivity Accelerator (CA PA) offers a proven, phased approach to content development, encompassing a series of tailored workshops that accelerate the planning process. The service provides you with access to our experienced CA PA Developers, together with a tried and tested content development methodology to ensure the success of your content development project.

KEY SERVICE DELIVERABLES

Discovery Workshop:

- User adoption deliverables
- Development scope
- Roles and responsibilities
- Timelines
- Environment requirements
- Change and communication planning
- Risks
- Creation of content standards
- Creation of course prototype

Technical Pre-Project Services:

- Audit of CA PA installation
- Technical support

Mobilisation:

- Access and security
- Creation of a Work Plan
- Work package assignment
- Project escalations
- Reporting

Project Challenges

CA Productivity Accelerator (CA PA) is powerful in terms of content development and deployment but it is not an 'out-of-the-box' solution, so when it comes to choosing a development partner to support use of the tool on your development project, there is no substitute for experience.

Content development projects can mean the development and sign-off of hundreds of visual designs, processes and other learning assets. Proven methods are therefore essential if your development effort is to be effective and achieve targets, in terms of both time and budget.

Objectives for a project usually include:

- Utilise tried and tested methods to manage the development and review process
- Accelerate development by resourcing certified, experienced Content Authors
- Ensure content is consistent and of high quality
- Ensure minimum redevelopment or re-recording due to unforeseen application changes, lack of planning, technical issues or deviation from standards
- Minimise SME time on documentation

By utilising our CA PA Development Service you can ensure that you meet each of these objectives and your project reaches a successful outcome.

What is the CA PA Development Service?

Encompassing all aspects of a professional CA PA development project, our service provides a phased approach to the planning and implementation of your content development project, including:

- Planning
- Technical Services
- Content Development Methodology
- Mobilisation
- Reporting

Planning

In order to ensure your development project is successful, you need to start with a carefully constructed and structured plan. Our CA PA development service offers a series of planning workshops that help ensure you have considered all aspects of the project before commencing.

- **Discovery Workshop**
This workshop process results in a comprehensive report detailing each element of your CA PA project. The report is aligned to your implementation, including user adoption deliverables, development scope, roles and responsibilities, timelines, change and communication planning, and risks. Content development standards are also documented and approved, together with a course prototype(s).
- **Technical Pre-Project Services**
As part of the planning process we will undertake an audit of your CA PA installation (if on premise), including configuration and testing - development methodology dictates the environments required. Technical support is provided throughout.
- **Mobilisation**
This includes the consideration of access and security, creation of a Work Plan and work package assignment, escalations and reporting.

Managing Quality

Content standards and style guidelines developed and approved during the Discovery Workshop provide stringent guiding principles throughout the development phase. Considerations such as accessibility (disability legislation), user demographics, infrastructure and corporate branding are all incorporated into prototype processes. Once prototypes are approved a Standards Document is produced.

Our content development methodology incorporates up to nine phases of development to ensure your content meets the required standards. This includes a raw record, SME review, content edit, role review, instructional review, SME sign-off, standards QA, content pilot and end user pre-publish.

Reporting

A daily update email summarises activity and achievement, and highlights any issues. A weekly status report provides a summary of all work, any risks and issues together with the actual vs predicted development rate, to ensure you are fully up-to-date at all times.

For more information, please visit:

ca.com/ca-productivity-accelerator



CA Services has an unwavering commitment to your success. Our best practices and experience from thousands of engagements help you accelerate business value and achieve your desired business outcomes. CA Services helps you achieve those outcomes through enabling your organization, accelerating your technology services and managing your long-term success for full value realization.

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