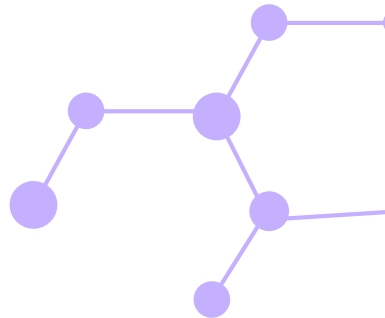# SYSTEM APPLICATIONS

TRAINING PROJECT SAMPLE
Inna Link

Business Problem

Organizational changes and staff turnover created a need to better support the Clinical Applications team at **Awesome Diagnostics**. Many new hires lacked foundational skills in system operation and troubleshooting. This affected the quality of field system support and overall customer experience.

Training Audience

The training was designed for **Application Specialists** who install, troubleshoot, and train customers on autoimmune testing systems. Many come with clinical backgrounds, but new hires often need structured training to build technical skills and provide consistent support in the field.
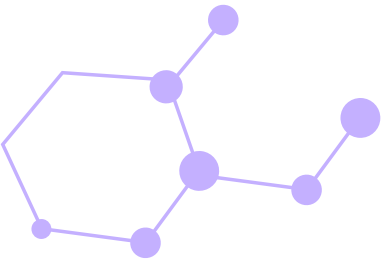
500+
Roles

Global Audience

The global team spans across the US, EU, LATAM, and APAC regions

Needs Analysis
Findings

I held focus groups with Application Specialists, Affiliate Partners, and Support Managers to identify key tasks, common issues, field challenges, and essential skills.

Uneven Knowledge Base
Different levels of technical expertise resulted in inconsistent support and customer training experiences

Troubleshooting Challenges
Limited troubleshooting experience made it difficult to diagnose and resolve system issues

Resource Gaps
Limited access to on-demand tools made it difficult for App Specialists to refresh skills when needed

Design & Development Process

ANALYZE

- Conduct stakeholder interviews
- Analyze feedback
- Define learning objectives
- Develop a training blueprint

DESIGN

- Create eLearning outlines
- Create video scripts
- Create ITL content outlines
- Create assessment questions

DEVELOP

- Develop eLearning courses
- Develop videos
- Develop ILT Materials
- Build quizzes & exams

IMPLEMENT & EVALUATE

- Create & test eLearning in the LMS
- Announce the training launch
- Enroll participants
- Conduct training evaluation

Project Team

Inna Link, Lead ID
Drove end-to-end training design, development, and delivery, while integrating input from cross-functional teams

Lead SME
Shared system expertise and partnered on content, training strategy, and reviews

Support SMEs
Reviewed training content for technical accuracy and clarity

Marketing Team
Offered feedback on product messaging and alignment with marketing goals

Project Management

Video Deliverable Example

	ANALYZE	DESIGN	DEVELOP	IMPLEMENT & EVALUATE
Inna, Lead ID	Define learning objectives	Develop video script	Develop video draft	Finalize Video
Lead SME	Select relevant content	Co-develop video script	Review video draft	
Support SMEs		Review video script	Review video draft	
Marketing Team		Review video script	Review video draft	

Solution Blueprint

Performance Support
On-demand Video Library

Level: 3 Skill Application
Instructor-Led Training

Level 2: Core Skills
Task-centered eLearning

Level 1: Knowledge
Foundational eLearning

Resource Gaps
Limited access to on-demand tools made it difficult for App Specialists to refresh skills when needed

Troubleshooting Challenges
Limited troubleshooting experience made it difficult to diagnose and resolve system issues

Uneven Knowledge Base
Different levels of technical expertise resulted in inconsistent system support and customer training experiences

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Different levels of technical expertise resulted in inconsistent system support and customer training experiences

Evaluation Plan

Assessment Approach

A comprehensive evaluation plan was implemented to assess **knowledge, performance behavior, and training quality**—combining instructor observations, a final certification exam, and participant feedback surveys.

Performance Observations
During ILT with live instructor feedback

Certification Exam
Upon ILT completion via LMS

Evaluation Survey
Last day of ILT class via MS Forms

Deliverable Samples

Design Sample
(Video Script)

Select to View Sample

Calibration Procedure

Script	Visual and Interactivity
Intro The purpose of calibration is to account for instrument-to-instrument variability to ensure consistency in the result quality.	**V3I1** Two bioflash instruments representing different locations (USA vs France flags) in the background. **V3I2** The "Calibration Details" graph overlay showing 2 graph lines. Label each graph line with a flag.

Development Sample
(Final Video)

Procedure

The purpose of calibration is to account for instrument-to-instrument variability to ensure consistency in the result quality.

00:12 Pause
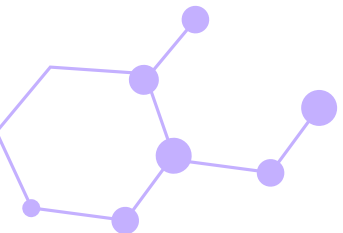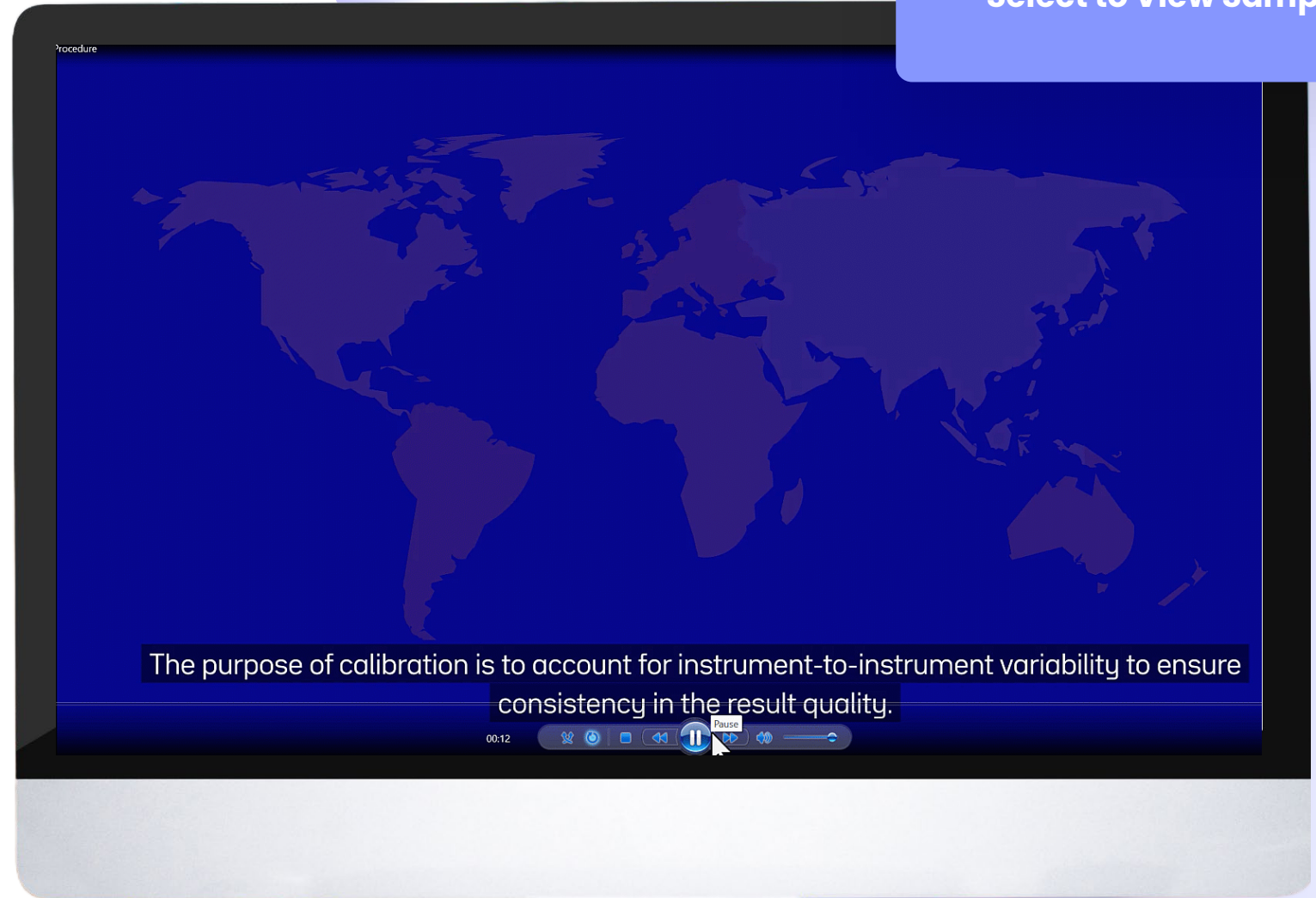
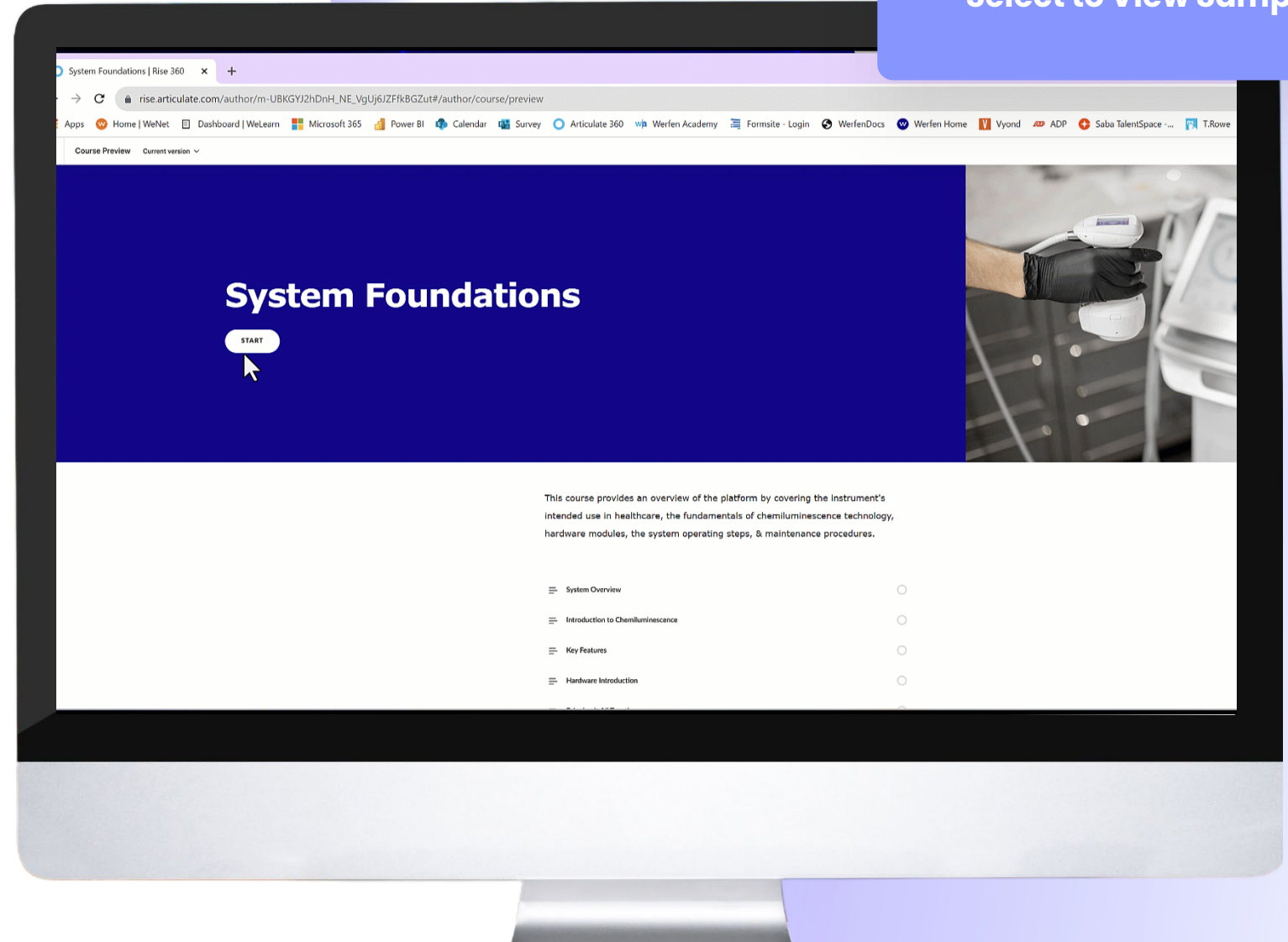# Design Sample
(eLearning Design Document)

Select to View Sample
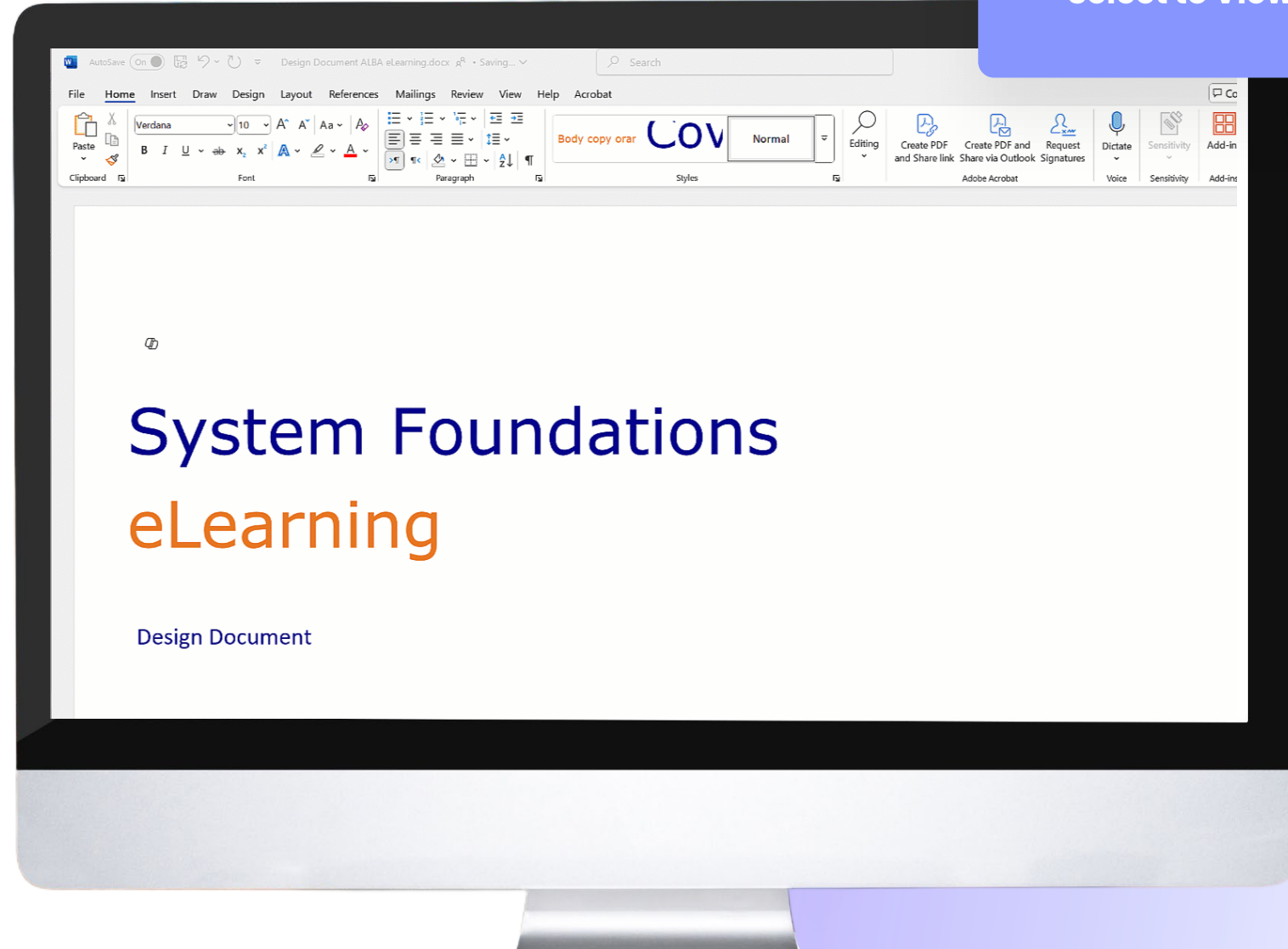
Development Sample
(Final eLearning)

Select to View Sample

System Foundations | Rise 360

rise.articulate.com/author/m-UBKGYJ2hDnH_NE_VgUj6JZFfkBGZut#/author/course/preview

Apps | Home | WeNet | Dashboard | WeLearn | Microsoft 365 | Power BI | Calendar | Survey | Articulate 360 | Werfen Academy | Formsite - Login | WerfenDocs | Werfen Home | Vyond | ADP | Saba TalentSpace -... | T.Rowe

Course Preview   Current version ⌄

System Foundations

START

This course provides an overview of the platform by covering the instrument's intended use in healthcare, the fundamentals of chemiluminescence technology, hardware modules, the system operating steps, & maintenance procedures.

System Overview

Introduction to Chemiluminescence

Key Features

Hardware Introduction

Evaluation Sample
(Participant Survey)

Thank You