

Advanced ISD – Project Prospectus – Spring 2009

Project	SmartVoice Training
Client	ITS Education and Development
Client location and contact information	Tommy Oates (toates@austin.utexas.edu) 475-9288
Scope	Develop on-line training modules to supplement or replace in-class training on SmartVoice (the university's voice mail system). These modules should be suitable as a model for future on-line training on various IT topics.
Audience	UT Austin, primarily staff and faculty.
Topics	<ul style="list-style-type: none"> • SmartVoice Telephone (telephone only, general setup and use) • SmartVoice Web (access and using the SmartVoice Web site) • SmartVoice Client (access and using the SmartVoice desktop client)
Delivery environment	On-line Modules
Existing resources	Current hands-on class, SME's
Deliverables	<p>Short self-paced on-line training modules covering the three SmartVoice interfaces:</p> <ol style="list-style-type: none"> 1. SmartVoice Telephone 2. SmartVoice Web from anywhere, on-campus or off-campus 3. SmartVoice Client from Laptop or Desktop computers
What's in it for me?	<p>SmartVoice is the voice mail system at the University of Texas at Austin. As such, it is widely used and an important tool to conduct business at the university. Training for this system is given to most incoming staff and faculty, thus making the training highly visible to the university community.</p>
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