

Training-Documentation Plan

2018-2020

Three-Year Vision

Year 1: 2018

- Launch and Maintain Developer Portal
- Launch Learning Management System (LMS)
- Establish Interdepartmental Training Council
- Develop Technical Training Curriculum and Assets*
- Develop Functional Training Curriculum and Assets**
- Implement New Release Education Process
- Build Training Costs into Customer Contracts/SOWs
- Staffing Plan

Year 2: 2019

- Move Studio+React to Dev Portal by Beginning of 2019
- Continue to Develop Training Curriculum and Assets
- Develop Certification Program for Sis
- Launch Train the Trainer Program
- Identify Revenue Models (Tied to Sales)
 - Custom End User Training
 - SI Training

*Training course development speed will be impacted by staffing resources/constraints.

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Year 3: 2020

- Launch SI Certification Program
- Monetize SI Training Certification

Interdepartmental Training Council

Success of the training program and developer portal will require everyone across the company to actively use and provide content for the developer portal.

We are proposing a monthly meeting to identify training needs and to get commitments from area leaders to provide assistance from their subject matter experts (SMEs) to review, edit, and provide portal and/or training content. Suggested team:

- **Training** – Pam/Khurram Designee(s)
- **Engineering** – Anindo/Anindo Designee(s)
- **Finance** – Jeanne/Jeanne Designee(s)
- **Human Resources** – Rachel/Rachel Designee(s)
- **Marketing** – Yuval/Yuval Designee(s)
- **Product** – Anil/Anil Designee(s)
- **Sales/Pre-Sales** – Balaji/Mark Designee(s)
- **Solutions** – Manu/Manu Designee(s)

Training Resources

- Skava Developer Portal
 - Administrator Documents
 - Platform Development Documentation
 - Extending the Skava Platform
- Product Team Videos
- Marketing Materials
 - Product Data Sheets
 - Skava Commerce Playbook
 - Thought Leadership Content
 - White Papers
 - Webinars
 - Blog and Podcast
- Proposed Learning Management System (LMS)
 - Leverage Portal and Marketing Materials
 - Deliver Training Content
 - Knowledge Quizzing
 - Track Training Metrics and Certification

Immediate Hiring Needs

- Technical Platform Evangelist (1)
 - Location: Onshore
 - Existing: 0 | Needed: 1
 - Technical Training Specialist whose responsibilities would be to:
 - Coach and Train SIs
 - Review and identify gaps in technical documentation on the developer portal
 - Build, test, and create technical training curriculum
 - Deliver technical training
 - Customers
 - Partners
 - Solutions Architects
- Technical Writers (4)
 - Location: CBE
 - Existing: 1 | Needed: 3 (2 have left and 1 is leaving within 3 weeks)
 - Report to: Pam
 - Responsibilities:
 - Originate platform Release Notes
 - Originate and Update User Guides
 - Help maintain and augment developer portal
 - Originate Solutions Documentation (as needed)
 - Review/Copy Edit – error messages, swaggers, java docs, etc.
 - Assist with custom training documentation

Other Important Program Considerations

- Training Staffing
 - Trainer Scaling and Hiring (yoked to sales targets?)
 - Training trainers to train customers and system integrators (SI)
 - Training trainers on new features/functionality after each product release
- Training Assets
 - Curriculum development - assets, exercises, knowledge measurement
 - LMS Management - user management and content additions and updates
- Product Documentation on Developer Portal (Marketing, Tech, and Non-Tech)
 - New release cadence, including versioning
- Environments
 - Stable environments for custom customer training
 - Logistics for technical training environments
- Success Measurement
 - Definition
 - Metrics
- Certification

Training to Bring It All Together for Skava Clients, Partners, and Employees



Implementing Skava Commerce

Technical Training to Help Users to Understand and Implement Skava Commerce

Audience

Skava Teams (Systems Integrators, Solutions Architects, and Technical Trainers)
Skava Partners (Systems Integrators and Technical Trainers)
Skava Customers (In-House Systems Integrators)

Training Approach:

- Orientation - Business/Sales
 - Deliverable – Partner Agreement
- Technical Overview
 - Deliverables - docker container, white label code, developer portal access
- Functional Training
 - Products Overview
 - Deliverables – Sandbox, Studio+React, Microservices Build
- Hands-On Technical Lab/Training
 - Q&A and POCs
- Hands-One Hosting and Development Training

Priority 1

Dependency:
Dedicated Technical
Trainer/ Evangelist

Using Skava Commerce

Non-Technical Training Designed to Teach End-Users to Use and Administer Skava Commerce

Audience

Skava Customers (Business End-Users, Systems Administrators and Integrators)
Skava Partners (Systems Integrators and Trainers)
Skava Teams (e.g. Pre-Sales, Solutions Architects and PMs, and Trainers)

Training Approach:

- Role Based (i.e. merchandisers, marketers, etc.)
- Hands-on (Show-Do Approach)
 - Trainer - Explain and Show
 - Learner – Try it out in Skava environment
- Delivery Methods
 - On Demand- LMS-based video training on common-tasks for each product based on business user role (i.e. Administrator, Merchandiser, Marketer, etc.)
 - Live – in person or webinar training
 - Custom – training tailored to customer's implementation, delivered in the customer's build

Priority 2

Dependency:
Tech Writers
Curriculum Dev

Marketing and Selling Skava Commerce

Non-Technical Training to Prepare Teams to Sell Skava Commerce to New / Existing Customers

Audience

Skava Teams (Pre-Sales, Marketing, Account Managers)
Skava Partners

Training Approach:

- Using Skava Commerce (see page 3)
- New Product Release Features Seminars
- Product Demos

Delivery Methods:

- On Demand- LMS-based video training
- Live – in person or webinars

Priority 2

Dependency:
Tech Writers
Curriculum Dev

Employee Learning and Development

Training Managed by Human Resources Team



Audience

Skava Employees

Delivery Methods:

- On Demand- LMS-based video training
- Live – in person or webinars

Desired Content:

- Technical Training – new technologies (e.g. React)
- Personal Development
- Employee Relations
- Soft Skills Training

Learning Management System (LMS)

- Cloud-Based and Portable Content
- Scalable
- Customizable/Brandable
- Customizable by Client/Learner Type
- Responsive Site
- SSO Support
- Extendable to Leverage Readme.io (Developer Portal), Confluence (Studio Training), Skava's Social Media (YouTube, Blog, etc.) content
- Enable Blended Learning – Online (Instructor-Led) and On-Demand
- Support for External and Internal Learners
- Support for Certification
- Easy Course/Curriculum Creation and Training Asset Uploads
- Publish Control
- Scorm Compliant
- ADA Compliant