Course Design Document – COPARIS

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 SMEs) and reviewers
- Team members (iLD) working on the course
- External clients, if any

3. Sign-off:

At this point, obtaining a sign-off on the design document is important in ensuring agreement on the plan. 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:

COPARIS framework to help its customers (most in the BFSI space) deal with the layers of complexity. When the seven dimensions (COPARIS) come together to create a user experience, we convert the art of design into science. This course on the COPARIS framework is designed to enable the workforce to understand the COPARIS framework: Customer, Operations, Performance, Analytics, Risk, Integration, and Security.

Audience Description:

The course is set for a wide range of internal and external audiences. The course is appropriate for any level of associates and leaders within Intellect, to understand the structure and relevance of the COPARIS framework. This is a course that is significant to any role as we are a product organization and our delivery is based on this framework.

Course Objectives:

After completing this course, the learner will:

- Understand the importance of customer experience for any business
- Appreciate how operational excellence will impact experience and cost
- Comprehend the performance dimensions while aiming at building an environmentally sustainable business
- Know how analytics and insights will be the most significant raw materials for a business
- Learn how risk is involved in any business and how risk dynamics could affect the business
- Understand how integration and interoperability is the integral aspect of any business
- Appreciate how security guarantees can help improve the brand for the business

Learning Assessment:

There are no assessments involved in the course.

Instructional Strategies:

This is an instructor-led virtual course with a slide presentation and multiple illustrations. The following methods will be employed at various places in the course:

- Applications taken as illustrations
- Various organizations' USP employed for concept clarity
- Facilitator-led discussion
- Common illustration discussions
- Scenario-based discussions

Media:

The course will utilize the following media

- Slide Presentation/Images/Logos

Duration:

This course is divided into 8 blocks, taking approximately 45 minutes in total.

- Pre-Training Activity: There is no pre-training activity
- Post-Training Activity: There is no pre-training activity

Course Scope:

The course contains **8** lessons. The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	To understand what COPARIS is	What is COPARIS	Trainer-led PPTs	2.1 minutes	NA	NA
2	To understand the importance of customer experience for any business	Customer Experience	Trainer-led PPTs	11.5 minutes	NA	NA
3	To appreciate how operational excellence will impact experience and cost	Operational Excellence	Trainer-led PPTs	8.5 minutes	NA	NA
4	To comprehend the performance dimensions while aiming at building an environmentally sustainable business	Performance Dimensions	Trainer-led PPTs	5 minutes	NA	NA
5	To Know how analytics and insights will be the most significant raw materials for any business	Analytics & Insights	Trainer-led PPTs	2.1 minutes	NA	NA
6	To learn how risk is involved in any business and how risk dynamics could affect the business	Risk Dynamics	Trainer-led PPTs	4 minutes	NA	NA
7	To Understand how integration and interoperability is the intermittent aspect of any business	Integration & Interoperability	Trainer-led PPTs	4 minutes	NA	NA
8	To appreciate how security guarantees can help improve the brand for the business	Security Guarantees	Trainer-led PPTs	2.2 minutes	NA	NA

Activities Conducted:

Activity #	Activity	Objective	Duration	Annexure
NA	NA	NA	NA	NA

Development Tools

The course was prepared in PPT and edited with video editing tools.

Ownership

The design and Development of the course is by Ashok T – VP iLD

Course approved by Dr. Vinay Menon – SVP iLD

Course revision from time to time by Ashok T – VP iLD

Approved facilitator: Ashok T – VP iLD

Development Time

10 man-days (for course creation and editing as per guidelines)

Support Requirements

The course was developed completely in-house by Ashok T – VP iLD with no support from external entities

Course Sign-off

Approved by:

Date:

Place:

Annexure

Not applicable