

Business Requirements Document

For

Cognizant Technology Solutions

Gamification of Training Program

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21/4/2016

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1. Executive Summary

This document contains the proposed solution for the gamification of training program for trainees at the cognizant academy. This model is designed to induce a competitive self-learning platform for trainees. This solution is inspired by current hacks used by games to keep the users involved until the very end. The document gives an overview of the gamification process in each subsections below.

2. Business Objective

The goal here is to increase self-learning of the trainees and transparency of knowledge transfer during the training period in academy. The model that will be presented in the succeeding sections is scalable beyond training in the academy and can be carried forward in the projects. The aim here is to incentivize and penalize a trainee using a credit system which will keep the learner motivated throughout the process. The knowledge credits accumulated by the trainee can be cashed in for appropriate incentives. The trainee should be able to learn as much as he/she wants, without any restrictions and also he/she can step over to other domains if he/she has completed his domain regime. Once the trainee is out of the academy, he/she can be approached by multiple projects based on their profile built during the training.

3. Background

Currently the training regime of the trainees in the academy is not gamified, rather it is more like a coursework that they have to complete in a given period of time. The trainees are inducted into the training program and allotted a domain. Then they have to go through the basic training process for a certain duration of time. After that, they will be released or benched based upon the business requirement. This kind of model is rather detrimental to self-learning which is what we are trying to promote in the academy.

The current learning system needs to be modified in such a way so that a trainee can use all the learning resources to their full potential. The learning rate of trainees should not be decreased if he/she happens to be a fast paced learner. The trainee should be rewarded for accelerated learning and provided opportunities to learn other things if he/she is done with his/her given regime before due time. The trainee should be given some appropriate basic incentives if they finish their modules before a given time period and should be motivated to learn further.

4. Scope

The model developed is currently best suitable to be applied within the academy but provides high scalability so that it can be used in business units. The solution helps to cross boundaries of learning as

one is not confined to one's domain. This solution also solves the problem of dissatisfaction of allocation of domain among the trainees since they will be free to go through any technology they want, be proficient in it if they complete their technology coursework before the given time.

5. Features

Before we begin to explain the features of the gamified learning system, familiarity with basic terminologies used in the system is necessary. While going through the terminologies, it should be kept in mind that usage of some keywords seems to be necessary in order to keep the system interactive. **Coins** are points that a user accumulates by completing E-Box, Code Challenges and Open Problem Solving. **Badges** are honor tags which are given to your profile once you cross a specific benchmark set by the academy regime. **Bounty** is the value of the trainees which he/she gains throughout the training regime by collecting badges. Trainees with high bounty are expected to be in high demand once they are released while those with less bounty are expected to be on longer bench period. They can work on their profile to increase their bounty while on bench period which is only fair.

The user has access to the following in the solution presented in the succeeding sections:

1. A user can increase his **Coins** by regular learning.
2. The user cannot earn a badge just by sheer number of **Coins**.
3. The user has to clear an assessment in order to earn a **Badge**.
4. The number of **Coins** can be used to cash in for incentives or to take an assessment.
5. The user can only switch his learning to other domain once he/she has completed his/her own allocated domain.
6. The **Bounty** accumulated by a user may or may not be displayed to him as decided by the management.

6. Functional requirements

This section describes the whole workflow of the gamified learning system. Before moving on to understanding the system, there are some rules that should not be broken while developing this game. Following are the rules:

1. Learning is always free. It implies that a person should never have to spend any amount of his coins to learn something.
2. No sharing or transaction of coins is allowed.
3. No shortcuts should ever be provided by the administrator(s) to earn badges.

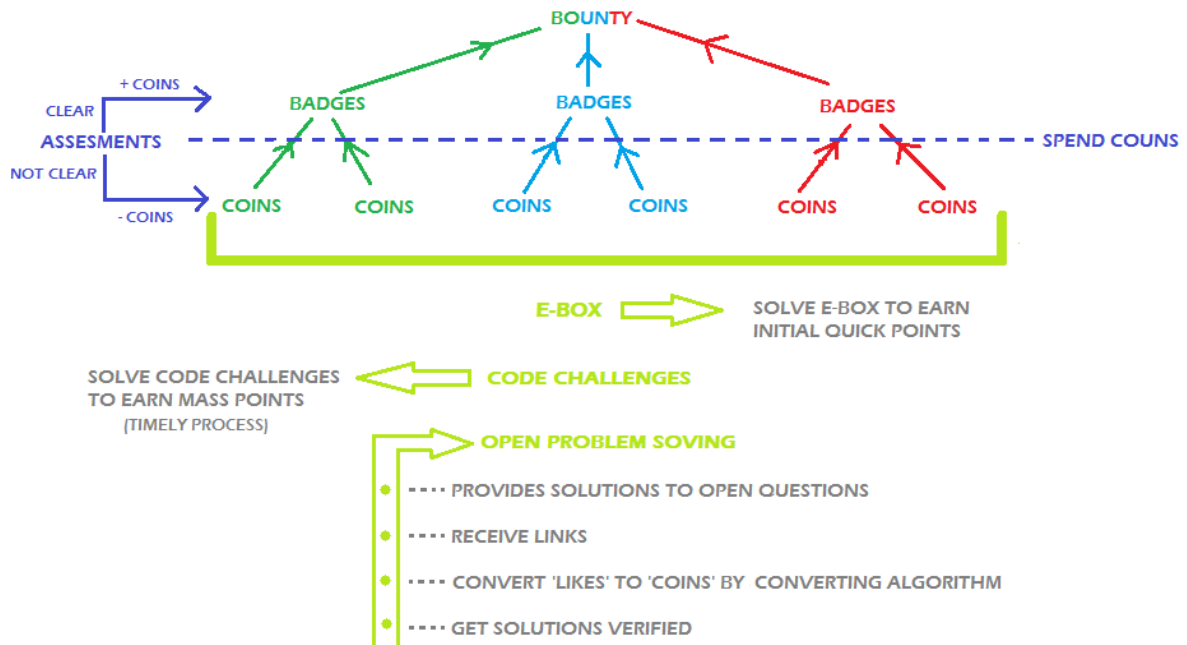


Fig 1.1

The diagram (fig 1.1) above represents the whole workflow of the gaming system. The game begins the moment a trainee enters the academy premise. The trainee begins to earn Coins by solving E-Box, Coding Challenges and Open Problem Solving. The trainee gets a fixed number of points each time he/she solves a module in E-box or completes a coding challenge or provides a solution in Open Problem Solving. The duration of completing the E-Learning modules and the rate of coin collection is also monitored. In order to make a trainee interested in the gamified system, he/she is provided certain incentives against the accumulated amount of coins. For example, if the trainee has accumulated a milestone number of coins, then he/she can have a weekend off (Such perks are only to make the trainee interested in the system).

A trainee can also earn points by Open Problem Solving which is a platform where we convert a number of likes to appropriate number of Coins (Like a StackOverflow)

In order to earn a badge you have to spend a number of coins to take an assessment and clear it. If you clear an assessment you will get some reward points for clearing the assessment and you will earn the level one Badge for that particular technology. Since there are multiple levels within a technology from Beginner to expert, each level has its own badge. In order to earn further badges, you have to go through the same process of E-Learning and assessments. If you earn all the badges of your domain/technology before the training period, learning modules for other technologies will be unlocked.

You can collect coins and earn more badges under any domain you like once you have completed the domain allocated to the respective trainee. All the coins, badges and the various levels of badges within different domains of technology will amount to the bounty on one's head.

The bounty will determine how appropriate a Trainee is for the projects. The greater the bounty on one's head, the more likely one is to be deployed in the project of one's choice. Assuming one is suitable for multiple project with respect to the badges one has earned and the bounty one has acquired.

7. Risks

As such, there are no viable risks, until and unless the rules are violated.