

## **CIM Functional Specialist Prep**

- **Course Design Document**

### **1. About the Document:**

This design document specifies all the decisions made about the course up to this time, including:

- Purpose of the course
- Intended outcome of the course
- Audience description
- Delivery method(s)
- What to train
  - High level outline
  - Detailed lesson outlines
- Objectives of each lesson
- Assessments/exercises for each task

### **2. Purpose of the Design Document:**

The purpose of the design document is to obtain agreement with all stakeholders about the vision and plan for the course. These parties include:

- Internal clients (BU SME's) and reviewers
- Team members (iLD) working on the course
- External clients, if any

### **3. Sign-off:**

Obtaining sign-off on the design document is important in ensuring agreement on the plan at this point. Once an agreement is secured from key stakeholders work on developing the course materials can begin.

An approved course design document is required to release a course as an official curriculum

#### **Key stakeholders for Design sign-off**

- Designated Leader from BU (for BU developed courses)
- Head of iLD

## Contents of a Design Document

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### **Purpose of the Course:**

This course provides an overview of the Customer Information Management(CIM), the Customer Onboarding tool.

### **Audience Description:**

Pre-sales, Business Analysts, Relationship Managers, Developers, Testers, Solution Architect, Consultant, Product Engineer, Service Delivery, Product Implementation

### **Course Objectives:**

After completing this course, the learner will:

- Have an overview of the Customer Information Management(CIM), the Customer Onboarding tool.
- Facilitate a centralized and simplified Customer Onboarding experience.
- Learn how CIM standardizes pre-defined product offerings for a customer segment
- Learn how these offerings can be packaged and used in customer profiling processes to enable faster and efficient customer onboarding.

### **Learning Assessment:**

There will be an exam post the training for 30 minutes

### **Instructional Strategies:**

Delphi-led course

### **Media:**

The course will utilize the following media

- Videos

### **Duration:**

This course is covered in a single block of 3 hours' instructor led session.

- Pre Training Activity: Not Applicable
- Post Training Activity: CIM Functional Specialist Exam (Duration - 30 minutes)
- **Course Scope:**

The course contains 1 lessons The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	CIM(Customer Information Management)	I. Introduction II. Package Creation III. Customer Profile Creation IV. Additional Demo - Service Package & Customer Profiling	Video	185 minutes	None	None

**Activities Conducted:**

Activity	Activity	Objective	Duration	Annexure
NIL	NIL	NIL	NIL	NIL

**Development Tools**

Not Applicable

**Ownership**

The design and Development of the course is by <Not Applicable>

Course approved by Dr.Vinay Menon – SVP iLD

Course revision from time to time by Ajaykumar SS, Director, Manufacturing / VP

Approved facilitators: Ajaykumar SS, Director, Manufacturing / VP

**Development Time**

Not Applicable

**Support Requirements**

Not Applicable

**Project Sign off**

Approved by :

Date :

Place :

**Annexure:**

NIL