

# **CIM Technical Specialist Prep**

## **Course Design Document**

**Ver 1.0**

### **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:**

The course is highly beneficial to all associates who work on this CIM Product specifically on the technical side.

**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:

- Go through a Technical overview of the Intellect CBX system. The course
- Cover a detailed understanding on the important technical aspects of the Product such as Deployment, App Configurations, Transaction creation, De-bugging, Security configuration etc., to name a few.

**Learning Assessment:**

There is a post-training assessment ranging upto 45 minutes

**Instructional Strategies:**

This is an instructor-led Delphi session

**Media:**

The course will utilize the following media

- Videos
- E-books

**Duration:**

This course is covered in a single block of **4 hours** instructor-led session.

- Pre Training Activity: Nil
- Post Training Activity: Post-training exam for upto 45 minutes

**Course Scope:**

The course contains **4** lessons. The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	CIM Technical Architecture	<ul style="list-style-type: none"> <li>• CIM Architecture</li> </ul>	Video	6 minutes	Nil	Nil
2	CIM Interfaces	<ul style="list-style-type: none"> <li>• CIM Integrating into iGTB Product Processors (60 Mins)</li> <li>• CIM External Interface Design &amp; Specification (60 Mins)</li> <li>• CIM Acting as Service Provider (10 Mins)</li> </ul>	Video	2 hours 10 minutes	Nil	Nil
3	CIM Tech Stack	<ul style="list-style-type: none"> <li>• CIM Tech Stack (10 Mins)</li> </ul>	Video	10 minutes	Nil	Nil
4	CIM Application troubleshooting guide	<ul style="list-style-type: none"> <li>• CIM Application troubleshooting guide (40 Mins)</li> <li>• CIM FAQs and Troubleshooting Build and Deployment (40 Mins)</li> </ul>	Video	80 minutes	Nil	Nil

**Activities Conducted:**

Activity #	Activity	Objective	Duration	Annexure
Nil	Nil	Nil	Nil	Nil

**Development Tools**

Nil

**Ownership**

The design and Development of the course is by Not Applicable

Course approved by Not Applicable

Course revision from time to time Not Applicable

Approved facilitators: Ashok Vedartham

**Development Time**

Not Applicable

**Support Requirements**

Nil

**Project Sign off**

Approved by :

Date :

Place :

