SME Interview: Cynthia Klein

**Interviewer:** Dawn Stevens and Amber Swope

**Date:** 2/2/2018

**Interviewee Name:** Cynthia Klein

**Title/Role and Company:** Technical Communications Manager, SIS Training at Schlumberger

**What skills or knowledge are you trying to teach?** Software configuration and usage

**What kind of instructional materials do you create?**

Presentation slides: Yes

Video: Yes

Tests: <didn’t ask>

Courses: Yes

Syllabi: <didn’t ask>

Instructor guide: <didn’t ask>

Student guide: <didn’t ask>

**How do you deliver them?**

ILT: Yes

WBT: Yes

LMS: Soon

Other:

**How do you use video in your learning materials?** in exercises to show successful task or process completion

**Who creates your content?**

Instructional designers: some

Training developers: little

SMEs: most

Other:

**Do you use learning objectives?** YesIf yes, how do you associate them to the learning content? Excel spreadsheet  
And where/how do you manage them? Excel spreadsheet

**Do you use a learning taxonomy?**If yes, which one? No  
How do you apply the metadata values?

**What metadata do you use?** Learner level, internal/external

What metadata would like to have? Subject bound to user stories. Track user stories and requirements in a separate tool.

Attempt to use time on modules, but doesn’t really work. SMEs disregard and ILT instructors need flexibility. Do use time for exercises.

**Have you created content with DITA?** Yes

If you used DITA, are you using the DITA 1.3 L&T support? No  
If yes, then describe your experience and identify which of the topics and maps you are using.If no, is there a specific reason? Don’t have the support for it, content types don’t meet needs. Don’t have time to use Plan.

**What would make it easier for you to perform a learning POC or pilot?**

Having a POC kit that includes learning objectives and XHMTL transform that shows assessment interactions

Need transform to slides (=PowerPoint)

**Do other organizations have DITA content that you could reuse?** Yes, try to reuse content DITA 1.2 from Tech Pubs.

If yes, is the content in a CMS? Yes; in progress on upgrade now.

**What content types would you like to see DITA support?**   
Please describe their purpose and possible structure.

* Need Exercise support that includes scenarios, workflows, tips, performance challenge, and video. They have 3 flavors: basic (task performance), workflows, and challenge
* Need to be able to have questions embedded in content
* Need to have module introduction (ARS: could use learning Overview)
* Need to have module summary (ARS: could use learning Summary)
* Need fill-in question support

**What assessment interactions do you use?**  
What assessment interactions would you like DITA to support? Need fill-in

**Other feedback?**

Really want to use DITA, but doesn’t have needed support and can’t until have a PowerPoint output. They are working on this transform.

**Are you willing to provide feedback or input again?** Yes