Televisey Workforce Development

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Introduction

- Execute Workforce Development Process

- Three Departments

    - Accounting

    - Sales

    - Customer Service

Accounting Deliverables

- Installing Industry Standard Software

- Creating reference guide and instructional videos

- Host in-house training on how to use new software based on old processes

Sales Deliverables

- Establishing database with all prior/new files accessible

- Create reference guide and instructional videos

- Host in-house presentations on social media marketing/branding

Customer Service Deliverables

- Implementing a more user-friendly UI with digestible instructional components

- Implementing surveys and focus groups to acquire user feedback

- Establishing beta testing pursuant to user feedback
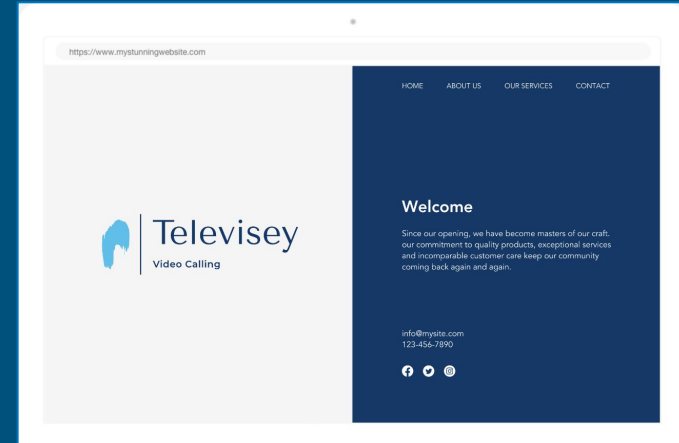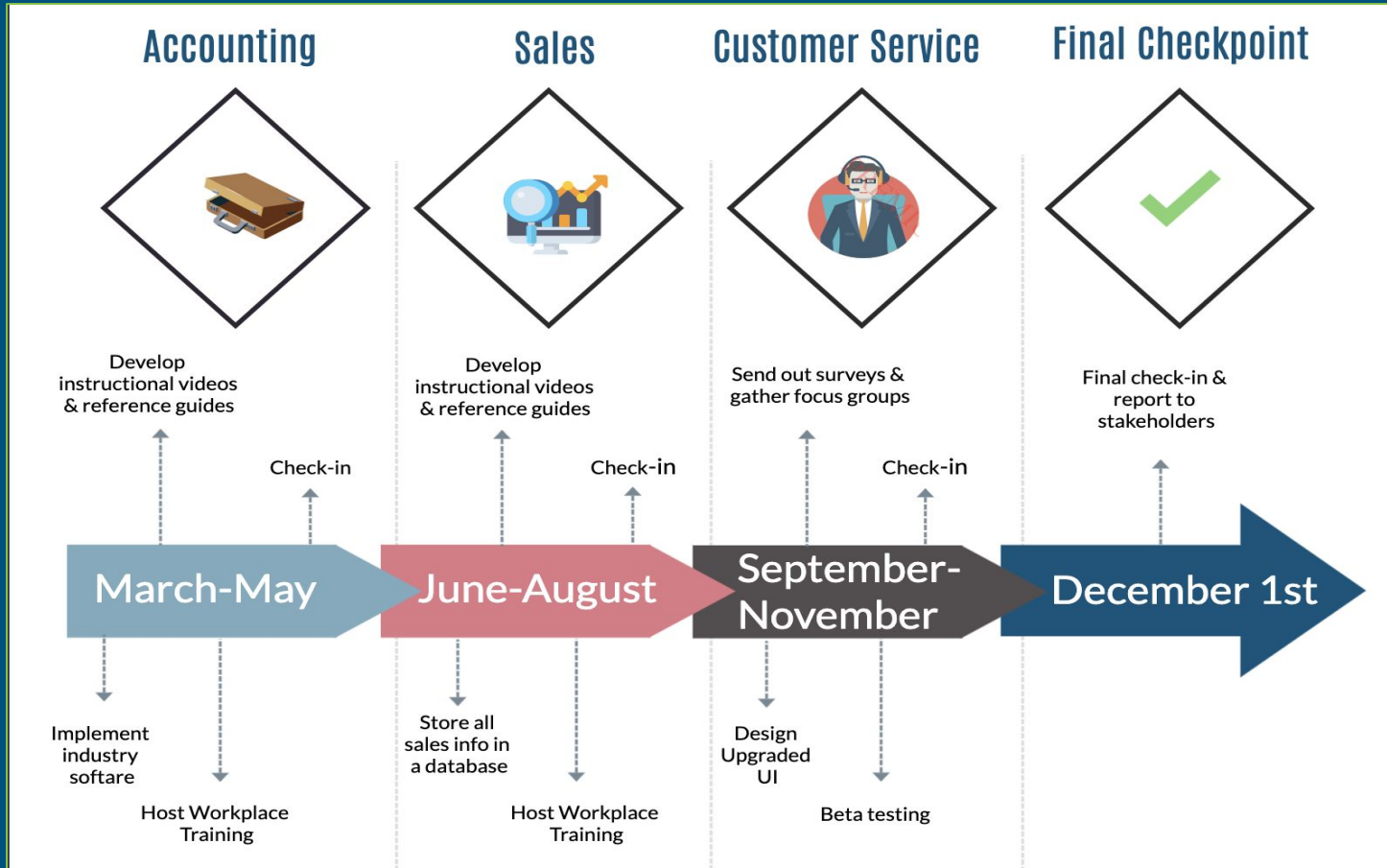
Out-Scope

- Accounting
  - Data Visualization
- Sales
  - Content Creation
  - Sales Pitch Training
- Customer Service
  - Live Chat Customer Service Language Training

Milestones

Milestone One	Milestone Two	Milestone Three	Milestone Four	Milestone Five	Milestone Six
Software implemented on all computers	Accounting employee training completed using videos and guides	Sales data is migrated to new database	Sales employee training completed using videos and guides	Initial improved UI design is implemented	Trial round of beta testing completed using information from surveys and focus groups
Expected: Mid-April 2021	Expected: May 2021	Expected: Mid-June 2021	Expected: August 2021	Expected: Mid-September 2021	Expected: November 2021

Timeline

Values

- A more satisfied consumer base.

- Increased productivity & efficiency to meet modern-day demands.

- Enhanced security for company records & eliminated risk of losing important files.

- Brand development through various social media and other online trends.

Stakeholders	
Name	**Position**
James Williams	CIO
Theresa Cohen	COO
Eric Norman	Accounting Department Manager
Nina Smith	Sales Department Manager
Valeria Jones	Customer Service Department Manager
Michael Donalds	IT Department Manager
Employees	Accounting, Sales, and Customer Service
Employees	IT Department

Communication Plan

Stakeholder	Communication(s)	Format	Frequency
James WIlliams: CIO	Key Stakeholder Checkpoint Discussions	In person two hour meeting	Monthly
	Setbacks and RIsk Update	Phone call	As needed
	Milestones and Deliverables	One hour phone call	Bi-weekly
	Accomplishments	Emailed report	Weekly
Theresa Cohen: COO	Key Stakeholder Checkpoint Discussions	In person two hour meeting	Monthly
	Setbacks and Risk Updates	Phone call	As needed
	Milestones and Deliverables	One hour phone call	Bi-weekly
	Accomplishments	Emailed Report	Weekly
Eric Norman: Accounting Dept. Manager, Valeria Jones: Customer Service Dept. Manager, Nina Smith: Sales Dept. Manager, Michael Donalds: IT Dept. Manager	Milestones, Deliverables and Setbacks	Two hour meeting, phone call as needed	Bi-weekly
	Accomplishments	Emailed report	Weekly
Team	Team Meetings	In person one hour meeting	Weekly
	Team Briefing	30-minute stand up meeting	Daily at 9AM
	Accomplishments	Emailed report	Weekly
	Milestones and Deliverables, Setbacks and Risk Updates	In person meeting	As needed
Employees	Accomplishments	Emailed report	Weekly