Training Request

* What is the current process?
* Simple or complex (integration)
  + SP used as purely workflow management – know where the request stands
* *M/L request training via “training Requests” distro list*
  + How are request made?
  + What/who is M/L?
* *Request creates task in Training Dashboard in the Dev process channel*
  + Training Dashboard
    - Integration - Know when a request is created
    - \*create item in SP to start workflow
* *Is this a Communication Request or Training Request*?
  + How is this identified?
    - Pushed from Training Dashboard?
    - Manual selection in SP item?
* *Request is assigned to T/D for creation*
  + What does T/D stand for?
  + Auto assigned?
    - Managed List – from metadata?
    - User supplied?
  + If not auto assigned – who is the content manager?
    - Managed list – from metadata?
    - User supplied?
* *T/D meets with Business owner(s) to identify communication materials*
  + ID communication materials – offline?
* *T/D sends communication to Business Owner(s) for review/updates*
  + How are Business Owner(s) defined?
    - Managed list – from metadata?
    - User supplied?
* *T/D finalizes change and sends to Comm team for review of grammar, spelling…*
  + How is the Comm team defined?
    - SP Group?
* *Comm team sends IKB article update to Diana for CS and Becky for PCA*
  + What happens after Diana and Becky receives it?
* *Comm team sends communication to intended audience and IKB updates are made*
  + How is the intended audience defined?
  + IKB updates are made? – Manual process?