Activity Centered Training for SharePoint

Scenario

Headquartered in Chicago, IL and established in 1986, Oscar Pharmaceuticals has a current employee count of 680. The curriculum is being designed for Oscar Pharmaceuticals. Marked by rapid growth, the organization has doubled in size over the last five years. The rapid expansion of the organization has resulted in emerging concerns for Oscar Pharmaceuticals. The infrastructure has not grown at the same pace as the rest of the organization. As a result of this disparity, different divisions have now begun to encounter challenges to work collaboratively. This is beginning to deter the organization from performing at its optimal level, which has also given rise to growing misunderstandings among the various divisions.

The various divisions within the organization are dispersed all over Illinois. The six departments with its corresponding locations are as follows:

Division	Location of the Division
Management	Chicago, IL
Marketing	Chicago, IL
Accounting	Chicago, IL
Research and Development (R&D)	Urbana, IL
Manufacturing	Bloomington, IL
Information Technology	Chicago, IL
Note: The main IT division is located in Chicago; however, all the other divisions have an IT department in their respective locations	

The communication gap was recently addressed in the monthly board meeting. Apparently, absence of teamwork and collaboration was an issue that had remained undetected for a long time within Oscar Pharmaceuticals. As an outcome of the discussion that ensued, the Board decided to conduct a comprehensive analysis of the problem. In order to assist the organization remedy the problem, the Board decided to recruit a consulting organization.

Arbutas Inc. is recruited to analyze Oscar's workflow and culture. The following problems were unearthed:

- ❑ Communication gap among the divisions
- ❑ Absence of infrastructure that would enable collaboration between various divisions
- ❑ Cultures differed among divisions located in Bloomington, Chicago and Urbana
- ❑ Absence of accurate practice of project management methods

The findings of the analysis conducted by Arbutas Inc. revealed that the groups were not located within the same area. The outcome of the analysis is as follows:

1. A need for an effective medium to collaborate long distance
2. Better project management tool

In order to address these issues, Arbutas proposes Microsoft SharePoint Server 2010 as a solution to address Oscar's concerns.

MS SharePoint Overview

Also known as Microsoft SharePoint Products and Technologies, it is a collection of products and software elements that includes, among a growing selection of components, web browser based collaboration functions, process management modules, search modules and a document-management platform. SharePoint can be used to host web sites that allows the user to access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs. Users can manipulate proprietary controls called "web parts" or interact with pieces of content such as lists and document libraries.

Oscar Pharmaceuticals is unfamiliar with SharePoint. All employees within the organization require product training. The System Implementation will be conducted by Oscar's IT team and the training will be led by an external organization that specializes in Technology Instructions.

Curriculum
The following curriculum has been developed to conduct a training session on SharePoint for Oscar employees:

Learning Objectives:

1. Learn how to login into the SharePoint System

2. Learn how to find document in the Document Library

3. Learn how to check assigned tasks for a group

4. Learn how to find contacts

5. Learn how to reserve resources on SharePoint

6. Learn how to use the message board

Lesson plan for lectures:

Topic	Details	Audience
Introduction to MOSS 2007 (2-3 hrs)	1. Introduction & Overview 2. Enterprise Content Management Features 3. Document Management Overview 4. Workflow Overview 5. Records Management Overview 6. Web Content Management Overview 7. Organizing and Searching Content	Entire organization (all of the six divisions within Oscar Pharmaceuticals)
Track 1: Web Publishing (2-3 hrs)	1. Introduction & Overview 2. MOSS for WCPs: Introduction & Overview 3. Web Content Templates 4. Content Types 5. Simple Workflows: Approvals, Feedback, Signatures 6. Web Content Publishing & Deployment 7. Search Overview 8. Security Overview	All divisions will be responsible for publishing content to MOSS 2007 sites
Track 2: Operations (2-3 hrs)	1. MOSS for Server Admins & DBAs: Introduction & Overview 2. Infrastructure Overview 3. Installation Overview 4. Capacity Planning & Performance Tuning, Caching 5. Disaster Recovery 6. Backup & Restore Strategies 7. Best Practices and Maintenance	The IT division is responsible for maintaining the infrastructure that will support a MOSS 2007 deployment
Track 3: Production Support (2-3 hrs)	1. MOSS for Production Support: Introduction & Overview 2. Capacity Management 3. User & Site Administration Overview 4. Using Central Administration 5. Troubleshooting Best Practices	IT professionals who will be responsible for maintaining and administering a MOSS 2007 deployment

	6. Content Deployment
	7. Security Overview
	8. Enterprise Search & Index Management

Activity Plan:

Learning Objective	Activity
Motivate Students	1. Whoever completes these classes will get time off work for their time invested in the training. 2. Laptop raffle draw at the end of each day of training; with a chance for one employee to win a laptop each day of training (For instance, 5 day = 5 employees have a chance to win a laptop).
Learn how to login into SharePoint	First 10 people to login into the system everyday of the training session will get a free massage coupon.
Learn how to upload documents on Document Library and check-in & check-out as required.	Show how to upload, check-in and check-out document in the class.
Learn how to check assigned tasks for a group **Find Contacts**	At the beginning of every training session, the participant will see another person's name in assigned task and would need to find his/her contact to complete the given assignment of the day. This would facilitate participants to exchange their information.
Learn how to reserve resources on SharePoint	The participants of the training program would need to reserve equipments online using

	SharePoint. Each day an equipment will be picked as the "lucky" one, whoever reserves that particular equipment will win a small gift.
Learn how to use the blog	Make an interesting comment for a blog entry. Whoever makes the most interesting entry, his/her blog entry will be published on the company newsletter.
Apply all skills to solve a problem	ARG (Alternative Reality Game): Problem based learning, use all the skills to finish an Alternative Reality Game 1. Assigned task, locate the people you need to find using the passphrase 2. Go to contacts, to find the person's email address 3. Email that person with the passphrase, and he will get back to you about the equipment that needs to be reserved. 4. Use the equipment (For instance, take a photo of the company's parking garage and upload this photo to message board) Members within a department to finish the game first will be rewarded.
Use SharePoint other than business purpose	At the end of the training, the employees will have a potluck and each member will use SharePoint to inform others of what they are going to bring, so overlaps can be avoided.

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There are 8 activities in this list. Please rank them (1-8) during the presentation and we will share the result at the end of the class. Thank you. David & Tanzil

_____ Whoever takes training classes they will get time off for the time they spent in the class room.

_____ End of the each day of training there will be a raffle draw and one person will be winning a Laptop each day. (5 days = 5 laptops) Company will provide the laptop specification early on, and end of the day they will find out about the raffle draw on SharePoint site.

_____ First 10 people login into the system everyday will get free massage coupon.

_____ At the beginning of the day, you can see another person's name in your assigned task and you need to find his/her contact to email him/her to find your assignment today.

_____ The learner need to reserve equipments online using SharePoint. Every day, one equipment will be picked as the "lucky" one, who reserves the lucky one will win a small gift.

_____ Whoever makes the most interesting entry , his/her blog entry will be published on the newsletter.

_____ ARG (Alternative Reality Game):

- Assigned task, see the people you need to find and the passphrase
- Go to contacts, to find that people's email address
- Email that person with the passphrase, and he will tell you the equipment you need to reserve.
- Use that equipment to do something (e.g. Use camera to take a photo of the company's parking garage and upload this photo to message board)
- All the members in the department finishes the game first will win an award.

_____ End of the training, the employee will have potluck and they will use Sharepoint to tell others what they are going to bring, so the learner need to avoid bringing the same kind of food.