5 MIN GUIDE: TRAINING & DOCUMENTATION ESTIMATING

Level 1 eLearning
160 Hours/1 Hour Seat Time
New Technical Documentation
4 Hours/Page
Level 3 eLearning
333 Hours/1 Hour Seat Time
Technical Documentation
2 Hours/Page < 25% Changing
Level 2 eLearning
226 Hours/1 Hour Seat Time
Technical Documentation
3 Hours/Page 25%-50% Changing
Classroom Training
40 Hours/1 Hour Seat Time

Training Projects
1+2=

Technical Documentation

Notes

- Import Images
- Don’t Short Change Yourself on Docs with Images
- Editing, Cropping, Titles, Cross Referencing, Callouts, Formatting

E-Learning Under 1 Hour Seat Time
- Add 20% to the total.
- For example for a 30 minute, level 3
- 226 x 0.5 + 20% = 135.6 hours

Estimating Page Count for New Manual
- Ask to see an existing, similar manual
- Ask SME her opinion
- Once experienced, go with your gut
Dependency Calculator

Product Stability / Completeness

Have you ever been asked to start writing a manual or training program for a product that is not yet complete? Well, that is a project risk that can cost you money.

Team Experience

How are you getting the information to write the documentation or training program? Is the information easy to get and how complete is it?

Writing and Design Experience

What experience do you and your team have in working together on a project? Even if both of your writers are senior-level, if they have not worked together before it make take extra time for them to find their groove.

Audience Understanding

What is your and your team’s level of writing and design experience for this type of project?

This rates how well you and your team knows what the audience requirements are. Is an audience analysis phase required for this project, or is that information already available?

Technical Experience

This rates the level of technical experience of you and your development team. Does your team know the product or subject? What is your team’s level of experience with the development software?

Review Experience

SME Availability

How thoroughly will the project reviewers and approvers look at the document or training program? How long will the reviews take to complete? What is the likelihood of completing the project in a draft and final iteration? Or is it more likely to take several iterations before the project is complete?

Prototype Availability

Has a document or training program been developed in the past on which you can base the structure of this project or is additional time needed to include a prototype development phase?

Information Availability

Will SMEs be available to answer questions and provide information when you need them or will you need to spend time chasing them down?

Secret Sauce

Value + Innovation = Award Winning Training

Solve a Quantifiable Problem

Client Commitment

What’s in it for Me?

Return on Investment
Levels of eLearning

- **Level 1**: Knowledge, Awareness, Comprehension
- **Level 2**: Comprehension, Application, Skill Development
- **Level 3**: Skill Development, Analysis, Synthesis, Evaluation

What is the learning goal?
What skills do the learners need to demonstrate?
How will the eLearning be used?
What amount and type of interactivity and navigation will be used?

Odd Projects

**Storyboards**
- Text Based: 15 hours / 20 min. seat time
- Graphic Based: 30 hours / 20 min. seat time
- Level 3 eLearning: Add 10%-20% to seat time estimate

**Blended Learning**
Complete your estimate for classroom training and eLearning separately and then add the totals together.

**Job Aids**
- Repurposed: 2 hours / page
- Standard: 8 hours / page
- Creative: Add 10%-20% to standard estimate
Managing Scope Creep

- Clearly define the deliverables
- Identify assumptions and constraints
- Make sure timeline is reasonable for everyone
- Identify everyone involved on the project
- Involve the person with final sign-off authority in the beginning
- Have a process and stick to it
- Have all terms in writing and get client signature
- Identify & discuss potential scope creep before it is an issue

Project Balance

FAST

GOOD

CHEAP

An equal balance of cost, time, and quality is necessary for a successful project.

Too much or not enough of any one skews the project triangle.

For more info, visit: https://writespotblog.wordpress.com

A project by: Radcom

Designed in: Piktochart