Common Services 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

Sr No	Content	Page Number
1	Purpose of the course	
2	Audience description	
3	Course objectives	
4	Learning Assessment	
5	Instructional Strategies	
6	Media	
7	Duration	
8	Course Scope -detailed outline by unit /module, including: - Introduction - Objectives - Topic List - Duration - Practice check method	
9	Activities Conducted - detailed outline for each activity planned, including: - Activity - Objective - Duration	
10	Developmental Tools	
11	Ownership and maintenance	
12	Development time	

13	Support requirements	
14	Project signoff sheet – ID, Project Manager, Client (internal or external)	

Purpose of the Course:

This course will be useful for associates working on the technical side of the Common Services Application.

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 Common Services module,
- Learn the tactics in which the banks are facilitated to create and maintain the Common Data which are referred during the various Product processing.
- Gather all technical aspects of each of the components of the product such as Alerts, Charges, and Reports etc.

Learning Assessment:

There is a post training assessment ranging up to 45 minutes

Instructional Strategies:

This is an instructor-led Delphi Course

Media:

The course will utilize the following media

- Videos
- E-book

Duration:

This course is covered in a single block of **12 hours'** instructor led session.

- Pre Training Activity: Nil

● Post Training Activity: Post Training Exam

● **Course Scope:**

The course contains **2** lessons. The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	Common Services – Deployment Guidelines	● Common Services – Deployment Guidelines (90 Mins) ● Deployment (90 Mins) ● Reports & Accounting (180 Mins) ● Alerts (77 Mins) ● iEOD (29 Mins) ● Charges and Reference Data (10 Mins) ● Charge (45 Mins)	Video	12 hours	Nil	Nil
2	Charges – Commonly Encountered Problems & Solutions	● Charges – Commonly Encountered Problems and Solutions	Video	30 minutes	Nil	Nil

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 Delphi

Course approved by Delphi

Course revision from time to time by Delphi

Approved facilitators:Delphi

Development Time

Not Applicable

Support Requirements

Nil

Project Sign off

 Approved by :

Date   :

Place   :