

TIER1 PERFORMANCE SOLUTIONS

LEARNING AND DEVELOPMENT CAPABILITIES DISCUSSION

JULY 22, 2013

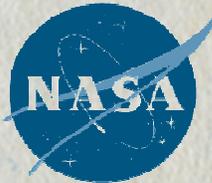
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TALENT MANAGEMENT
STRATEGY ONBOARDING
LEADERSHIP TRAINING
PERFORMANCE
COMPETENCY MANAGEMENT SOFTWARE
LEARNING STRATEGY CURRICULUM DEVELOPMENT
ILT PERFORMANCE SUPPORT TOOLS LMS AND
EVALUATION INTERNAL MARKETING KNOWLEDGE
MANAGEMENT SHAREPOINT OPTIMIZATION
PORTAL CREATION SOFTWARE DEVELOPMENT
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AUTHORING TECHNOLOGY
TALENT MANAGEMENT
SHAREPOINT OPTIMIZATION PORTAL CREATION
PROCESS ANALYSIS TECHNOLOGY SELECTION
CHANGE MANAGEMENT STRATEGY & PLAN
DEVELOPMENT INTERNAL MARKETING TRAINING

In a nutshell...



**We help organizations
improve their performance
by improving the performance
of their people.**

Our Corporate Clients:

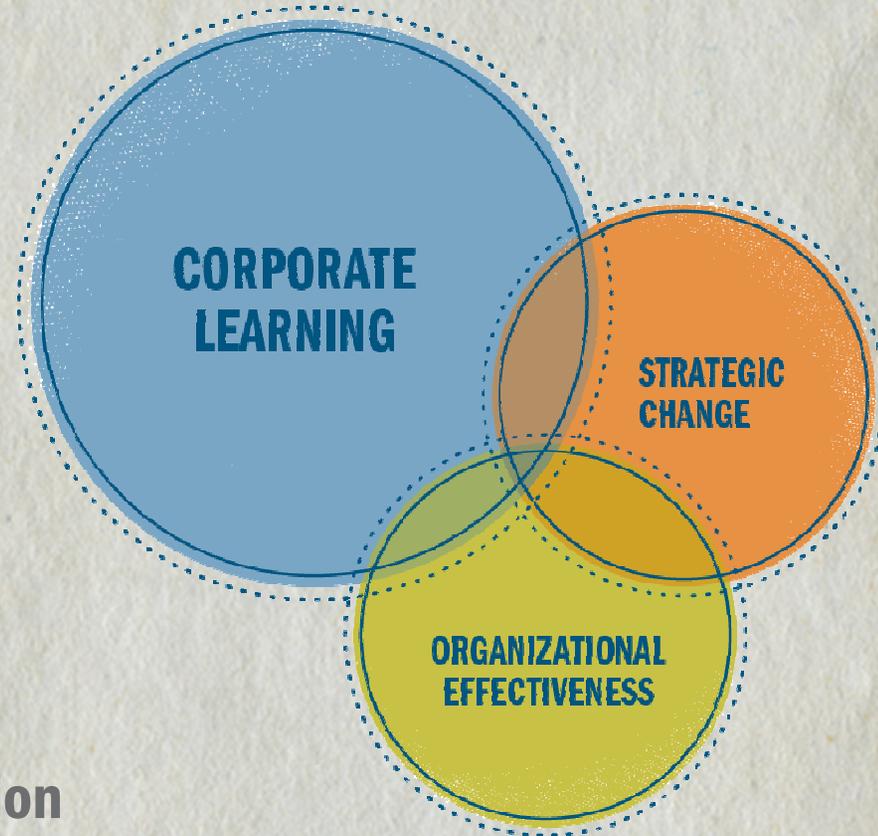


Our capabilities:



Learning Services:

- **Learning strategy**
- **Performance analysis**
- **Learning design & development**
- **Mobile learning**
- **Social media for learning**
- **Performance support**
- **Training delivery**
- **Learning technology integration**



Breadth of Experience

CHANGE

Business case development

Business process design

Change evaluation/adoption

Communication strategy

Engagement management

Human Resources management

Interviewing

Leadership development

Organizational effectiveness

Process improvement

Project management

Risk management

Strategic change

CREATIVE

3D animation

Branding

Copywriting

Creative direction

Interactive development

Marketing/communication

Motion design

Usability

User interface design

Visual design

Video editing

Web design

LEARNING

Bloom's taxonomy

Cognitive task analysis

Competency analysis

Competency modeling

Corporate learning

Curricular design

Evaluation

Instructional design

Learning strategy

Quality matters

Social learning

Storyboarding

Survey design

Technical writing

Training delivery

TECHNOLOGY

Audio engineering

Learning Systems

Mobile learning

Multi-language/platform programming

Performance support systems

Podcasting

SCORM

SharePoint development

Software development

Technical architecture

Web development

Mobile Solutions

What is it?

Delivering electronic learning to mobile devices, such as smartphones, iPads, and tablets

Our Point-of-View

- ✓ High potential to replace or augment existing platforms
- ✓ Not intended for any/all training solutions
- ✓ Audience acceptance



Target Optical



LensCrafters



Macy's

Gamified Learning Solutions

What is it?

Applying game mechanics that encourage desired behaviors, such as increased participation or better performance of tasks

Our Point-of-View

- ✓ Well-suited for competitive audiences (Sales, etc.)
- ✓ Good solution to build problem-solving skills
- ✓ Can support user engagement/acceptance



American Eagle



XL-CITR

Informal Learning with Social Technologies

What is it?

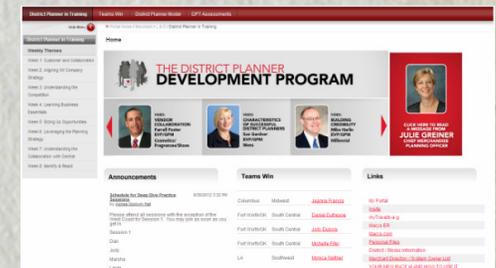
Employing a learning environment that fosters social network collaboration and adapts to learner interests or discoveries

Our Point-of-View

- ✓ Good way to supplement traditional learning approaches
- ✓ Breaks-down silos and builds internal networks
- ✓ Can uncover learning trends or needs for HR



Yammer



Macy's District Planning

Electronic Performance Support

What is it?

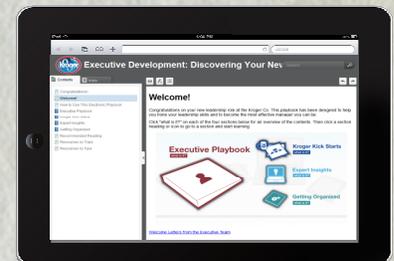
Providing just-in-time, contextual-based training and reference opportunities with little or no involvement from staff to improve work performance

Our Point-of-View

- ✓ Good use for understanding large, task-related systems and processes in small doses
- ✓ Helps train people on actions they do not understand while working to complete those actions
- ✓ If system or process isn't done, this is your best tool to use



Pearle Vision Playbook



Kroger Executive Development

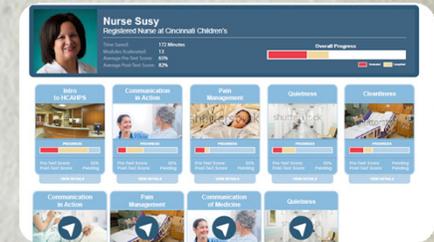
Accelerated Learning

What is it?

Accelerating the way people learn by offering an environment that supports peer collaboration, offers multiple training outlets, and customizes learning experience based on individual needs or development and level of experience.

Our Point-of-View

- ✓ Maximizes training time and effort by pinpointing specific role-based needs (“no one solution fits everyone”)
- ✓ Provides a sense of learning ownership to participants



XLD



XL-CITR

Systems Rollout Training

PACIS II Overview

Station Hardware: Subsystems

Closed Circuit Television (CCTV) Station Equipment
In stations where CCTV and IP are implemented, the following CCTV devices are installed:

- Fixed Cameras
- PTZ (Pan/Tilt/Zoom) Cameras
- Video Recorders
- Video Storage Units
- Video Monitors

Focus: CCTV Hardware
NYCT is currently using CCTV equipment from two different hardware vendors (NICE and VisioWave)

Click Next to continue

Track 03: Hardware & Equipment Basics

The Basics of Epic Hyperspace

How to Look Up a Patient | Points to Remember

Remember:

Nearly everything you will do in Epic begins with looking up a patient.

Use the Completion Matching feature:
enter three letters of the patient's Last name, a comma, and then three letters of the patient's First name.

Enter an equals sign (=) in the Name field to view your last patient, or use the Recent Patients tab.

If your search brings up the Break The Glass icon, you are entering a restricted record.

1

Client: American Business Insurance Group
Project: The modernization journey

CONCEPT DOCUMENT

2

The modernization journey

STORYBOARD

Presented by **TIER1**
PERFORMANCE SOLUTIONS

PRODUCTION

3

emBark
PNC Insurance Group

- Better Decisions
- Greater Efficiency
- Higher Performance
- More Innovation

Introduction to PNC Wealth Insight

Welcome to PNC Wealth Insight

PNC Wealth Insight is PNC's innovative online account management tool that puts holistic, user-friendly account information into the hands of our clients and advisors. PNC Wealth Insight allows us to meet our clients' desire for more transparency and information. This more holistic view of your clients' assets will allow both you and your clients to make more informed decisions and provides a breakthrough way for customers to interact with their finances. This new level of insight – both for you and for your clients – opens up the door for better conversations, resulting in deeper, more engaging relationships with clients.

PNC Wealth Insight is designed for better decisions, better interactions and better relationships.

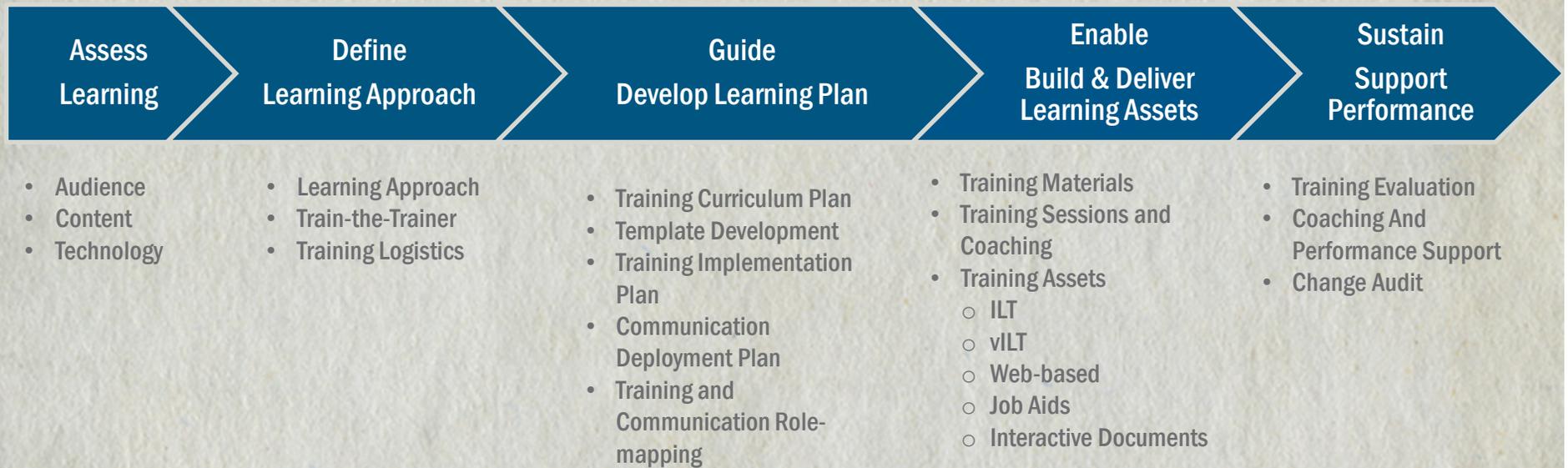
In this course, you will learn about the information PNC Wealth Insight provides, how to navigate it, and how its features provide benefits to you and your clients.

[Click here to view this course's objectives.](#)

Click the link to learn more, and then click NEXT to continue.

Our Process

Key Activities and Deliverables



Working with TiER1 - ProjectConnect

TiER1 will create a project plan that includes all of the details necessary to plan and track the solution. While remaining flexible enough to account for the custom demands of our project needs.

1	[-] ORP Overview and Library QRG	68	10/22/2012	01/29/2013
2	[-] PLAN	5	10/22/2012	10/26/2012
6	[-] CREATE	63	10/29/2012	01/29/2013
7	[-] ANALYZE	4	10/29/2012	11/1/2012
10	[-] DESIGN	9	11/2/2012	11/13/2012
11	[-] Design and Development Plan (DDP)	9	11/2/2012	11/13/2012
26	[-] INTERACTIVE PDF	40	11/14/2012	01/15/2013
27	[-] DEVELOP (INTERACTIVE PDF)	40	11/14/2012	01/15/2013
28	[-] Functional Prototype	9	11/14/2012	11/28/2012
37	[-] Interactive PDF Alpha Review (content only)	12	11/29/2012	12/14/2012
46	[-] Interactive PDF (content and functionality review - full SME team)	12	12/17/2012	01/4/2013
55	[-] Interactive PDF Final Verification Review (functionality only)	7	01/7/2013	01/15/2013
64	[-] QRG	16	11/26/2012	12/17/2012
65	[-] DEVELOP (QRG)	16	11/26/2012	12/17/2012
66	[-] QRG Alpha Review	9	11/26/2012	12/6/2012
74	[-] QRG Verification Review (beta)	7	12/7/2012	12/17/2012
82	[-] IMPLEMENT	11	01/7/2013	01/21/2013
93	[-] EVALUATE	6	01/22/2013	01/29/2013
103	[-] FINALIZE	7	01/21/2013	01/29/2013

Working with TiER1 - ProjectConnect

Project Manager is assigned to and responsible for managing weekly status calls, timeline updates, up-front scheduling and providing a flexible framework for managing deliverables and upcoming milestones.

ProjectConnect (PC) - real-time data about the status of projects, budgets, timelines, tasks, file management and version control.

