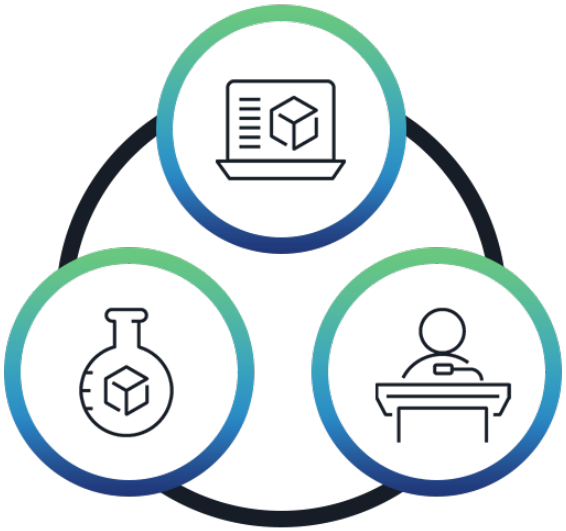

Digital Classrooms Runbook

Digital Classrooms Runbook
DIVE Team, AWS Training & Certification

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Overview

Attending a multi-day class at specific times of the day can be difficult for learners who are already challenged to manage the demands of their jobs. The timing of in-person Instructor Led Training (ILT) classes don't always align with the realities of work – emergencies, deadlines, and other competing priorities – resulting in learners missing crucial information during a class or not attending at all. Digital Classroom (DC) courses, also called Digital ILT or DILT, allow the learner to learn where they want, when they want, and for as long as they want, while still benefiting from an engaging experience with an expert instructor.

The following is a sampling of ILT learner feedback gathered by Learning Product Management about a Digital ILT offering:

- *As a learner, I want to participate in a near-classroom experience with an AWS instructor delivering the course materials in a digital modality.*
- *As a learner, I want to consume digital content that is the same content delivered in an ILT session on a per module basis.*
- *As a learner, I want to access and perform the same labs as offered in an ILT class.*
- *As a learner who has attended an ILT, I want access to an DC offering so I can review content to strengthen/deepen knowledge and skills, prepare for a certification exam, and leverage the hands-on labs for practice to deepen skills.*

What is a Digital Classroom?

A Digital Classroom course aligns to a live classroom ILT offering and is a near classroom experience where the learner is self-directed to consume the same content, lectures and labs as instructor led, classroom-based training. Our DILT courses offer an alternate to a classroom course which customers are seeking to get trained at their own pace, anytime, anywhere.

Digital ILTs utilize a combination of professional video, audio and text-based instruction, hands-on practice activities, labs, interactive modules, and assessments to transfer knowledge to learners and validate understanding and skills. These courses utilize instructors to deliver the course materials as if they were delivering to a live class. This enables them to inject real-world examples, anecdotes, and other ancillary information that is not typically present in our digital training. Learners can consume a Digital ILT in one sitting, or in smaller increments over multiple days, weeks or even months, based on their schedules and goals.

The team developing Digital Classroom courses (called the DIVE team) is tasked with creating digital versions of Instructor Led Training courses, creating diverse and highly interactive digital learning opportunities for AWS customers, both internal and external. The team aims to give customers the same engaging content that customers get from an in-person ILT, with the addition of professional video, assessments, scenarios and use cases, and immersive interactions.

A Digital Classroom can also include Tech Talks; 10-15 minute videos featuring two technical instructors discussing real-world scenarios related to course topics on AWS services. Each Tech Talk includes a problem statement, a discussion of possible solutions, and a wrap-up with additional resources. They cover a wide range of topics tailored to various personas in the tech industry, from cloud architects to data scientists. Tech Talks are one of the most popular and customer-requested offerings on Skill Builder.

Who We Are

The DIVE team is comprised of Technical Instructional Designers (Tech ID), Technical Learning Experience Designers (TXLD), Technical Content Developers (TCD), and Cloud Technologists (CT). These designers and developers create engaging content with scenario-based instruction that is available 24/7 on the Skill Builder Learning Management System (LMS). The team uses content from the ILT course materials; specifically, using the content from the Digital Instructor Guide (DIG), as well as the slide decks, student guides, labs, and references. The DIG is a course developed and delivered using the Articulate Rise application and is created to enable trainers to ramp up on AWS products and services for training delivery.

The DIG includes videos specifically for trainers to give them information about the product or service, and tips on how to deliver the training content to users.

The DIVE team uses the content from these files as the base of the DILT offerings, using a combination of content built in the Articulate Suite, Adobe Creative Suite, and Camtasia toolsets. Added to this content are professionally recorded video and graphics done by the Creative Services team, as well as labs and interactive components to offer multiple modalities to aid in the understanding of concepts across the course.

Team Tenants

Tenets	Description
Customer First	We clarify audience and learning goals up front for each course to enable customers to choose the course that matches their educational objectives; this allows us to appropriately design and pace courses aimed at the development and growth of actionable knowledge and skills.
Content in Context	Our team seeks out and nurture new approaches, processes, and tooling to enable rapid development of customer-centric digital assets. The DILT team continuously finds new ways to engage customers with storytelling, passive learning, and hands-on exercises and activities. By capturing customer data, we can ensure we're focusing only on the strategies that advance customer skill development and support customer needs, so that our trainings remain approachable and applicable.
Instruction through Authenticity	We encourage excitement, discovery, and humor in the learning process and reflects this in our instructor-led approach to digital content production. To maintain trust, continue to build a wide variety of content, and deliver consistently relevant content, we consider the global aspect of our audience and work to continue learning, growing, and working closely with experts.
Learning for All	The DILT team supports diversity and inclusion by creating technical learning experiences for a global audience that include and address a diversity of viewpoints, abilities, learning styles, and people; we focus on regularly evaluating our access mechanisms, content designs, and accessibility tools, making updates where possible and necessary, for the consideration of our entire audience.

Project Teams and Definitions

The creation of a DILT is a collaboration between several teams within AWS Training and Certification (T&C):

1. **ILT Curriculum Development (CD)** Responsible for written and multi-media content used to seed the creation of the Digital Instructor's Guide (DIG) for ILT delivery, and the Digital Classroom (DILT) versions of the course.
2. **Global Delivery Readiness (GDR)** Coordinates ILT teams for successful completion of the DIG. The GDR team may work with the DILT team to coordinate video recording sessions for both the DIG and the DILT.
3. **Digital ILT Team (DIVE)** Responsible for taking the final DIG and uses it as seed content to create the Digital Classroom version of the course.
4. **CD3O Team:** Cloud Technologists (CT) are technical and on-camera delivery experts, and work with the DILT course developers to create scripts and video recordings and may act as the course SME.
5. **Creative Services** Films and edits the videos of the instructor deliveries and work with course developers to align on visual design.

Acronym	Definition
PDM	Product manager
CDM	Curriculum Development Manager
SME	Subject matter expert
TCD	Technical Curriculum Developer
ID	Instructional Designer
TLD	Technical Lab Developer
PUB	Publishing team

RACI Chart

Phase	Task	PDM	CDM	SME	TCD	ID	TLD	PUB
Analysis	Initiate training request	**R/A**	**C**					
	Identify subject matter experts (SMEs)	**C**	**R/A**	**C**	**C**	**C**		
	Identify Developers		**R/A**	**C**	**C**	**C**		
	Review project request	**A**	**R/A**		**C**	**C**		
	Create project plan		**R/A**		**C**	**C**		
	Determine tasks and learning outcomes	**C**	**I**	**C**	**C**	**R**		
Design	Write detailed design document (DDD)	**I**	**I**	**C**	**C**	**R/A**		
	Determine tasks and learning outcomes	**C**	**I**	**C**	**R**	**R/A**		
	Create high-level storyboard(s)		**I**	**C**	**R/A**	**R/A**		
Development	Module development		**I**		**R/A**	**R/A**		
	Demo development		**I**		**R/A**	**C**		
	Write Scripts/Record videos		**I**		**R/A**	**C**		
	Lab analysis/Guardian review	**I**	**I**	**C**	**C**	**C**	**R/A**	
	Perform Accessibility testing		**I**		**R**	**R**		
	Final course Review		**C**		**R**	**R**		
Implement	Finalize course data sheet	**C**	**I**		**R/A**	**C**		
	Create entries in LCMS for modules				**R/A**			**I**
	Archive all course source files		**C**		**R/A**	**I**		
	Submit publishing SIMs	**I**	**I**		**A**	**I**		**I**
	Launch course	**I**	**I**		**I**	**I**		**R/A**
Evaluate	Review course feedback	**R/A**	**C**		**I**	**I**		

What We Do

Analyze the instructional goals, target audience, and required resources.

- Instructional goals respond to competency gaps caused by lack of knowledge and skills, and state desired outcomes of successful course completion.
- Target audience characteristics (e.g., existing knowledge and skills, experience level, language proficiency, motivation) inform decisions throughout the ADDIE process.
- Required resources (content, technology, facilities, and human) and potential delivery methods are determined.

Design a course framework that aligns objectives and assessments with instructional goals.

- Learning objectives define specific, measurable actions that will enable learners to fulfill instructional goals.
- Prepare for course instructors and producers for training delivery
- Instructional strategies establish clear links between course content and learning objectives and introduce content and learning activities in a logical sequence that supports the learners' scaffolding of knowledge and skills.
- Testing strategies provide feedback on learner progress in meeting the defined learning

Develop course content and learning resources, then validate and iterate.

- Learning resources are generated by integrating content and strategies with supporting media and developing guidance for instructors and learners.
- Validation of resources in development is performed through stakeholder review and subsequent revision.
- A pilot test and the feedback/observations collected offer insight into final adjustments that should be made before implementing the learning solution.

Implement the course by preparing the learning space and publishing the course.

- Participant engagement begins with notification and enrollment, followed by pre-course communication and interaction with the newly developed learning resources.

Evaluate the quality of learning resources and how well they accomplish instructional goals.

- Formative evaluation is conducted prior to implementation to determine whether the quality of learning resources satisfies the standards established in the Design phase.
- Summative evaluation is conducted after implementation, generally at three levels:
    - Level 1: Perception measures degree of participant satisfaction.
    - Level 2: Learning measures acquisition of knowledge and skills.
    - Level 3: Performance measures transfer of newly acquired knowledge and skills to an actual work simulation.

How We Do It

The DIVE team uses an agile workflow to develop courses. Each course has a team of builders: a TCD, an ID, and an LXD. Teams work with Cloud Technologists and Technical SMEs to ramp on services, and plan for content development.

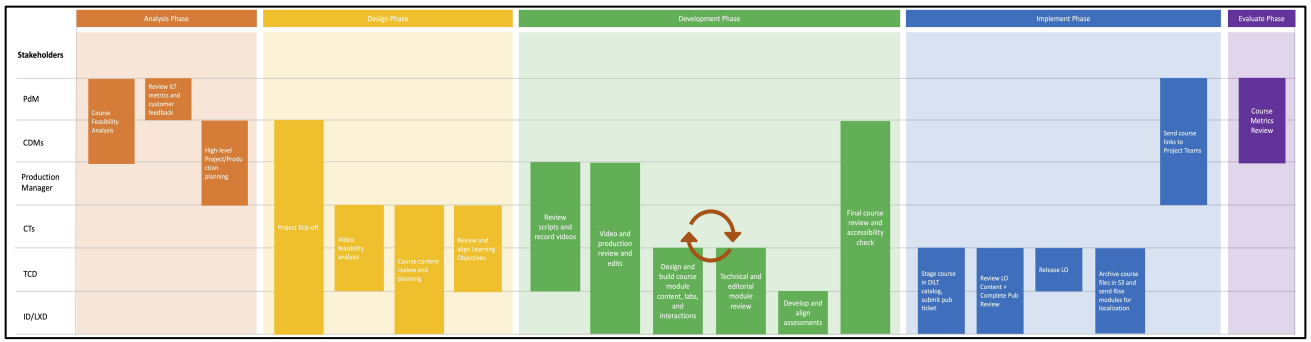
As Cloud Technologists prepare scripts for studio recordings, the TCD and ID work on content framework and development. At the same time, the LXD works on course assessments, aligning questions to the course and module learning objectives. Studio production is done in collaboration with the Creative Services team in the AWS studios (IAD28 and SEA81).

The TCD and ID develop and peer review content for each module as they are completed, keeping courses moving forward throughout the course development life cycle.

The course is assembled, and a final copy edit is completed, then the course is published to the Skill Builder platform to the Teams and individual subscription catalogs (paid content).

Course Development Workflow (High-Level)

- **(Analysis)** Course Feasibility Analysis
  - Product Manager reviews ILT metrics and customer feedback to determine Roadmap/Projects.
- **(Design)** Course Content Review and Planning
  - Make notes of content edits and gaps and plan new content.
  - Review DIG video content using the DILT Video Feasibility Rubric.
  - Remove videos specific to instructors.
- **(Develop)** Review Scripts and Record Videos
  - Review scripts, record instructor videos, Tech Talks, and demos in-studio.
  - Video review and edits, final videos produced.
- **(Develop)** Design and Build Course
  - Develop additional course content.
  - Develop interactive course elements.
  - Create Content for Demos and Tech Talks.
  - Review labs and add lab content to course.
- **(Develop)** Develop and Align Assessments
  - Create Pre/Post-Assessments, and Knowledge Checks.
- **(Develop)** Course Review and QA
  - Course review by module for editorial and technical content
- **(Implement)** Publishing
  - Build course in LCMS
  - Create course manifest for the publishing request
  - Create ticket in Lumos, attach manifest, and publish course with Pub team
  - Archive project files on S3, send Rise copies to Localization team
- **(Evaluate)** Course Metrics Review



Build Types and SLA

Type of Build	Dev (hrs)	Dev (wks)
Three-day course with new video w/Tech Talks	432	12
Three-day course reusing DIG video	288	8
One-day course with new video + w/Tech Talks	194	6
One-day course reusing DIG video	141	4

Build Workflows

Three-Day Course (24 Hours) with New Video

Milestone	Development Task	Role	Time on Task	Totals
Analysis	Review ILT/Digital content	CT, TCD, ID, SME	40	
Design	Create Course and module objectives, course layout design	TCD, ID	15	
Development	Script writing/table reads	CT, ID	40	
Development	Draft Tech Talks, demos	2 CT, ID	30	
Development	Create video list	CT, TCD, ID	8	
Development	Record in studio	CS, CT	40	
Development	Review/Edit video content	CS, TCD/ID	50	
Development	Upload videos to Rev.com for CC	TCD, ID	3	
Development	Download transcript/caption files	TCD, ID	2	
Development	Add and edit transcripts/captions	TCD	24	
Development	Review course content for accuracy	TCD, ID, SME	10	
Development	Remove instructor text from course content	TCD	5	
Development	Create new course content	TCD	95	
Development	Create/Review Assessments	ID	22	
Development	Build course shell	TCD	5	
Development	Create Resource PDF page	TCD	3	
Development	Editorial/Style Review	Editor	20	
Development	Publish xAPI files	TCD	8	
Development	Course Review	ID/CDM	8	

Publish	Build course manifest	TCD	3	
Publish	Publish course	TCD/CDM	1	
			432	**Hours**
			432/6= 72	**Days**
			72/6=12	**Weeks**

Three-Day Course (24 Hours) with DIG Video Reuse

Milestone	**Development Task**	**Role**	**Time on Task**	**Totals**
Analysis	Review ILT/Digital content	TCD, ID, SME	40	
Design	Create Course and module objectives	ID	12	
Development	Review/Edit Video content	TCD, ID	40	
Development	Upload videos to Rev.com for CC	TCD, ID	5	
Development	Download the VTT, TXT file for each video	TCD, ID	2	
Development	Upload VTT/TXT into Rise and format text for CC and transcripts	TCD	24	
Development	Review course content for accuracy	TCD	10	
Development	Remove instructor text from course content	TCD	5	
Development	Create new course content	TCD	80	
Development	Create/Review Assessments	ID	22	
Development	Build course shell	TCD	5	
Development	Create Resource PDF page	TCD	3	
Development	Editorial/Style Review	Editor, LXD	20	
Publish	Publish Tin Can files from Rise and upload	TCD	8	
Publish	Course Review	ID/CDM	8	
Publish	Build course manifest	TCD	3	
Publish	Publish course in Lumos	TCD/CDM	1	
			288	**Hours**
			288/6=48 days	**Days**
			48/6= 8	**Weeks**

One-Day Course (24 Hours) with New Video

Milestone	Development Task	Role	Time on Task	Totals
Analysis	Review ILT/Digital content	CT, TCD, ID, SME	20	
Design	Create Course and module objectives, course layout design.	TCD, ID	10	
Development	Script writing/table reads	CT, ID	20	
Development	Draft Tech Talks, demos	2 CT, ID	25	
Development	Create video list	CT, TCD, ID	8	
Development	Record in studio	CS, CT	25	
Development	Review/Edit Video content	CS, TCD/ID	18	
Development	Copy Rise DIG to new SDC Rise template	TCD	1	
Development	Remove instructor text from course content	TCD	1	
Development	Upload videos to Rev.com for CC	TCD, ID	1	
Development	Download the VTT, TXT file for each video	TCD, ID	1	
Development	Upload VTT/TXT into Rise and format text for CC and transcripts	TCD	8	
Development	Review course content for accuracy	TCD, ID, SME	6	
Development	Create new course content	TCD	20	
Development	Add module-level objectives	ID	8	
Development	Build course shell	TCD	2	
Development	Create Resource PDF page	TCD	3	
Development	Create/Review Assessments	ID	6	
Development	Publish Tin Can files from Rise and upload	TCD	5	
Development	Course Review	ID/CDM	4	
Publish	Build course manifest	TCD	1	
Publish	Publish course in Lumos	TCD/CDM	1	
			194	**Hours**
			194/6= 32.34	**Days**
			32.34/6=5.39	**Weeks**

One-Day Course (24 Hours) with DIG Video Reuse

Milestone	Development Task	Role	Time on Task	Totals
Launch	Project kickoff			
Analysis	Review ILT/Digital content	TCD, ID, SME	20	
Design	Create Course and module objectives	ID	12	
Development	Review/Edit Video content	TCD, ID	30	
Development	Upload videos to Rev.com for CC	TCD, ID	2	
Development	Download the VTT, TXT file for each video	TCD, ID	2	
Development	Upload VTT/TXT into Rise and format text for CC and transcripts	TCD	6	
Development	Review course content for accuracy	TCD	10	
Development	Remove instructor text from course content	TCD	5	
Development	Create new course content	TCD	20	
Development	Create/Review Assessments	ID	6	
Development	Build course shell	TCD	5	
Development	Create Resource PDF page	TCD	2	
Development	Editorial/Style Review	Editor, LXD	8	
Publish	Publish Tin Can files from Rise and upload	TCD	5	
Publish	Course Review	ID/CDM	4	
Publish	Build course manifest	TCD	3	
Publish	Publish course in Lumos	TCD/CDM	1	
			141	**Hours**
			141/6=23.5 days	**Days**
			23.5/6= 3.9	**Weeks**

Project Management Processes

- Add project management tasks- SIM/AW
    - Set up Slack channel, WorkDocs/Drive folders
    - Add/Update Roadmap (Quip), Set up Adaptive Work/Clarizen Project, Create tentative schedule
    - Kickoff call:
        - CDM, Builders, Creative Services (CS)

Production questions for kick-off call with CS

- What is the project scope & modality?
- What is the project timeline? Editing timeline?
- Who is the intended audience, and how large is it projected to be?
- Will this project be localized?
- Will you be recording demos?
- Do you know who would be on camera to deliver the content?
- What is the presenter(s) on camera experience?
- Will there be Tech Talks included?
- Will there be demos?
- Will the instructor need the tablet for annotations?
- Will you be utilizing the live-to-tape method?

    - Agile processes: Kanban, Sprint Planning
    - SIM for Reporting content issues
    - LOC file handoff SIM For source file requests from Localization, or another team

Assessment Development

The Assessment Engine consists of 3 primary components: 1) Assessment service, 2) Assessment manager and 3) Assessment player. It is a multi-tenant system allowing multiple LXPs manage their data in isolation. The system uses program as the key attribute to support multi-tenancy. Each user who has access to the application will be assigned a program and they will have access to the data only for that program.

- Assessment service is core backend service that powers the manager and player experiences. It is a multi-tenant service that will support all T&C LXPs and acts as a single source of truth for questions, assessments.
- Assessment manager is the frontend experience for content developers, who can manage their LXPs learning objectives, questions, question banks and assessments.
- Assessment player is the experience for learners to complete their assessment

Production URL: https://manager.assessments.skillbuilder.aws

Assessments Engine Wiki page (with User Guide)

Assessment count per course: 1-day Pre 5/ Post 10 + 1-2 KCs per module, 3-day Pre 10/ Post 20 + 1-2 KCs per module.

Pre-Assessment Instructions for Learners
"The Pre-Assessment is 10 questions focused on the course objectives. The assessment displays your incoming knowledge and gives a preview of the material covered in the course. Think of this assessment as an indicator rather than a test. Use it to focus on areas where you need more understanding and skill development."

Knowledge Check Instructions for Learners
"Now it's time for a quick Knowledge Check. Use the information from this module to answer the following questions."
Note: Knowledge checks are created in Rise, and are usually placed at the end of a lesson. They can also be used at points within the lesson to reinforce learning.

Post-Assessment Instructions for Learners
"This Post-Assessment is 20 questions designed to check the knowledge you have gained throughout this course. Use the results from this assessment to focus on areas where you may need more understanding and skill development."

Skill Builder Course Publishing Process

1. Curriculum Development Team Creates Required Modules
   - Navigate to LCMS and select "Add New > Module".
   - Choose the module format xAPI
   - Upload a valid xAPI package in ZIP format.
     - Fill in required metadata:
       - Title and description
       - Language selection : *American English*
       - Accessibility compliance status : Yes/No
       - Development team : *TC_DIVE* (Select the appropriate Dev team. Explanation of the Dev team options can be found here.)
       - Product owner : Select the product owner by entering alias info *(Note : Refer the FAQ section for definition)*
       - Approved for reuse: Yes (*Set "Approved for Reuse" to Yes unless there's a specific reason to restrict reuse.*

2. Curriculum Development Team Creates the Product
   - Set Product Type
     - Navigate to LCMS and select "Add New > Product
     - Choose New Product.
     - Select Product Type: **AWS Digital Classroom**
     - Set Language as "American English" and Initial Version (01.00.00).
     - Assign Development Team and Product Owners.
   - Product Details
     - Enter Title and Description.
     - Set Duration (hours/minutes eg : 1hh 30 mm).
     - Configure Metadata:
       - Domain and AWS Services
       - Skill Level
       - (Optional) Roles, Industry Segments and Industry Verticals
     - Feedback: Select Yes, allow learners to provide feedback
     - Feedback template: Digital - all

    - Certificate of Completion: Yes, offer a certificate of completion
    - Click 'Next'
- Add Training Content
    - Add Existing Modules created during previous module creation step
- Configure Navigation Settings:
    - Select Open Exploration: All modules freely accessible
- Set Completion Criteria:
- Select 100% Completion if you want the Product marked complete upon completion of all modules
- Select Completion Threshold if you want the Product marked complete upon completion of x of n modules
- End of Course Marker if you want the Product marked complete upon completion of a specific module (Recommended: Learners are marked "Complete" after finishing the last required content module. It aligns with how we set it up today)
- Review and Create
    - Verify all information.
    - Submit to create DRAFT product.
    - Preview as a Learner to verify the learning experience of the product.
    - If any issues, errors, or undesired learner experiences are identified during preview, the Curriculum Development team is responsible for making corrections and edits before going to the next step (Submitting the Publishing request)

3. Curriculum Development Team Submits Publishing Requests
    - From Product Details Page, select "Publish".
    - Configure Publishing Details:
        - Select Scope New
        - Enter SKU (SKU standards)
        - Choose Catalog Groups "**Subscription Annual**"
        - Set Release Date/Time (Optional).
        - Do not touch Expiration Date (This will be handled via EOL process)
    - Submit Publishing Request.
    - Status will show Pending Assignment, and Publishers will assign the request to themselves.
    - An automated SIM ticket is generated and submitted to the Publishing Team's SIM folder.

4. Approve/Reject Publishing Request in Homecoming LCMS V2 (*Publishing team*)
    - Publishing Team Responsibilities

- Assign the Publishing Request to themselves.
- Ensure metadata fields adhere to publishing standards.
- Verify training materials sequence.
- Validate Product Configurations.
- Complete the LCMS Publishing Team Checklist.
- Approve or Reject the request:
  - If Approved:
    - Product status changes from DRAFT to Active and the Product is live and accessible to learners
    - Publishing Team notifies relevant teams via SIM ticket.
  - If Rejected:
    - Request is canceled, and a new Publishing request must be resubmitted with corrections.
    - Publishing Team adds notes and rejection reasons in the SIM ticket.
    - The process repeats until the request is approved.

5. Final Release to Production (Publishing team)
   - Once Publishing Team Approves the request:
     - Product status changes from DRAFT to Active and the Product is live and accessible to learners
     - Publishing Team notifies all relevant teams via SIM ticket.

Learning Plan Creation Workflow

Learning Plans bundle multiple products into a single structured learning path or offering for our learners.

1. Curriculum Development Team Creates the Product
   - Set Product Type
     - Navigate to LCMS and select "Add New > Product
     - Choose New Product.
     - Select Product Type: **Learning Plan**
     - Set Language as “American English” and Initial Version (01.00.00).
     - Assign Development Team (*Select the apprporiate Dev team. Explanation of the Dev team options can be found here.*) and Product Owners. *(Note : Refer the FAQ section for definitions)*
   - Product Details
     - Enter Title and Description.

    - Set Duration (hours/minutes eg: 1hh 30 mm).
    - Configure Metadata:
        - Domain and AWS Services
        - Skill Level
        - (Optional) Roles, Industry Segments and Industry Verticals
    - Feedback: Select Yes, allow learners to provide feedback
    - Feedback template: Digital - all
    - Certificate of Completion: Yes, offer a certificate of completion
    - Click 'Next'
- Add Training Content
    - Click "Select Existing Products"
    - Search for existing products and select them
    - Click Submit
    - Configure Navigation Settings as per your requirement:
        - Open Exploration (any order)
        - Sequential Completion (forced order)
        - Prerequisite Completion (finish X to unlock next)
    - Set Completion Criteria:
        - Select 100% Completion if you want the Learning Plan marked complete upon completion of all products
        - Select Completion Threshold if you want the Learning Plan marked complete upon completion of x of n products
        - End of Course Marker if you want the Learning Plan marked complete upon completion of a specific product (*Recommended: Learners are marked "Complete" after finishing the last required content module.*)
- Review and Create
    - Verify all information.
    - Submit to create DRAFT Learning Plan.
    - Preview as a Learner to verify the learning experience of the Learning Plan.
    - If any issues, errors, or undesired learner experiences are identified during preview, the Curriculum Development team is responsible for making corrections and edits before going to the next step (Submitting the Publishing request)

2. Curriculum Development Team Submits Publishing Requests
   From Product Details Page, select "Publish".
   - Configure Publishing Details:
     - Select Scope New
     - Enter SKU (SKU standards)
     - Choose appropriate Catalog Groups (Sheet8: Catalog Mapping for Migration)
     - Set Release Date/Time (Optional).
     - Do not touch Expiration Date (This will be handled via EOL process)
   - Submit Publishing Request.
   - Status will show Pending Assignment, and Publishers will assign the request to themselves.
   - An automated SIM ticket is generated and submitted to the Publishing Team's SIM folder.

3. Approve/Reject Publishing Request in Homecoming LCMS V2 *(Publishing team)*
   - Publishing Team Responsibilities
     - Assign the Publishing Request to themselves.
     - Ensure metadata fields adhere to publishing standards.
     - Verify training materials sequence.
     - Validate Product Configurations.
     - Complete the Publishing Digital Checklist Homecoming LCMS V2 1p Publishing Team Checklist (DRAFT).
     - Approve or Reject the request:
       - If Approved:
         - Product status changes from DRAFT to Active and the Learning Plan is live and accessible to learners
         - Publishing Team notifies relevant teams via SIM ticket.
       - If Rejected:
         - Request is canceled, and a new Publishing request must be resubmitted with corrections.
         - Publishing Team adds notes and rejection reasons in the SIM ticket.
         - The process repeats until the request is approved.

4. Final Release to Production *(Publishing team)*
   - Once Publishing Team Approves the request:
     - Product status changes from DRAFT to Active and the Product is live and accessible to learners
     - Publishing Team notifies all relevant teams via SIM ticket.

Publishing SLA - The end-to-end process (including review, incorporating feedback, and final release) is targeted to be completed within 2 business days.

Version Control Workflow in LCMS V2

LCMS V2 uses semantic versioning (MAJOR.MINOR.PATCH) to track content changes. This structured versioning approach helps builders and publishers understand the impact of changes and ensures proper tracking, restoration, and publishing of content updates.

Versioning Structure:

MAJOR Changes (e.g., 01.00.00, 02.00.00): Significant updates, new features, or breaking changes.
MINOR Changes (e.g., 01.00.00, 01.01.00): Enhancements, small feature additions, or content modifications.
PATCH Changes (e.g., 01.00.00, 01.00.01): Bug fixes, metadata corrections, and small non-structural updates.
METADATA Updates: Changes to metadata are made without affecting version numbers.