

Banking on better learning.

BANK ONE®

Client/Location

Bank One/Chicago, IL

Project

Training employees on how to best use the new computer system

Highlights

- End-to-end instructional design of the entire learning program
- Facilitation and assistance in the development of online help



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

A major bank and credit card issuer required immediate assistance for an eLearning project

Client Challenge

Bank One engaged Mastech Digital to support the rollout of a new computer system. Mastech Digital assisted with the creation of over 100 Conversion Modules and over 100 New Hire Training Modules. Mastech Digital's Learning and Performance consultants also programmed eLearning modules, developed graphics for those modules, prepared procedures for online help, wrote system release documentation, and provided additional training materials and support.

The training materials covered business and soft skill topics such as, new hire orientation, writing skills, document management, application processing, customer service, fraud/security, credit and collections, and accounting.

Mastech Digital Solution

Mastech Digital's role in the rollout added value to the project in many ways. For the Conversion Training and the New Hire Training, Mastech Digital focused on the following:

- Developing self-paced training materials
- Preparing procedures for online help
- Creating graphics and programming eLearning modules
- Preparing sample data for hands-on practice sessions
- Developing performance assessments
- Creating participant guides, instructor guides, and job aids

In addition, Mastech Digital also completed the following:

- Creation of training materials (guides, worksheets, sample files, and job aids) for instructor-led Information Mapping classes
- Creations of participant and instructor guides for SAROS (FileNet) Document Management System
- Training and focus-group facilitation
- System release documentation for Program Change Descriptions

Outcomes

The scope of Mastech Digital's role in this project grew as the client realized our team could deliver. Using the versatility of each team member, Mastech Digital was able to accommodate the client's requests for help beyond the project scope.