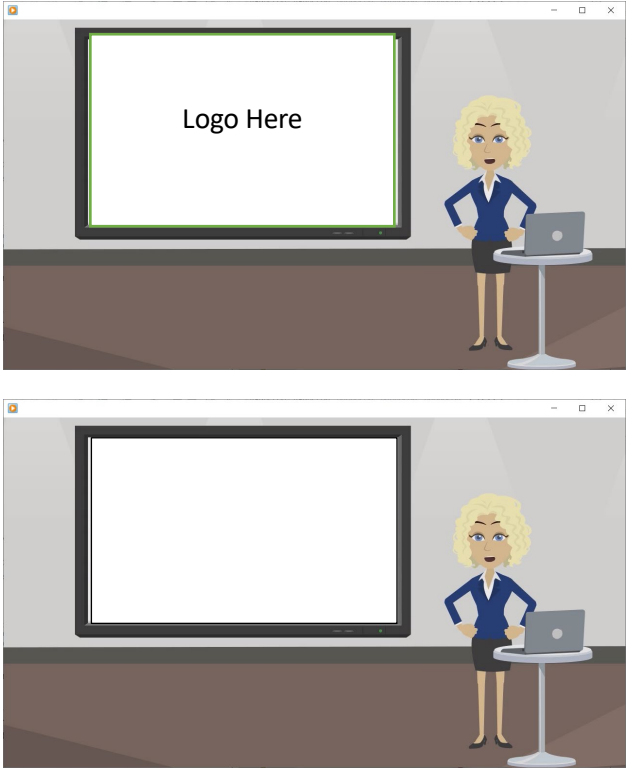ABC Video Overview

Systems/Tools/Communications
- Vyond – Video Builder Tool
- Operations National ABC Tool

Video Course Design Document

Scene/Content Box	Scene/Frame Mockup
S1: Introduction Script: Hi, my name "Jane" and I will be your facilitator for this overview video. Script: In this video we will focus on: • What is an ABC Tool • Some benefits of the tool • Look at the New Operations National ABC Tool	Female Instructor, Monitor or Projector should be a logo of L&D logo, then adjust to show the ABC and Benefits side as she talks here.

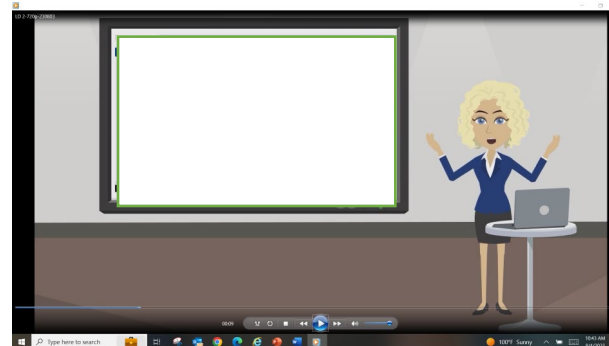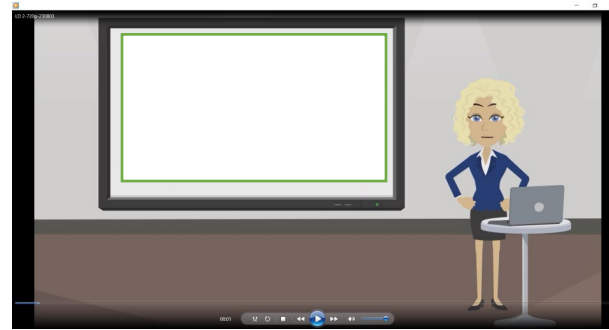|	
S2: ABC Tool Script: I bet you are asking yourself, what is an ABC Tool? Script: An ABC Tool is an organized repository that provides a way to create and store different levels for plan and policy documents, links, pages, and other types of on the job content. Script: Some of the common benefits of an ABC tool include: • Centralized Content • Simple navigation for end users by page, links and more • Reduce Knowledge Gaps • Customer Satisfaction • Improve Productivity • Ease of Use • Quicker Problem-Solving **for faster access to information** • Less Workload allows workforces to spend less time looking for information and more time on activities that drive business.	We should have different things display like an icon of a repository, plan rules & procedure, and sample of links and pages.

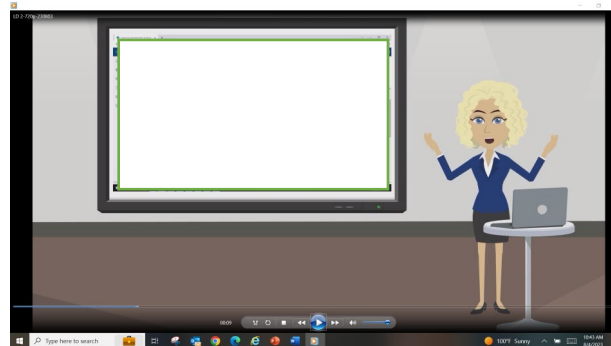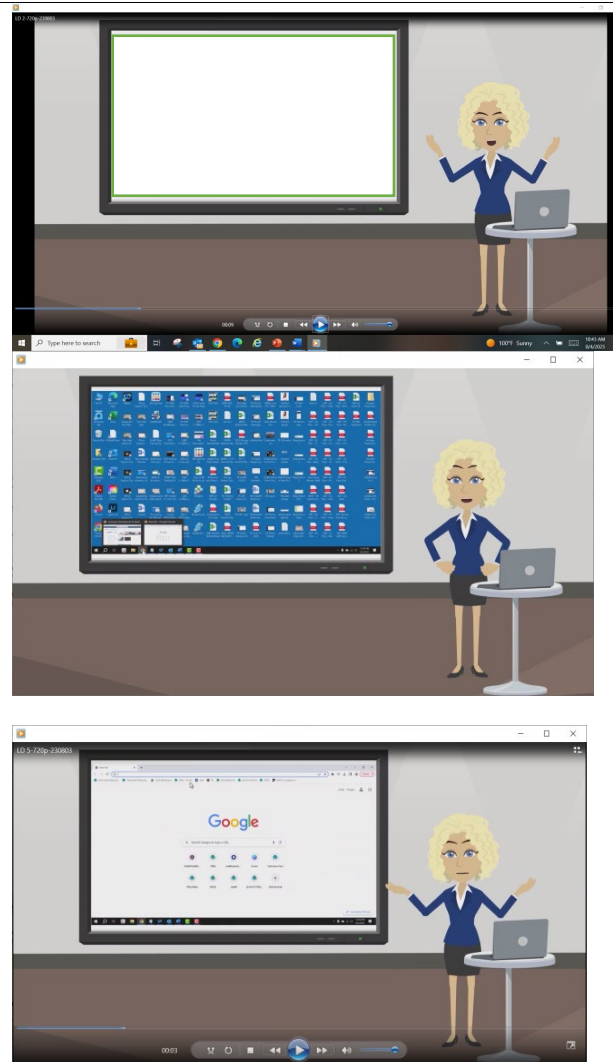|	
S3: ABC Tool Script: So, overall, an ABC Tool gives operational teams access to the information and resources they need to do their jobs effectively.	Add
S4: Operations National ABC Tool Script: Script: Employees need all kinds of information to do their job well, and they need it fast. Script: The New Operations National ABC Tool can help by enabling every employee to have access to accurate and the most up to date on the job training and resources materials. Script: Now, let's take a quick look at the NEW Operations ABC Tool	Add
S5: Accessing the Operations ABC Tool	Show a video accessing chrome, etc.

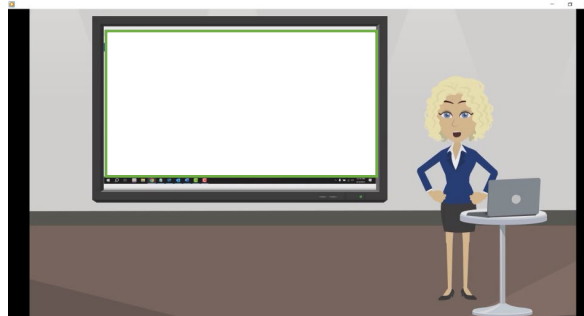Script: Accessing the ABC Tool is simple!

Script: Just:
Open a Chrome Internet Browser
Navigate to the Primary Menu Bar
Select Shared Service and then the Learning, Development & Quality link

Script: After completing these simple steps you should land at your destination home page!
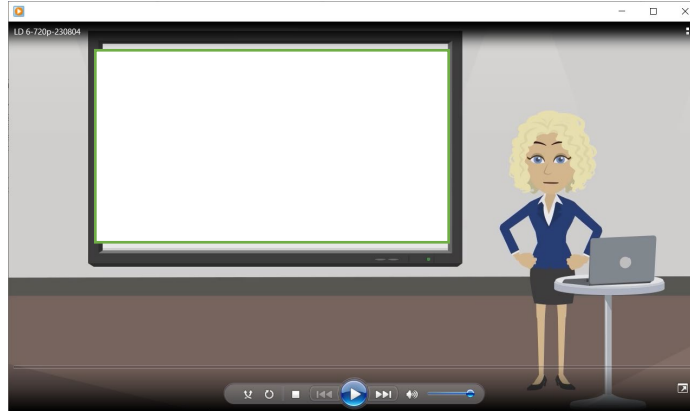

S6: Navigation, Search, Results Page and Save
 	
Script: Once you land on the operations ABC tool home page, you can navigate to one of the following on the job categories
   • News
      o The News section will provide Important Operational information that all teams need to know on a national level.
   • Common Procedures
      o The Common procedure focuses on each operations teams policies and procedures from a national level. When any operations department need to access their commonly used procedures, they will click on the appropriate operations common procedure
            ▪ Customer Care
                • The Call Guides is the Customer Cares national standards and procedures for handling calls.
                • The customer care Common Procedures will display both commonly used process for eligibility enrollment and more.
   • Plan Rules
	Bring up each categories image as facilitator talks about them
	
	Bring up each ops team common procedure image as she speaks to each of the sections

○ The plan rules and procedure section are for client specific plan documents, rules, and procedures outside of the Operations National Policies and Procedures within the common procedures section. • System Instructions ○ The systems instructions section focuses on all things related to systems or other tools used by each operations department or fund specific.	
S7: ABC Tool Change Request Form Script: All departments will use the ABC Tool Change Request Form. They can add, change or update their appropriate article by • Enter all appropriate details and • Submit an Online ABC Add/Change Request Form Note: Only a supervisor and above can submit this form!	Have the video recording show how to access the form and then show the form a bit as she completes the training. Then add a Note somewhere on the screen as a disclaimer.