

Design Document

Nextthink Application Experience Course

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Preparation

When designing a course, I want to learn as much as possible about the audience, goals of the training and learning objectives. If a company engages in instructional learning for the first time, a more in-depth, Design Thinking type of approach is required. It involves observations, surveys, interviews, mind maps, personas and learner journeys to paint a detailed picture of the audience, knowledge gaps and the learning needs of the organization.

Audience

The questions I ask about the audience are:

- Where do they live? What is their age, gender, cultural background, education level, learning preference, motivation? What will the course do for them? How much time can they devote to it? What needs will it satisfy?

For this course I will make the following assumptions about the audience:

- Average age: 40
- Male/Female ratio: 80%/20%
- Professional knowledge of English, often multilingual
- Multicultural and geographically dispersed
- On average with a bachelor's degree in Computer Science or related field
- The course will help them implement new features of the Nextthink's Application Experience
- Normally, they don't have much time but the features seem to be important as they will improve the overall maintenance of their IT infrastructure and satisfaction of IT services

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Learner Persona



Name: Lino
Age: 35
Status: Married with 2 children
Occupation: IT, full time
Location: Zürich, CH
Nationality: Spanish
Languages: Spanish, English, German, Italian
Hobbies: Hiking, Kite-Surfing, Skiing

Goals/Needs:

- To become an IT manager
- To support his wife and 2 children
- To travel once the kids grow up

Pain points:

- Working from home during COVID
- Not enough family time and personal time

Employee:

Lino is an ambitious employee who provides for his whole family while the wife takes care of their small children. He is motivated to stay current with the newest trends in IT and has a goal to become an IT manager at his firm. Lino cares about providing the best IT services to the employees of the firm and is a team player.

Experience with eLearning:

His experience with eLearning is a mixed bag. It's often forced by his boss and compliance related. He is more motivated to engage in quick learning sessions that result in concrete gains in skills and knowledge which he can apply to his every day work.

Przemyslaw Moskal - Learner Persona

Learner's Journey

The following are my assumptions, and more research needs to be done to completely understand the learners and the environment they work in.

- Lino is currently working from home for the time of the COVID pandemic. He likes the idea of spending more time with the family but often gets distracted by the kids and family activities.
- Between tasks that he must complete to maintain the IT infrastructure he answers calls from other employees when systems go down or don't perform properly. Lino has very little time for training but his superiors and the job requirements demand that he stays up to day with current trends in the IT industry and dedicates at least 2 h per week for training and learning new skills.
- Lino has noticed that Nexthink came up with a new feature called Application Experience. He sees the value in implementing this new feature and wants to learn more about it. His time is precious but he hopes the training will be organized into smaller chunks of information that he can quickly complete or resume learning at later time if needed. He also hopes that he can complete training on his phone when he is not by his computer.

Needs Analysis

Nexthink has a new feature called Application Experience. Existing and incoming clients need to become aware and learn about this new feature. They need to understand how it will help them improve their overall IT monitoring scheme and they need to acquire necessary skills to install, configure and use the Application Experience to monitor employees use of web applications.

Learning Objectives

Upon completion of the course the learner will:

- Identify how Application Experience monitors employee experience pertinent to the use of web applications
 - Identify various problems that might arise from using web applications
 - Identify how Application Experience can help monitor employees' web applications
 - Identify how to access and enable Application Experience
- Perform proper installation, configuration and monitoring procedures of the Application Experience
 - Locate Application Experience in the Nextthink system
 - Install Nextthink browser extension and configure Collector Installer
 - Identify how an application is defined
 - Identify URL pattern structures and common pattern validation rules
 - Identify Key pages and their function
 - Identify Transactions and their function
 - Identify various parts of the Application Experience dashboard and their functionality

Framework

- Gain Attention: Introduction to the course video Application Experience.
- Inform the audience of the learning objectives
- Present the content:
 - **Module 1: Introduction (developed for the test)**
 - What is an Application Experience and what are its benefits
 - How can Application Experience help in tracking web applications errors, failures and monitor navigation activities and product releases
 - Where the Application Experience is located and how it can be enabled.
 - **Assessment:** Multiple Choice and Multiple Response questions
 - Module 2: Installing web extensions
 - Overview
 - Installation procedures
 - Links and resources
 - Assessment: Multiple Choice and matching quiz
 - Module 3: Configuration

- Defining an Application
- Validation Rules
- Keys and Transactions
- Assessment: Multiple Choice and Multiple Response questions
- Module 4: Monitoring Dashboard
 - Overview
 - Speed dashboard
 - Reliability dashboard
 - Assessment: Software simulation
- Conclusions and additional resources
 - Final words
 - Links to the manual, wiki, social media and others
- Elicit performance: Short MC test or simulation after completion of each module
- Provide feedback after each assessment, allow for replay of the module.
- Assess Performance: At the end of all modules assess the performance and present the score to the learner.
- Enhance retention: Provide a way to simulate the software environment, add links to social media to extend the conversation and learn interesting tips from other users of the software.

Learner Flow Diagram

Link to the flow diagram: <http://tiny.cc/ghoxtz>

Storyboard/Prototype

I usually start my prototyping with a storyboard right in the Learning Management software. Starting with a simple slide show and notes explaining what each slide will accomplish. Then I turn these slides into an interactive and refined presentation by adding videos, sounds, images and animation to hold learners' attention and to convey a story.

Production

I am well versed in graphic design, image manipulation and video editing applications such as Adobe Suite (Photoshop, Illustrator, Premiere, Dreamweaver) or open sources applications such as Gimp, Inkscape and Blender. There are also a number of free applications such as ActivePresenter (instructional design), Resolve (video editing), Miro (UX design), Unity (game design) that I use in my work.

Tasks that I completed for this presentation included:

- course design and development
- image editing

- video recording and editing
- sound recording and editing
- writing and narration

Assessment

Assessment is built into each module of the course. It is a quick way for learners to review the material and test their knowledge and skills. Here are the assessment instruments that I recommend being used for the course: MC Questions, MR Questions, Drop and Drag matching exercises and software simulations. I find software simulations to be quite effective as an assessment tool because they place a learner in a safe environment where she or he can test the required skills.

Contact

If you have any questions, please don't hesitate to contact me at moskalaksom@gmail.com

Narration

Intro

Hello, my name is P.J. Moskal, I am an instructional designer for Nextthink.

In this course I'm going to present Nextthink's new feature called Application Experience, which will help you monitor properly web applications used by the employees across your enterprise. Let's begin!

Learning Objectives

Learning Objectives

Upon completion of the course you will:

Identify how Application Experience monitors employee experience pertinent to the use of web applications

Perform proper installation, configuration and monitoring procedures of the Application Experience

Module 1:

So the question is: why should you monitor web application for your organization?

Well, web applications run on a server and provide business-critical information for an enterprise. For example, they can track client orders, shipment, monitor manufacturing processes, provide access to financial information, and so on, and so on.

The biggest turn-off and performance issue is their slowness. I am sure that you can relate. Have you ever wanted to get information about a concert or event, only to get stuck in an never ending, infinite loop of a loading screens? That's exactly the problem.

And troubleshooting is not an easy tasks either, because these problems can originate from a device, network, the infrastructure and the application itself.

But no worries, the Application Experience will help you monitor your employee experience and help you get an upper hand in solving these issues.

Application Experience solution

Application Experience monitors the load speeds of web applications on the backend, network and client side

Monitors hard and soft navigation events. Hard events are those that trigger a new URL to load and soft events happen within the same page of the app. Since so many apps are built as one page apps, these need to be tracked separately.

Also, you can monitor network error types, which will help you diagnose recurring network problems

Additionally, Application Experience can help product owners keep track of new application deployments, an existing software rollout to a new country, or a specific new feature recently added by an upgrade.

Accessing the Application Experience

Application Experience can be accessed using the Application Experience icon located in the navigation bar.

That icon only appears for specific users and access to that functionality is managed at the profile level.

To Enable the Application Experience two conditions must be met:

- The profile must have an unrestricted view domain.
- The checkbox **Access to "Application Experience" dashboards** must be selected in the user's profile

Please note that by default, the access is disabled.

The End