



# Office of Information Technology and Security (OITS)

## **TRAINING VIDEO PILOT PROJECT**

LeanOhio Black Belt Project

Mugsy Reynolds, Project Manager

Ohio Department of Insurance



## LEAN BELT TIP *or* TOOL

For effective and LEAN presentations and meetings, provide the correct dose of background information.



**BACKGROUND  
INFORMATION**

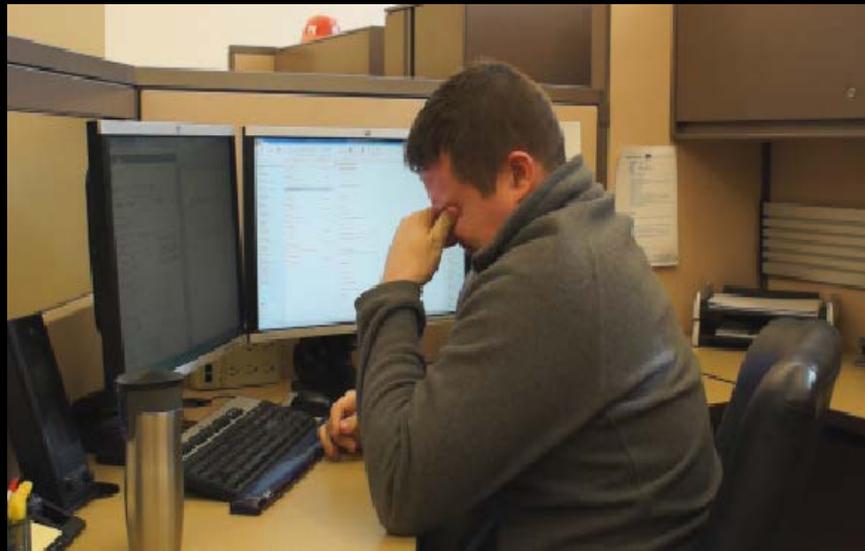
# SERVICE DESK REQUESTS

The Ohio Department of Insurance (ODI) Office of Information Technology and Security (OITS) has a high performing Business Service Support Team that provides exceptional service to ODI's users!



# BUSINESS SERVICE SUPPORT TEAM

This is a busy hard-working 4-person shop. The mounting pressure of trouble-shooting a large number of repeated common technology problems while trying to keep up with other maintenance and project-related responsibilities can be stressful.



# SERVICE DESK TICKETS

- Between January 2<sup>nd</sup> and October 17<sup>th</sup> of 2014, the Service Team received 3,822 tickets.
- In an average calendar year, between 5,000 and 6,000 Service Desk Tickets are generated by ODI users
- Each ticket is coded into 1 of 18 possible “CATEGORY TYPES”



## **LEAN BELT TIP *or* TOOL**

Data collection should...

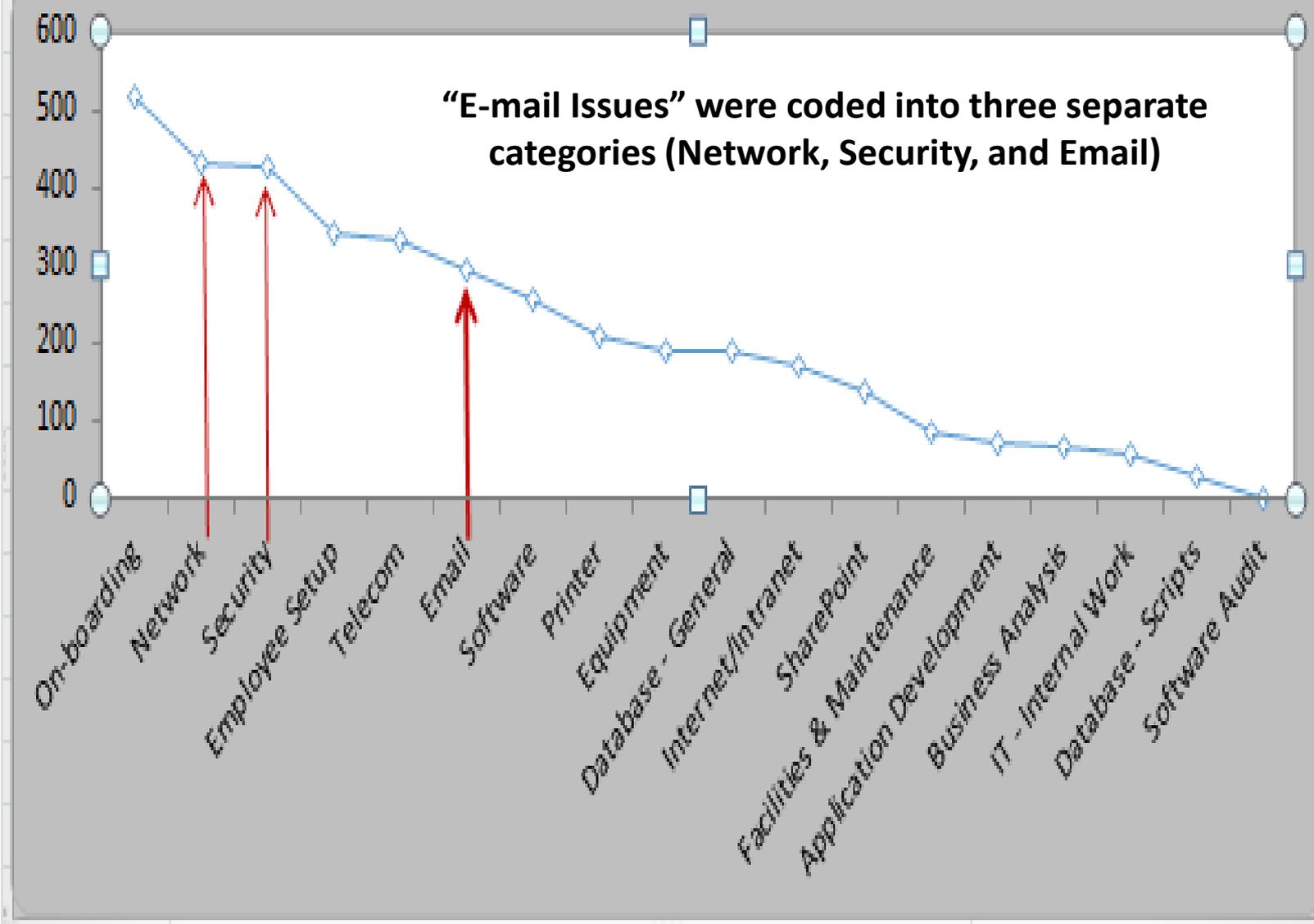
- Use Operational Definitions to ensure consistency and reliability
- Audit the data to ensure Operator-to-Operator consistency
- Be complete and compiled from all inputs

## SERVICE DESK TICKET SUMMARY broken down by INCIDENT TYPE

*(January 2, 2014 thru October 17, 2014)*

INCIDENT CODE	INCIDENT TYPE	TOTAL NUMBER OF SERVICE DESK TICKETS
22	On-boarding	516
14	Network	433
19	Security	430
2	Employee Setup	342
18	Telecom	332
<b>7</b>	<b>Email</b>	<b>296</b>
17	Software	259
13	Printer	211
16	Equipment	190
15	Database - General	189
6	Internet/Intranet	171
11	SharePoint	140
5	Facilities & Maintenance	85
23	Application Development	70
4	Business Analysis	68
3	IT - Internal Work	59
9	Database - Scripts	30
21	Software Audit	1
	<b>TOTAL NUMBER OF SERVICE DESK TICKETS</b>	<b>3822</b>

**“E-mail Issues” were coded into three separate categories (Network, Security, and Email)**

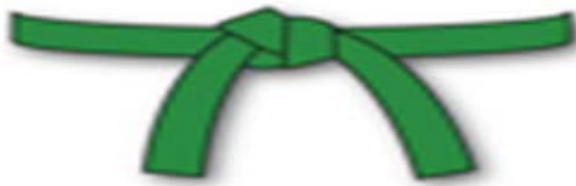


# BLACK BELT PROJECT PROPOSED...

TINA... Can we create self-help process so users can solve simple common Service Ticket issues themselves?



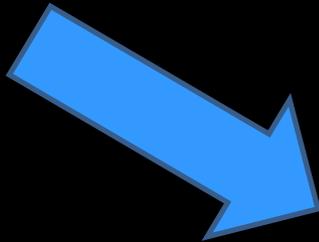
**Tina Chubb**  
**Assistant Director of IT**  
**PROJECT SPONSOR**



## LEAN BELT TIP *or* TOOL

When trying to convince management to improve a process...

- Use data to illustrate the problem area
- Use data to show how improving the process will lead to



SIMPLER. FASTER. BETTER. LESS COSTLY.

LEANOhio

# OITS TRAINING VIDEO PILOT PROJECT WAS NOW A PRIORITY!

The original TRAINING VIDEO idea came from a member of the OITS staff...



**Kevin Flake**  
**It Architect/Consultant 1**

*“The value of an idea lies in using it.” ~Thomas Edison*

# A BLACK BELT PROJECT TEAM WAS BORN



Brad Woods, Chris McWilliams, Mugsy Reynolds, Leanne Sanderson, Kevin Flake (TEAM LEAD), and Tina Chubb (PROJECT SPONSOR)



## **LEAN BELT TIP *or* TOOL**

PROJECT CHARTERS formally authorize the project and document requirements that satisfy the sponsor's needs and expectations.

- LeanOhio PROJECT CHARTERS include Performance Metrics based on DATA!!!
- LeanOhio PROJECT CHARTERS are signed by the Project Team which commits all members to the improvement effort!!!

# PROJECT CHARTER

## PROJECT GOALS:

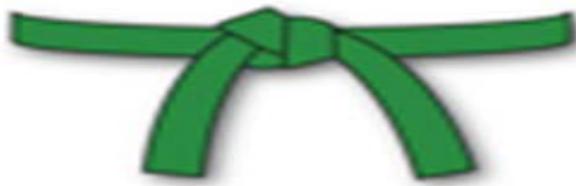
1. Analyze data to determine largest problem area.
2. Create a pilot video for the identified problem area.
3. If the pilot is a success, develop a Lean, repeatable process for additional OITS training videos to be released on a regular basis.

# PROJECT CHARTER

PROJECT SCOPE:

**FIRST STEP** – User experiences the identified (most commonly recurring) technology problem.

**LAST STEP** – User remedies the problem using self-help videos and/or companion reference guides.



## **LEAN BELT TIP *or* TOOL**

### **LISTEN TO THE 4 “VOICES”**

- **VOICE OF THE CUSTOMER**
- **VOICE OF THE BUSINESS**
- **VOICE OF THE PROCESS**
- **VOICE OF THE EMPLOYEE**

**LeanOhio reinforces that the CUSTOMER should always DRIVE the process!**

# PROJECT CHARTER

## PERFORMANCE METRICS:

Performance Metrics: What measures will tell you if you are successful.	Performance Metrics			
	Current	Goal	Final	% Change
Number of service desk tickets with incident type of "E-mail" (1/2/14 - 10/17/14)	approx 28/mo <b>OR</b> 7/wk	approx 14/mo <b>OR</b> 3-4/wk	TBD	TBD
Number of page views to the training site (where the videos will be housed) (October, 2014)	11/mo <b>OR</b> 2-3/wk	55/mo <b>OR</b> 13-14/wk	445/wk	14,733% improvement
Number of unique visitors to the training site (where the videos will be housed) (October, 2014) - <u>Note:</u> This metric is a short term measure and will diminish to zero or close to zero over time.	11/mo <b>OR</b> 2-3/wk	22/mo <b>OR</b> 5-6/wk	106/wk	3,433% improvement
Voice of the Customer (VOC) post-launch survey to gauge effectiveness	n/a	n/a	Over- whelming POSITIVE feedback!	n/a

# VOICE OF THE CUSTOMER (VOC)

32 survey responses received between March 3<sup>rd</sup> and March 11<sup>th</sup> (13% response rate):



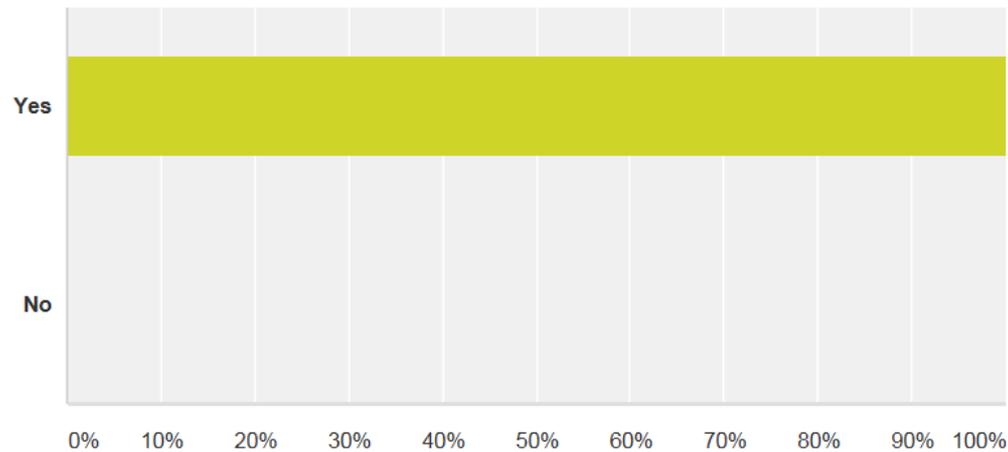
## Ohio Department of Insurance (ODI) Training Video "VOICE of the CUSTOMER" Survey

ODI's Office of Information Technology and Security (OITS) launched a training video series on February 27, 2015. The main purpose of the training videos is to encourage users to follow simple steps to resolve common technology problems without intervention of the OITS service team. This frees up much needed time of service team members to focus on other important duties and projects. You are being asked to complete this brief 7-question survey because OITS would like your feedback on our first training video "DON'T CALL MARK". The information you provide us is valuable! It will be considered as part of the performance measure for this project and as an improvement tool for future videos.

# VOC – Survey Question #1

Did you think the "DON'T CALL MARK" training video was an effective way to explain to users what to do when their e-mail inbox isn't updating?

Answered: 32 Skipped: 0

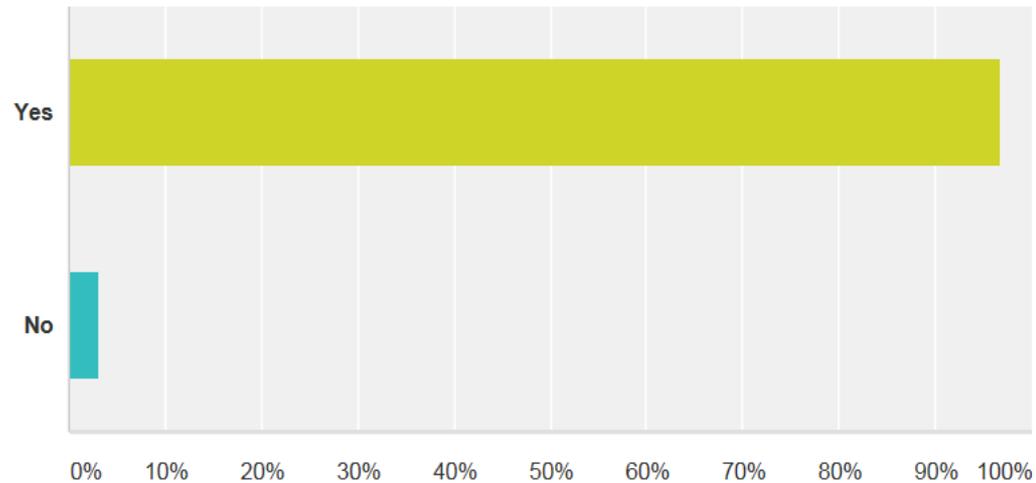


Answer Choices	Responses
<b>Yes</b>	100.00% 32
<b>No</b>	0.00% 0
Total	32

# VOC – Survey Question #2

Did you find the 6-step solution easy to follow?

Answered: 31 Skipped: 1

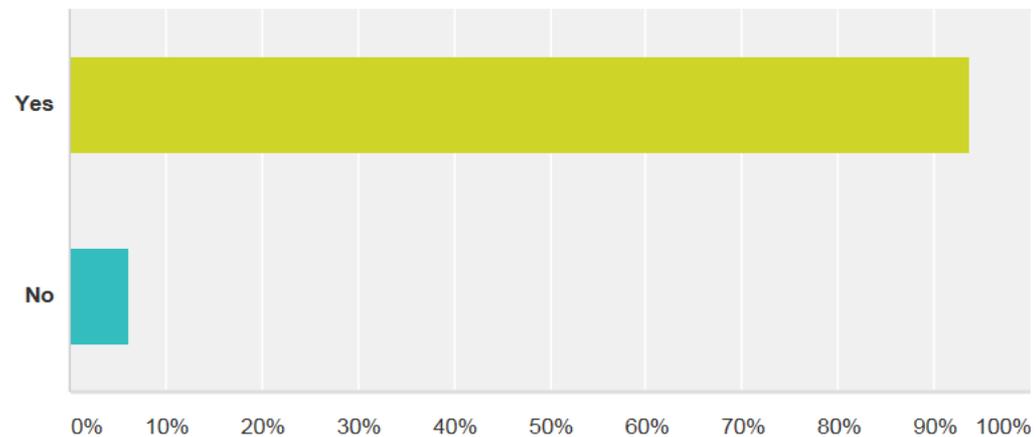


Answer Choices	Responses	
<b>Yes</b>	<b>96.77%</b>	30
<b>No</b>	<b>3.23%</b>	1
Total		31

# VOC – Survey Question #3

The next time your e-mail inbox isn't updating, do you think you will remember the solution involves 6-steps and that a 1-page handout is available on the training site?

Answered: 32 Skipped: 0

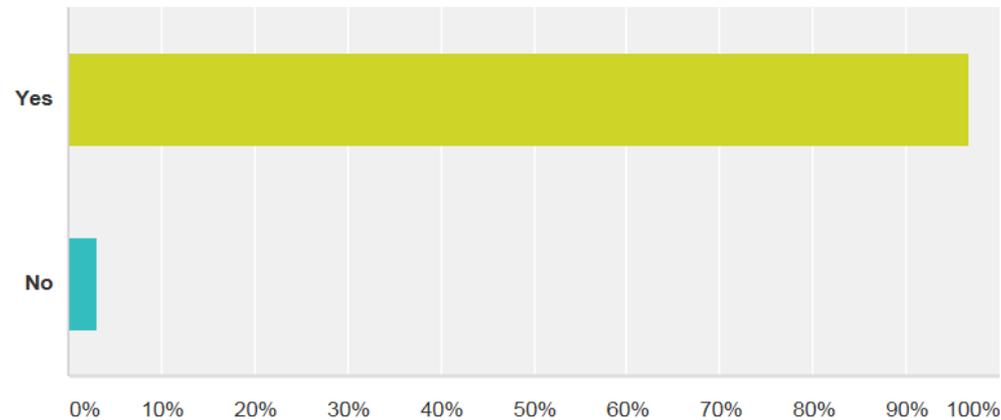


Answer Choices	Responses
<b>Yes</b>	93.75% 30
<b>No</b>	6.25% 2
Total	32

# VOC – Survey Question #4

**Do you think OITS should continue producing training videos with employee actors as an effective way for users to resolve common technology problems without intervention of the OITS service team?**

Answered: 32 Skipped: 0

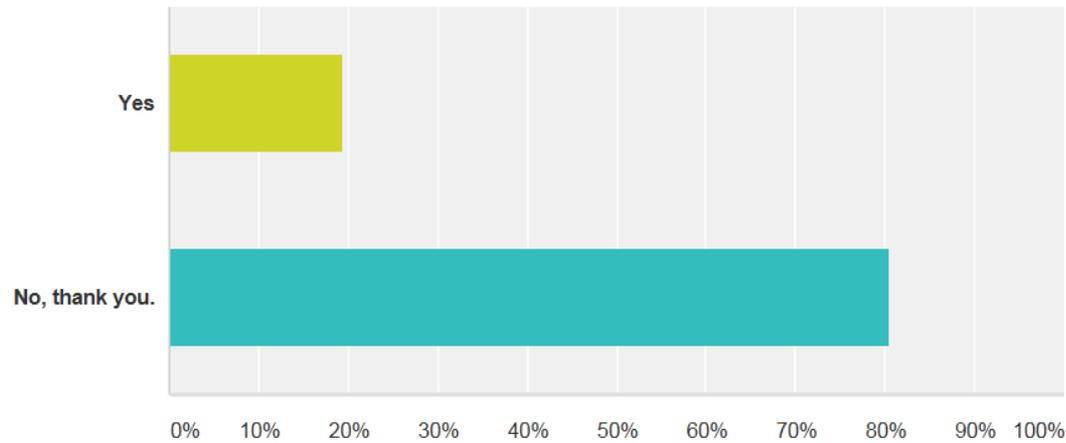


Answer Choices	Responses
<b>Yes</b>	<b>96.88%</b> 31
<b>No</b>	<b>3.13%</b> 1
Total	32

# VOC – Survey Question #5

If your supervisor approves, would you like to be an actor in a future OITS training video?

Answered: 31 Skipped: 1



Answer Choices	Responses
<b>Yes</b>	<b>19.35%</b> 6
<b>No, thank you.</b>	<b>80.65%</b> 25
Total	31

[Comments \(5\)](#)

# VOC – Survey Question #6

Do you have a suggestion for a future OITS training video topic? If yes, please note it below:

Answered: 10 Skipped: 22

- Continue to produce these videos and the associated handouts on basic IT topics. Those of us in the trenches may not have mastery of procedures that IT considers simple.
- Timecard procedures
- Tips on cleaning up email inbox, archiving, and retrieving archived items.
- I'm not sure why but in the field the video buffering took about 45 minutes to load before viewing the video.
- Tips and Tricks (things to make work life easier)
- More interactive conversation, rather than having one person on the screen at a time, if possible. Also, keeping the audio levels throughout the video consistent.
- office phone etiquette with emphasis on grammar and volume control of voice

# VOC – Survey Question #7

If you have any other suggestions, comments, or feedback regarding the OITS training video pilot project, please jot them below:

Answered: 12 Skipped: 20

- Great job! Well chosen actors.
- Excellent, informative, and entertaining
- Excellent video clip. Fun, educative and effective. Good job, keep it up!
- I loved it! Listening to it at my desk, the volume went up and down considerably, so I worried about interrupting others. But I love the actors and the message! Makes the suggestion memorable.
- The 6 Step Solution list should be available without watching the video again. It should be in the video area for a search.. IE - I may remember the content of the video and I will go looking in the training video area. A brief recap of the video's important points would be helpful.
- Really enjoyed the video, thought it was a VERY effective, light-hearted way to deal with a serious, often time-consuming problem that can most times be self-handled. Keep up the good work.
- Was really fun and informative. Great idea!
- I really enjoyed it. The music was great. GO BUCKS!
- You guys did a great job
- Great idea. For some people (not me) directions to find the video when it isn't featured on The Insider. Great job everyone!!!!!!!!!!!!!!!!!!!!
- Great Job!



## **LEAN BELT TIP *or* TOOL**

IMPLEMENTATION PLANS should include:

- Goal
- Objective
- Time Allocation
- Accountability
- Follow through

# PHASED PROJECT PLANS

## PROJECT SCEDULE for VIDEO #6 - OUTLOOK CALENDAR-PART 2

(items highlighted in GREEN indicate DONE !)

**SOCO**: The five basics of using Microsoft Outlook to keep your calendar up to date.

The "**CONTENT**" of this video will teach how to: **1** - Properly input calendar items onto your calendar; **2** - View others' calendars and share your own; **3** - Create and send a calendar invitation; **4** - Accept or decline meeting invitations; and **5** - Reserve a conference room.

	TASK	RESPONSIBLE PERSON(S)	MAN HOURS	TARGET DEADLINE
<b>1</b>	Schedule and conduct 1/2 hour Brainstorming Meeting with available core team to determine Training Topic SOCO and "CONTENT"	<b>Mugsy</b> will schedule meeting. <b>Group</b> will have open discussion to achieve consensus topic decision. <b>Tina must provide</b> final approval of topic.	2.5	MON 3/9/2015
<b>2</b>	Create the Draft Script and <b>Camtasia video sample</b> and e-mail <b>both items (if possible)</b> to core team (Core team reviews but <b>DOESN'T</b> e-mail Leanne back with edits - instead, editing ideas will be considered and edits made at the table reading session)	<b>Leanne</b>	5	WED 3/18/15 (morning)
<b>3</b>	<b>Actor Solicitation to roster of Volunteer actors</b>	<b>Mugsy will send the e-mail solicitation to actors and copy the team</b>	1	TUE 3/10/15
<b>4</b>	Notify Fiscal of shoot logistics	<b>Mugsy</b> will send e-mail to Fiscal and others in surrounding taping vicinity and copy the team.	0.25	TUE 3/10/15
<b>5</b>	Schedule and conduct 1/2 hour Table Reading Session with core team and adjust script at the meeting directly from shared storage location	<b>Mugsy</b> will schedule meeting. <b>Brad</b> will facilitate meeting. <b>Group will select actors from list of those that responded to prior solicitation.</b> <b>Mugsy</b> will scribe the edits made by the <b>Group</b> at the meeting and e-mail revised script to actors and team after the meeting.	2.5	FRI 3/20/15 (10:30 am)
<b>6</b>	Schedule 1/2 hour Table Reading Session with actors and core team and adjust script at the meeting directly from shared storage location	<b>Mugsy</b> will schedule meeting. <b>Brad</b> will facilitate the meeting. <b>Actors</b> will adjust and customize the format of their own scripts. <b>Group</b> will provide feedback to actors.	3.5	MON 3/23/15 (10:30 am)
<b>7</b>	Schedule and conduct 1-hour Taping Session ( <i>with</i> actors) at the Set Location	<b>Mugsy</b> will schedule the session. <b>Brad</b> will instruct actors. <b>Chris</b> will manage the set. <b>Mugsy</b> will tape. Other team members will be on hand to assist (if available).	7	TUE 3/24/15 (1:00 pm)



**LEAN BELT TIP *or* TOOL**

**COLOR MANAGEMENT / VISUAL MANAGEMENT:**

The consistent use of color-coding line item tasks when they are completed is an efficient way to visually identify project progress.



## LEAN BELT TIP *or* TOOL

ALWAYS LOOK FOR WASTE! Find it. Remove it.

ALL WORK FALLS INTO 1  
of 3 CATEGORIES:

- ① VALUE-ADDED WORK
- ② NON VALUE-ADDED WORK
- ③ WASTE

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FOR SOMETHING TO BE  
VALUE-ADDED 3 THINGS  
MUST EXIST:

- CUSTOMER MUST BE WILLING  
TO PAY FOR IT
- THE "THING" MUST CHANGE IN  
FORM, FIT, OR FUNCTION
- THE WORK MUST BE DONE RIGHT  
THE FIRST TIME

# “LEANED UP” PROJECT PLAN!!!

	TASK	RESPONSIBLE PERSON(S)	MAN HOURS	TARGET DEADLINE
1	Schedule and conduct 1/2 hour Brainstorming Meeting with available core team to determine Training Topic SOCO and “CONTENT”	<b>Mugsy</b> will schedule meeting. <b>Group</b> will have open discussion to achieve consensus topic decision. <b>Tina must provide</b> final approval of topic.	2.5	MON 3/9/2015
2	Create the Draft Script and <b>Camtasia video sample</b> and e-mail <b>both items (if possible)</b> to core team (Core team reviews but <b>DOESN'T</b> e-mail Leanne back with edits - instead, editing ideas will be considered and	<b>Leanne</b>	5	WED 3/18/15 (morning)
3	<b>Actor Solicitation to roster of Volunteer actors</b>	<b>Mugsy will send the e-mail solicitation to actors and copy the team</b>	1	TUE 3/10/15
4	Notify Fiscal of shoot logistics	<b>Mugsy</b> will send e-mail to Fiscal and others in surrounding taping vicinity and <b>copy the team</b> .	0.25	TUE 3/10/15
5	Schedule and conduct 1/2 hour Table Reading Session with core team and adjust script at the meeting directly from shared storage location	<b>Mugsy</b> will schedule meeting. <b>Brad</b> will facilitate meeting. <b>Group will select actors from list of those that responded to prior solicitation.</b> <b>Mugsy</b> will scribe the edits made by the <b>Group</b> at the meeting and e-mail revised	2.5	FRI 3/20/15 (10:30 am)
6	Schedule 1/2 hour Table Reading Session with actors and core team and adjust script at the meeting directly from shared storage location	<b>Mugsy</b> will schedule meeting. <b>Brad</b> will facilitate the meeting. <b>Actors</b> will adjust and customize the format of their own scripts. <b>Group</b> will provide feedback to actors.	3.5	MON 3/23/15 (10:30 am)
7	Schedule and conduct 1-hour Taping Session ( <i>with</i> actors) at the Set Location	<b>Mugsy</b> will schedule the session. <b>Brad</b> will instruct actors. <b>Chris</b> will manage the set. <b>Mugsy</b> will tape. Other team members will be on hand to assist (if available).	7	TUE 3/24/15 (1:00 pm)
8	Download video footage to shared storage location	<b>Mugsy</b>	1	WED 3/25/15
9	Edit video, edit blooper video ( <b>only when time permits</b> ), and create companion reference guide	<b>Mugsy</b> (and <b>Leanne</b> if she is available) will create these three items and e-mail the team when they are available for viewing in the secure shared location.	10	THU 3/26/15
10	Schedule and conduct 1/2 hour Video Viewing with core team, ODI communications, and actors to view videos (main and blooper) and provide feedback	<b>Mugsy</b> will schedule the session. <b>Mugsy</b> and <b>Leanne</b> will facilitate the session. <b>Group</b> will provide feedback.	4.5	FRI 3/27/15 (2:00 pm)
11	Final Video and reference guide editing based on viewer feedback	<b>Mugsy</b> (and <b>Leanne</b> if she is available)	2	FRI 3/27/15
12	Upload finished video to shared location	<b>Mugsy</b> ( <b>Leanne</b> is Mugsy's back-up)	0.5	FRI 3/27/15
	<b>TOTAL MAN HOURS TO PRODUCE VIDEO FROM START TO FINISH</b>		<b>39.75</b>	
	<b>AVERAGE HOURS PER PERSON FOR THE 30-DAY PERIOD (assuming 4-person core team and 3 actors)</b>		<b>5.68</b>	(this equates to a little more than 1 hour per week per person)

# “LEANED UP” CALENDAR INVITATIONS

Video #6 (Outlook Calendar- PART 2) 1/2-hour Table Reading with Team & Actors - Meeting

File Meeting Insert Format Text Review

Calendar Appointment Scheduling Tracking Assistant Online Meeting Contact Attendees Address Book Check Names Response Options Show As: Busy Reminder: 15 minutes Recurrence Time Zones Room Finder Categorize Private High Importance Low Importance Zoom

3 attendees accepted, 1 tentatively accepted, 0 declined.  
Adjacent to another appointment on your Calendar.

To... Woods, Bradley; McWilliams, Christopher; Flake, Kevin; Sanderson, Leanne; Brkic, Ivana; Pierce, Jeffrey; Chubb, Tina; Denhard, Robert; Minnich, Leslie; INS Conf Rm 625 (IT COLLAB RM -capacity=0, potentially 10)

Subject: Video #6 (Outlook Calendar- PART 2) 1/2-hour Table Reading with Team & Actors

Location: INS Conf Rm 625 (IT COLLAB RM -capacity=0, potentially 10) Rooms...

Start time: Mon 3/23/2015 10:30 AM All day event

End time: Mon 3/23/2015 11:00 AM

TASK	RESPONSIBLE PERSON(S)	MAN HOURS	TARGET DEADLINE
Schedule 1/2 hour Table Reading Session with actors and core team and adjust script at the meeting directly from shared storage location	Mugsy will schedule meeting. Brad will facilitate the meeting. Actors will adjust and customize the format of their own scripts. Group will provide feedback to actors.	3.5	MON 3/23/15 (10:30 am)



**LEAN BELT TIP *or* TOOL**

**STANDARDIZE WHATEVER YOU CAN!!**

*“Variation is EVIL!”*

*~Steve Wall*



# STANDARD COMMUNICATION TEMPLATES

**From:** Reynolds, Margaret

**Sent:** Wednesday, March 11, 2015 7:44 AM

**To:** Huddleston, Alicia; Botsko, Thomas; Kuchel, Kimberly; Hutchison, Mark; Welther, Jason; Hollingsworth, Leonette; Hinkle, Roger; Cargould, Lana; Chuvalas, Melissa; Wiggins, Diane; Brkic, Ivana; Fox, Lilane; Cook, Gwendolyn; Mcdaniel, Margaret

**Cc:** Woods, Bradley; Mcwilliams, Christopher; Flake, Kevin; Sanderson, Leanne; Pierce, Jeffrey; Chubb, Tina

**Subject:** Recruiting Actors for OITS Training Video #6

Good Morning!

You are receiving this e-mail because of your acting interest and/or previous involvement in the OITS Training Video Project. If you would like to be an actor in Training Video #6 (the content of which will be "Outlook Calendar Basics"), you must first get the approval of your Supervisor and then be available for the following three sessions:

- *½ hour table reading session on **Monday, March 23<sup>rd</sup> at 10:30** in the OITS Collaboration Room #625*
- *1-hour videotaping session on **Tuesday, March 24<sup>th</sup> at 1pm** in the vacant work station #653 in the OITS area*
- *½ hour viewing and feedback session on **Friday, March 27<sup>th</sup> at 2pm** in OITS Collaboration Room #625*

Please chime back if you are willing and able to be our next Movie Star!

Thank you,

OITS Training Video Team  
(Brad, Chris, Kevin, Leanne, Mugsy)

# STANDARD COMPANION REFERENCE GUIDE FORMAT

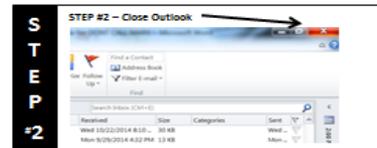
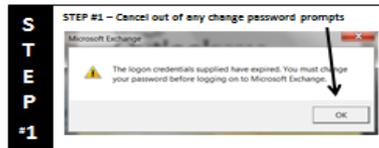


## OITS TRAINING VIDEO #1 COMPANION REFERENCE GUIDE for "DON'T CALL MARK"



When your e-mail isn't updating,  
don't submit a service ticket and  
DON'T CALL ME!

Instead, follow these six simple  
steps...



# STANDARD MARKETING “LOOK”



## Office of Information Technology and Security (OITS) RELEASES 1<sup>ST</sup> TRAINING VIDEO!

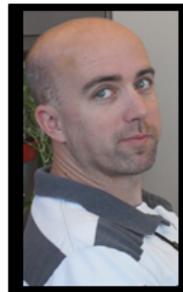
- See what happens when e-mails stop working
- Find out why the title of the video is "DON'T CALL MARK"
- Discover your favorite ODI actor

**Starring:** Tom Botsko, Alicia Huddleston, and Mark Hutchison

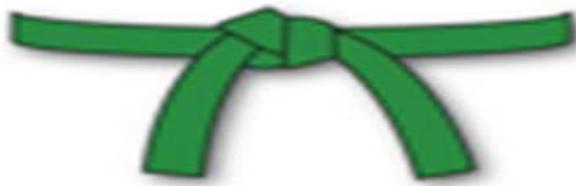
**Supporting Cast:** Chris McWilliams and Brad Woods

**Check it out at:**

<http://team/hub/default.aspx>



To download a handy 1-page reference guide for this video, click [here](#), select "**PRODUCTS**" in the top left of the page, then select "**ODI TRAINING VIDEOS**".



## LEAN BELT TIP *or* TOOL

“LEAN UP” and “SIMPLIFY” communications:

- Fewer words
- Shorter sentences
- Smaller words
- Show space on the page

Readability Statistics	
<b>Counts</b>	
Words	792
Characters	4317
Paragraphs	29
Sentences	35
<b>Averages</b>	
Sentences per Paragraph	3.8
Words per Sentence	16.7
Characters per Word	4.8
<b>Readability</b>	
Passive Sentences	8%
Flesch Reading Ease	52.6
Flesch-Kincaid Grade Level	10.0

# GOOD... BETTER... BEST!!!



**DITS TRAINING VIDEO #1**  
 COMPANION REFERRED BLISK TO: "DON'T CALL MARK"

When your e-mail isn't updating,  
 don't send a service ticket and  
 DON'T CALL MARK!

Instead, follow these 8 simple  
 steps...

- STEP 1: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 2: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 3: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 4: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 5: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 6: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 7: Click on the link below to select and view the first DITS training video on your desktop.
- STEP 8: Click on the link below to select and view the first DITS training video on your desktop.

**GOOD...**



DITS is pleased to release the first in a series of customized training videos featuring some of our very own OIS employees as actors. Do they have computer or truly professional screen acting ability? YOU DECIDE!

Click on the link below to select and view the first DITS training video on your desktop. Please be considerate of others working in adjacent work stations and use headphones and/or a low volume setting on your computer.

Go to the link below to select and view the first DITS training video on your desktop. Please be considerate of others working in adjacent work stations and use headphones and/or a low volume setting on your computer.

<http://www.hubtelnet.com>



**BETTER...**



Office of Information Technology and Security (OITS)  
 RELEASES 1<sup>ST</sup> TRAINING VIDEO!

- See what happens when a math step works!
- Find out why the title of the video is "DON'T CALL MARK!"
- Discover your favorite OIS actor!

Starring: Tom Berke, Mike Haddad, and Mark Haddad  
 Supporting Cast: Don Egan, Chris Williams, Louise Anderson, and Brad Brown

Check it out at:  
<http://www.hubtelnet.com>



**BEST!**



Watch the 1<sup>ST</sup> OITS (Office of Information Technology and Security) training video

**DON'T CALL MARK!**

- See how to correct a common email error!
- Watch our computer actors' clever gear "tour"!
- Don't forget to watch the "background"!

Starring: Tom Berke, Mike Haddad, and Mark Haddad  
 Supporting Cast: Don Egan, Chris Williams, Louise Anderson, and Brad Brown

Click here for the video  
 (URL) to watch the video!





## LEAN BELT TIP *or* TOOL

“STORMING” IS A NATURAL PART OF TEAM DYNAMICS (Tuckman model)

- Forming
- Norming
- Storming
- Performing
- Adjourning

"HOLLYWOOD" ROLES:	
Brad	Director
Chris	Executive Producer
Kevin	Executive Producer (if available)
Leanne	Production Support; Script Writer; Script Editor; Back-up Video Editor
Mugsy	Production Scheduler; Videographer; Video Editor
Robert	ODI Communications Representative
Jeff	Training Site Administrator
Tina	Project Sponsor

# FACT GATHERING

## QUICK GOOGLE SEARCH *on* BEST PRACTICES *for* DURATION OF TRAINING VIDEOS 1/5/15

1 - <http://www.learndash.com/how-to-effectively-use-video-for-training/>

Video isn't always the best choice for learning, but it does provide some advantages. First, it allows for [variation in instructional delivery](#) – which helps with learning retention. Video is also a great way to demonstrate case studies and reinforce information explained in text. If you have training that is procedural in nature, then videos are a great way to present a string of procedures in a comprehensive way that can be referenced again and again.

To make sure that your videos in your online training are effective, there are some easy steps to take. Don't worry, you do not have to be a video editing magician to make effective videos. In fact, all you really need to do is:

- Present video in short spurts (no longer than 5min per section)
- Keep the content current – users can tell when videos contain old visuals
- Ensure it downloads quickly
- Remove “talking heads” – no one wants to be lectured

There are certainly more best-practice strategies for inserting videos into training, but most of which expand upon these four points. As with any content delivery strategy, don't depend on just one. Try to use video, text, images, games, quizzes, discussion, and assignments to drive home the key points.

2 - <http://www.techsmith.com/training-video-best-practices.html>

Assessing how long a training video should be is also an important factor. A lengthy tutorial will be acceptable for those who will be able to take time to watch it. For those with busy schedules, [a series of shorter videos may be more suitable](#). Creating short videos, also referred to as 'chunking', allows a trainee to quickly find the part of training that is suitable for them,

3- <http://www.learningsolutionsmag.com/articles/185/six-steps-to-creating-high-quality-video-training>

Remember that people are used to watching TV. Keep your video simple and to the point. [Make sure your videos are no longer than 10 minutes](#): if needed, segment them. If you have one hour of video based training, find seven to ten main points and break



## LEAN BELT TIP *or* TOOL

5-S CAN BE USED TO ORGANIZE PHYSICAL ITEMS  
**OR** ELECTRONIC FILES

- Sort
- Straighten
- Shine
- Standardize
- Sustain

Name	Date modified
01 - OAKSPassword	3/12/2015 8:59 AM
02 - Creating Secure Password	3/6/2015 11:13 AM
03 - What to include in Service Desk Ticket	3/6/2015 1:10 PM
04 - Identifying and Reacting to PHISHING	3/6/2015 1:22 PM
05 - Outlook Calendar-PART 1	3/9/2015 3:41 PM
06 - Outlook Calendar-PART 2	3/12/2015 1:36 PM
Production Editing Templates (not used)	3/12/2015 2:42 PM
SIGN docs for Video Project	3/12/2015 2:42 PM
Standard Communication TEMPLATES	3/12/2015 8:43 AM
Various Video Project ROSTERS	3/12/2015 2:43 PM
VEF	3/10/2015 10:10 AM

# THANK YOU!

- GOVERNOR JOHN KASICH
- LT. GOVERNOR/DIRECTOR MARY TAYLOR
- DIRECTOR BLAIR
- MEGHAN ALTIER
- CHRIS McGILL
- ANNA KAROUSIS
- LEAN OHIO STAFF
- TINA CHUBB
- BRAD WOODS, CHRIS McWILLIAMS, KEVIN FLAKE, & LEANNE SANDERSON
- STEVE COLE
- FELLOW ODI EMPLOYEES
- MY WONDERFUL HUSBAND 😊