

OCM Instructional Design Plan

Enterprise Platform Release • SAT Form TP-EU-P1043 • Blended Learning Ecosystem Design

PROGRAM OVERVIEW

Program Title Contract Lifecycle Management (CLM) Release 2: End-to-End Process Training	Intended Audience Supply Users, Legal Users, Internal Business Partners requiring MSA access, Third-party/supplier legal users
SAT Alignment TP-EU-P1043 — Systematic Approach to Training, Instructional Design Standard	Delivery Model Blended: Virtual ILT (VILT) + ClickLearn Job Aids + Visio Process Diagrams + LMS Announcements + Office Hours
Design Methodology ADDIE with Agile sprint delivery cycles; SAT-compliant documentation and QA checkpoints	

BLENDED LEARNING ECOSYSTEM

Virtual ILT (VILT) Primary delivery format. Two 30-minute modules: Release Awareness and End-to-End Process Walkthrough. Delivered via Teams with live system demonstration and role-differentiated discussion moments.	ClickLearn Job Aids Step-by-step digital job aids embedded in the platform. Provide on-demand performance support during and after training. Covers all primary user workflows by role.
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Visio Process Diagrams

- Visual workflow maps distributed before VILT to orient learners to the new end-to-end process. Used as a reference during live sessions and accessible via SharePoint post-training.

Mini Lessons (LMS)

- Short (3–5 min) LMS-based knowledge refreshers for process awareness topics. Targeted at lower-impact audiences (Business Partners) who do not require full VILT attendance.

Office Hours

- 30-day post-go-live virtual office hours staffed by change champions and training team. Provides real-time support during the critical adoption window.

LMS Announcements

- Targeted system notifications used for awareness messaging and post-training reinforcement. Linked to job aids, FAQs, and mini lessons for self-service follow-up.

MODULE LEARNING OBJECTIVES

MODULE 1: Release Awareness & Change Overview

- ◆ State the primary business drivers for the platform release
- ◆ Identify how their specific role and daily workflow is impacted
- ◆ Demonstrate awareness of the go-live timeline and support resources available
- ◆ Express readiness to engage with the new platform (ADKAR: Awareness & Desire)

MODULE 2: End-to-End Process Walkthrough

- ◆ Navigate the platform interface relevant to their role
- ◆ Complete the primary workflow for their role without assistance using the job aid
- ◆ Identify the correct approval routing path for their contract type
- ◆ Apply the correct escalation process when a system error or exception occurs
- ◆ Locate post-training support resources including job aids and office hours