



Smart Care

*Training Tool Analysis – Going Forward with  
SSUE*

# Key Requirements

- **Use for four main deliverables:**
  - Training modules
  - How-to's
  - Portal simulation
  - Short videos (VoD) for key services
- **Needed training components:** interactivity (tab etc. interactions), use cases, quizzing
- **How-to's:** user selects/clicks through steps; mobile delivery option
- **Update materials quickly and easily (Agile)**



# Tool Comparison

	Adobe Captivate	Articulate Studio	Articulate Storyline
Record for step-by-step or simulation or VoD	✓	X	✓
Can mask data in all needed file types	✓	✓	X
Work in storyboard view	X	X	✓
Published file size for PEC	21 Mb	10 Mb	10 Mb
Image degradation when updating	none	none	severe (requires workaround, then ok)
PEC delivery for tablets	✓	✓	✓ Requires player on device
Easy to create How-to's	X (Word doc to .pdf)	✓	X (Word doc to .pdf)
Mobile accessible How-to's	PDF	PPS	PDF
Customizable quizzing	✓	✓	✓
Robust interactivity	✓	✓	✓✓
Quick to develop (including VoDs, interactions)	✓	✓	✓
Quick to update (including VoDs, interactions)	✓	✓	X
Can re-create navigational 'wrapper'	✓	✓	✓

# Pros and Cons of each Tool - Summary

<b>*Adobe Captivate*</b>	<p><b>Pros:</b> Only program that provides all key functionality, and we already own it</p> <p><b>Cons:</b> More difficult design interface, some items longer to create (though easier to update), interactions not as slick as Articulate interactions</p>
Articulate Storyline	<p><b>Pros:</b> Storyboard interface (ease of use), best interactions, rapid development</p> <p><b>Cons:</b> Main problem is inability to mask data in videos, or update parts of screens in videos (without re-recording) – a “show-stopper”</p>
Articulate Studio	<p><b>Pros:</b> Current tool, was selected because of its integration with PowerPoint to leverage existing materials, no longer an issue with SSUE re-do</p> <p><b>Cons:</b> Main issue is it does not allow us to create videos or simulation – not powerful enough for all our needs</p>

# Next Steps

- **Create needed design templates**
  - For each content type
  - Designed to maximize ease of update (current simulation not designed for this)
- **Begin re-creating the most stable content related to features (not requiring screens)**
  - Overviews
  - Quizzing
- Then, as soon as phase 1 SSUE screens and especially left nav stabilizes, begin building out How-to's and use cases

