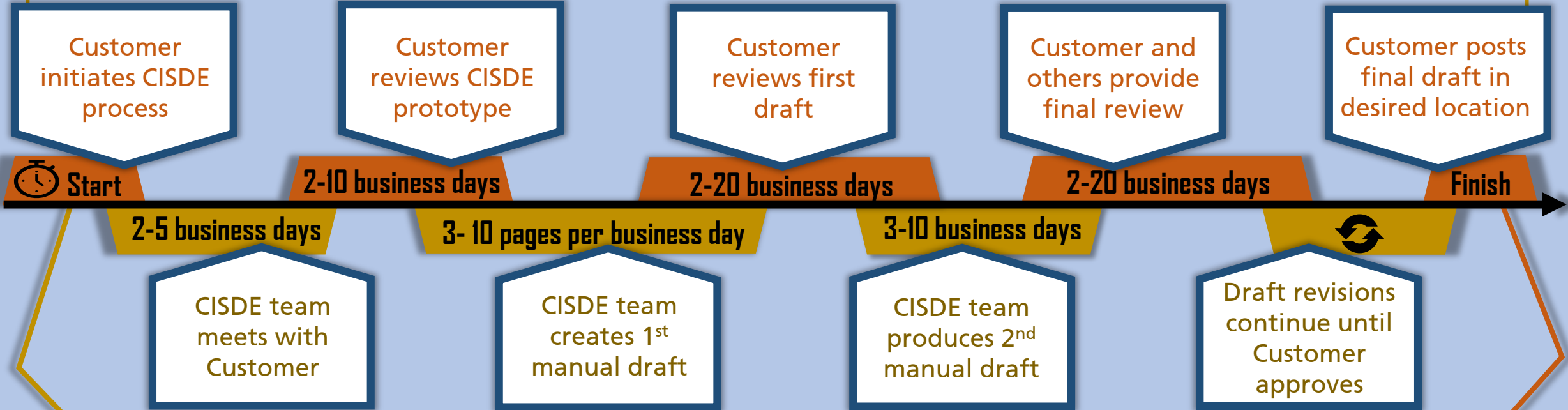


# TRAINING MANUAL DEVELOPMENT PROCESS

Continuous Improvement, Staff Development & Engagement  
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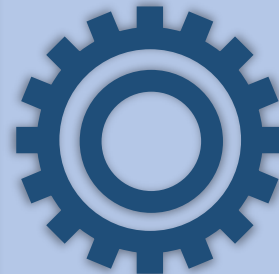


Process to produce manual can take 16-100 business days.

Contact CISDE if issues arise or modifications are needed.

Customer should provide CISDE with the following details within 48hrs of request:

- Content to be included
- Targeted audience
- Who the subject matter experts are
- Who CISDE should contact if there are questions
- Names of all who will need to review before finalizing
- Formatting requirements (color scheme, logos, etc.)
- Where the document will live



Things that can slow the process:

- Delays in providing CISDE team with content or changes in the application and/or resources
- Changes that occur to the process/content during development
- Delays in the review cycles
- A request involving a large amount of content
- A request involving extremely complex content
- Business application errors