**Storyline Test**

Please use the following storyboard to develop an eLearning course on Articulate Storyline 3 (if you don’t have the software, please download the trial version from <https://articulate.com/p/trial-downloads>).

Please consider the following points in mind for the development:

* Font to be used is Open Sans
* Slides are to be developed per the “Screen Treatment” provided for each slide.
* Machine audio to be recorded and included in the course.
* The slides should include an audio transcript.

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| Slide No. | Slide Name | OST | Audio Script | Screen Treatment |
| 1 | NA | Data Science | Welcome to this eLearning on Data Science. | Splash screen, with course title and image to indicate the topic. |
| 2 | What is Confidential Information? | CI is any information about a client, Deloitte or third party that is not available to the public. Some typical types of CI include:   |  |  |  | | --- | --- | --- | | **Type** | **Definition** | **Examples Include** | | **Personally Identifiable Information (PII)** | Information that may directly or indirectly identify an individual or that relates to an identifiable person. | Government identifiers (SSN), account numbers (credit card), address, date of birth, personnel number, photograph or video identifiable to an individual | | **Protected Health  Information (PHI)** | Information transmitted or maintained in any form or media by a HIPAA covered entity that identifies an individual or with respect to which there is a reasonable basis to believe the information can be used to identify an individual and relates to:  • An individual’s past, present, or future physical or mental health condition  • The provision of health care to an individual, or  • The past, present, or future payment for the provision of health care to an individual. | Medical treatment and diagnostic records, health insurance records, health payment records, smoking status | | **Financial Information** | Information about an entity’s finances. | Financial and salary information | | **Competitive  Intelligence** | Information about an entity’s products, customers or competitors, or any aspect of the competitive environment. | Trade secrets, merger & acquisition information, products, markets, pricing, or business plans | | **Customer  Information** | Information about customers. | Usage rates, pricing, sales pipeline, marketing information, or customer PII | | **Intellectual  Property (IP)** | Creations of the mind for which exclusive rights are recognized. | Methodologies, deliverables, products and services information, and software | | **Sensitive Information** | Privileged or proprietary information that could cause serious harm to an entity if compromised. Proprietary information is information owned by an entity or information in which an entity has a protectable interest. | Information related to proposed transactions or events at the client including but not limited to: IPO, forensic investigation, fraud investigation, restructuring or bankruptcy, and any other information that the client would consider sensitive | | This slide is to remind everyone of what constitutes CI. There has to be an understanding and awareness of CI in order to protect it and use it appropriately. | Static screen with text. |
| 3 | Maintain long-term relationship | The following are three steps to maintain long-term relationship with Chinese companies.  *Click each tab to learn more.*  **Set a professional image, focus on what clients’ concerns**   * Be insightful and stick to our own view properly. * Clients are more or less always right, but sometimes we must also ensure that we are maintaining Deloitte's professional opinion. * Share the firm thought leadership industry reports with the clients on a regular basis and provide quarterly/half-year/annual analysis on the industry vision/forecasts. * Make sure to consider the possible issues early and keep the client informed about them. * Help clients solve problems and share insights and best practices within professional area. * Seize the opportunity and create Moments that Matter.   **Keep a long-term personal relationship with clients**   * Send warm wishes/regards to clients on holidays: * On birthdays or national holidays, send him/her a message/present or call. * Invite clients to attend social activities: * Have meals or play sports together. * Learn from clients: * Learn from the expertise/hobbies of clients. * Share areas of interest: * Books that clients might enjoy reading. * Public news or information that might have impact on the clients' life and business.   **Leverage internal and external resources**   * Leverage Deloitte Global resources and build up our professional prestige: * Invite executives from the client’s side to attend our internal meetings. * Demonstrate Deloitte’s leadership position and diversity of connection to the economic environment through international/national summits/forums, industrial conferences/events, Deloitte workshops and seminars. * Influence clients through third party * Regulators; * Consulate; * Chamber of Commerce; * Industry Associations and * Social Community. * Leverage local CSG to get access to a strong global network and make an impact that matters for Chinese companies. | The three steps to maintain long-term relationship with Chinese companies are:   * Set a professional image, focus on what clients’ concerns; * Keep a long-term personal relationship with clients; and * Leverage internal and external resources   *Click each tab to learn more.* | Accordion interaction. Learner will have to click each accordion tab to view the corresponding bullet lists. |
| 4 | Practice Activity 01 | *Match each Role to the Responsibility on the right by selecting the correct Role for Responsibility.*   |  |  | | --- | --- | | **Responsibilities** | **Role** | | Accountable for safeguarding confidential information within their client account. | Lead Client Service Partner & Lead Functional Partners | | Engage in remediation of information security breaches | Lead Engagement Partner | | Ensures that each Deloitte Team Member has met the CIP training requirements | Engagement Manager | | Develop list of delivery team members who can access Restricted Data | Engagement Security Manager |   <Correct Feedback>  That’s right!  <Incorrect Feedback (first attempt)>  That’s incorrect. Please try again.  <Incorrect Feedback (second attempt)>  That’s incorrect. Here are the correct options.   |  |  | | --- | --- | | **Responsibilities** | **Role** | | Accountable for safeguarding confidential information within their client account. | Lead Client Service Partner & Lead Functional Partners | | Engage in remediation of information security breaches | Lead Engagement Partner | | Ensures that each Deloitte Team Member has met the CIP training requirements | Engagement Manager | | Develop list of delivery team members who can access Restricted Data | Engagement Security Manager | | NA | Drop-down question interactivity with two attempts.  The responsibilities should be displayed on the left and the roles should appear as a drop-down list against each responsibility.  The learner should be able to submit the interaction only after selecting all the options. |
| 5 | Practice Activity 02 | Match the descriptions below to some of the challenges you may face in your role as a trusted advisor.  *Drag each label to the challenge it describes. Click* ***Submit*** *when you’re done.*   |  |  | | --- | --- | | Label | Challenge | | Emotions | Father-son conflict and sibling rivalry are particularly common and can seriously disrupt the operation of the business. Divorce, health, or financial problems can also create difficult political situations for the family and the business. | | Vision and values | Many family businesses struggle to strike a good balance between the best interests of the business and the well-being of the family. | | Control | Older family members often try to preserve the status quo and resist change. They can be especially resistant to ideas and change proposed by the younger generation. | | Talent | There can be a tendency to hire family members, even if they lack the qualifications, skills and abilities for the role. It can then be difficult to dismiss them when things aren’t working out | | Strategy | Often family businesses will lack documented plans or long-term planning in the form of a written strategy. Rather, decisions are made day-to-day in response to issues as they arise. |   <Correct Feedback>  That’s right!  <Incorrect Feedback (first attempt)>  That’s incorrect. Please try again.  <Incorrect Feedback (second attempt)>  That’s incorrect. Here are the correct options.   |  |  | | --- | --- | | Emotions | Father-son conflict and sibling rivalry are particularly common and can seriously disrupt the operation of the business. Divorce, health, or financial problems can also create difficult political situations for the family and the business. | | Vision and values | Many family businesses struggle to strike a good balance between the best interests of the business and the well-being of the family. | | Control | Older family members often try to preserve the status quo and resist change. They can be especially resistant to ideas and change proposed by the younger generation. | | Talent | There can be a tendency to hire family members, even if they lack the qualifications, skills and abilities for the role. It can then be difficult to dismiss them when things aren’t working out | | Strategy | Often family businesses will lack documented plans or long-term planning in the form of a written strategy. Rather, decisions are made day-to-day in response to issues as they arise. | |  | Drag and Drop activity. |
| 6 | Assessment | Welcome to the final assessment.  You have completed all the modules in this course. Now it is time to test your knowledge.  The answers you submit during this assessment will be graded. You must achieve a passing score of at least 70% to receive credit for completing this course.  You will need to complete the exam in one sitting. If you exit the assessment or navigate to another page of the course prior to submitting your answers, your answers will be lost, and you will need to begin with the assessment again.  After you submit your answers for the assessment, you will receive your score onscreen.  The Deloitte Learning Center will also capture your score automatically, so it is not necessary to record or document your scores manually.  *Click the* ***Next*** *button to begin with the assessment.* | Welcome to the final assessment.  You have completed all the modules in this course. Now it is time to test your knowledge.  *Click the* ***Next*** *button to begin with the assessment.* | Assessment with pooling of 5 questions out of 10. Question 1 and 7 should appear in all the pools. |
| NA | Question 1 | The main targets of 13th Five-Year Plan include:  *Select all that apply and click* ***Submit****.*   * **Economic/Finance** * **Innovation** * **Environment** * Energy |  |  |
| NA | Question 2 | Which of the following statements are the characteristics of Chinese culture?  *Select all that apply and click* ***Submit****.*   * **While expressing difference of opinion, Chinese professionals value harmony and avoid conflicts.** * **Chinese professionals maintain a smile on their face when they are angry.** * Chinese leaders follow the crowd and let their people lead all activities. * **Chinese professionals have a strong network of relationships.** |  |  |
| NA | Question 3 | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is used to identify and define the client stakeholders and create a common understanding of client relationships and to support the development of relationship plans (i.e. targets).  *Select the correct option and click* ***Submit****.*   * Internationalization trend * Business proposal * **Relationship Map application** * Service scope |  |  |
| NA | Question 4 | Given below are the names of various fields of the Relationship Map application and their description.  *Select the appropriate field from the drop down in the right to match with its corresponding description in the left and click Submit.*   * Identifies whether or not the relationships are of a business or personal nature – **Nature of relationship** * Uses a scale classification methodology to categorise each member within the client organization – **Power** * Uses a five-point scale classification to categorise the client contact’s affinity towards Deloitte – **Preference** * Outlines the role that each contact plays in the overall buying process - **Part** |  |  |
| NA | Question 5 | Due to the lack of cross-border investment experience, Chinese companies need professional advise on which of the following aspects:  *Select all that apply and click* ***Submit****.*   * **Legal risks** * **Financing risks** * **Integration risks** * Employment risks |  |  |
| NA | Question 6 | Which of the following statements are true?  *Select all that apply and click* ***Submit****.*  There is a standard timeline for a RFP process.   * **In certain cases, Chinese companies set a quick turnaround time for RFP response. They may also request a proposal turnaround within one day.** * **It usually takes a few weeks after the proposal presentation for Chinese companies to finish their internal procedures and start detailed negotiations on terms and conditions with 1 – 2 service providers.** * **The official bidding result is often announced a few months after the proposal presentation, but the decision is usually made in weeks after the final negotiation.** |  |  |
| NA | Question 7 | While negotiating with the Chinese companies, which of the following points should be kept in mind?  *Select all that apply and click* ***Submit****.*   * **Send follow up communications** * Straightforward discussions * **Show interest for a long-term relationship** * **Understand each other** |  |  |
| NA | Question 8 | Which of the following statement is not a part of service contracting and delivery?  *Select the correct option and click* ***Submit****.*   * Due to the time-intensive internal payment procedure of large-scale Chinese companies, a special clause about the payment term after the invoice has been issued should be added. * Issue the invoice as early as possible and track the payment status frequently. * Keep an open mind to continuously seek future service opportunities during the process. * **Prepare Chinese business cards and offer your business cards with both hands.** |  |  |
| NA | Question 09 | Deloitte service offerings to support Chinese companies’ outbound investments are:  *Select all that apply and click* ***Submit****.*   * **M&A Transactions** * **Audit** * **Tax** * **Consulting** * **FAS** * **Risk Advisory** * **HR Consulting** |  |  |
| NA | Question 10 | Which of the following are the three steps to maintain a long-term relationship with the Chinese companies:  *Select all that apply and click* ***Submit****.*   * **Set a professional image, focus on what clients’ concerns** * **Keep a long-term personal relationship with clients** * **Leverage internal and external resources** * Bargain to win business |  |  |
| NA | Result slide | **On passing the Final assessment:**  Congratulations! You passed the course assessment. Well done!  Click the **Certificate** button to download your certificate of completion.  **On failing the Final assessment:**  Sorry, you did not pass the assessment. Please visit the **Menu** page again and access the course modules that you think you need to review in order to answer the related questions in the final assessment correctly. After reviewing the course modules, click the **Retry** button to retake the assessment. Good luck! |  |  |