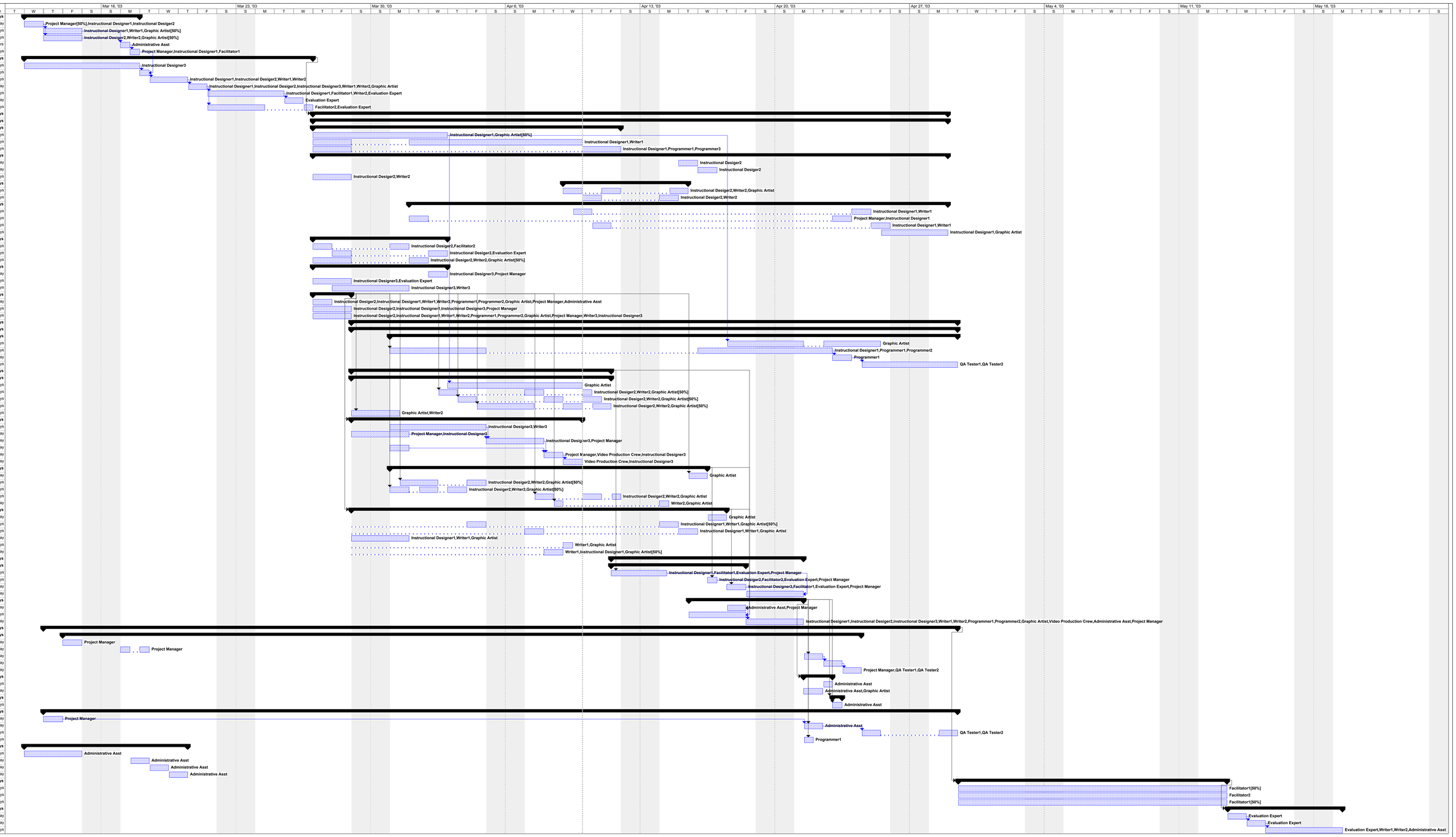
ID	Task Name	Duration
1	**Present a customer service tr**	**4 days**
2	Identify 2 model options	1 day
3	Develop presentation	2 days
4	Develop print version of re	2 days
5	Prepare copies of report	4 hrs
6	Present report to client	0.5 days
7	**Develop prototype customer**	**11 days**
8	Research industry best pra	4 days
9	Review best practices with	0.5 days
10	Draft training model	2 days
11	Create prototype of trainin	1 day
12	Implement training model i	2 days
13	Verify results of training m	1 day
14	Schedule and deliver 1 pil	1.5 days
15	**Design Instruction**	**23 days**
16	**Customer service trainin**	**23 days**
17	**2 hour self-directed**	**12 days**
18	Develop Storybo	5 days
19	Develop Content	9 days
20	Design Navigatio	4 days
21	**3 hour facilitated cla**	**23 days**
22	Identify instructio	1 day
23	Perform learner a	1 day
24	Design course ov	2 days
25	**Printfecture ba**	**4.5 days**
26	Design "Loo	3 days
27	Design train	2 days
28	**VHS/DVD Comp**	**20 days**
29	Design scrip	2 days
30	Identify cha	2 days
31	Identify/des	2 days
32	Design stor	1.5 days
33	**6-hour facilitated Train-th**	**5 days**
34	Identify desired traine	2 days
35	Conduct gap analysis	2 days
36	Design course outline	3 days
37	**2-hour facilitated classro**	**5 days**
38	Identify desired evalu	1 day
39	Conduct gap analysis	2 days
40	Design training outline	2 days
41	**Customer Review**	**2 days**
42	Assemble prototype r	1 day
43	Review with customer	2 days
44	Revise based on cust	2 days
45	**Development of instructional**	**21.5 days**
46	**Customer service trainin**	**21.5 days**
47	**Self-directed instruc**	**21.5 days**
48	Develop graphics	5 days
49	Develop web cor	10 days
50	Load onto test se	1 day
51	QA Test	3 days
52	**Facilitated classroo**	**9.5 days**
53	**Print collateral**	**9.5 days**
54	Develop gra	5 days
55	Develop Pa	2.5 days
56	Develop exa	3 days
57	Develop Po	3 days
58	Develop Bir	0.5 days
59	**VHS/DVD**	**8 days**
60	Write Script	5 days
61	Select Talen	1 day
62	Rehearsal	1 day
63	Select Prod	1 day
64	Shoot video	1 day
65	Post Produc	1 day
66	**Train-the-trainer training**	**12.5 days**
67	Develop graphics	1 day
68	Develop Trainer Guid	3 days
69	Develop exercises	3 days
70	Develop Powerpoint p	2.5 days
71	Develop Binders/Cov	1 day
72	**Evaluation training**	**13.5 days**
73	Develop graphics	1 day
74	Develop Trainer Guid	2 days
75	Develop exercises	2 days
76	Develop Powerpoint p	1 day
77	Develop Binders/Cov	0.5 days
78	Print collateral	1 day
79	**Pilot Classes**	**6 days**
80	**Conduct training wit**	**5 days**
81	Customer Servic	0.67 days
82	Train the trainer	0.5 days
83	Evaluation trainir	1 day
84	Revise as necessary	1 day
85	**Customer Approval**	**4 days**
86	Submit copies all mat	1 day
87	Customer attends pilo	3 days
88	Revise as needed	1 day
89	**Reproduce/Install**	**33.5 days**
90	**Field Installation of Mate**	**29.5 days**
91	Select Installation Ve	1 day
92	Verify Customer Hard	1 day
93	Vendor Installs Syste	1 day
94	Vendor Tests System	1 day
95	Review/Approve Ven	1 day
96	**Video/DVD Reproduction**	**1.5 days**
97	Submit Dub Master to	0.5 days
98	Submit Cover Artwork	1 day
99	**Customer Service Traini**	**0.5 days**
100	Provide Customer wit	0.5 days
101	**Train the Trainer Materia**	**33.5 days**
102	Select Print Vendor	1 day
103	Send Print Masters to	1 day
104	Review Finished Prin	2 days
105	Burn one CD of Powe	0.5 days
106	**Schedule (make arrangement**	**6.5 days**
107	100 customer service train	3 days
108	10 customer service trainir	1 day
109	10 train-the-trainer sessior	1 day
110	10 evaluation training sess	1 day
111	**Facilitate (by region)**	**10 days**
112	10 3-hour customer servic	10 days
113	10 6-hour train-the-trainer	10 days
114	10 2-hour evaluation train	10 days
115	**Evaluate customer service tr**	**4 days**
116	Receive evaluation reports	1 day
117	Aggregate all scores and a	1 day
118	Prepare and distribute rep	2 days



Project: Garnet WBS
Date: Thu 4/10/03

Task | Split | Progress | Milestone | Summary | Project Summary | External Tasks | External Milestone | External Milestone | External Milestone | Deadline