PORTFOLIO WORK SAMPLE

Learning Experience Design

Task Analysis & Development Framework

A structured performance-solution workflow spanning content development, review, testing, pilot, and final approval.

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WORK SAMPLE • PROCESS DESIGN • LEARNING GOVERNANCE

CASE STUDY

From task analysis to a repeatable development system

Reframed as a portfolio sample to demonstrate learning architecture, process design, and quality governance.

THE CHALLENGE

Create a consistent way to move learning solutions from approved design through development, testing, pilot, and release.

THE FRAMEWORK

A 19-step workflow defining what happens, how each activity is completed, why it matters, and who owns the work.

THE VALUE

A common operating model that supports consistency, stakeholder alignment, technical quality, and learner readiness.

Core design principle

WHAT → HOW → WHY → WHO

Every activity is connected to execution guidance, business rationale, and accountable ownership.

FRAMEWORK

End-to-end learning development lifecycle

Grouped from the original 19-step task analysis into six portfolio-friendly phases.

01

CONTENT & DESIGN

Gather content
Set templates
Develop materials

02

REVIEW & ALIGN

Stakeholder review
Revise materials
Conduct dry run

03

APPROVE & PREPARE

Approve materials
Pilot logistics
Evaluation tools

04

BUILD DIGITAL

Assemble objects
Author course
Publish

05

TEST & PILOT

Informal QC
Formal testing
Pilot

06

REFINE & RELEASE

Review feedback
Make changes
Final approval

SOLUTION ARCHITECTURE

One framework, multiple learning modalities

The workflow accommodates instructor-led learning, digital learning, and performance support.

INSTRUCTOR-LED

- Training presentation
- Instructor/facilitator guide
- Participant guide
- Activities & handouts
- Train-the-trainer

DIGITAL LEARNING

- Storyboards
- Interface/template design
- Audio, animation & images
- Reference materials
- Published course package

PERFORMANCE SUPPORT

- Job aids
- Reference cards
- Intranet content
- Embedded resources
- Point-of-need support

Design intent **Use common standards and templates to create a consistent learner experience across formats.**

GOVERNANCE

Built-in review, ownership, and decision points

Quality is managed through defined roles and deliberate checkpoints—not left to final-stage inspection.

Instructional Designer	Content synthesis • templates • material development • reviews • pilot
Course Owner / SMEs	Content validation • feedback • approval • decision-making
Programmer / Developer	Digital authoring • publishing • revisions
Testers / Support Partners	Technical validation • environment testing • launch readiness

QUALITY GATES

- Draft review
- Dry run
- Material approval
- Informal QC
- Formal technical test
- Pilot
- Final approval

QUALITY ASSURANCE

Testing the experience before release

The original framework includes both learning validation and technical validation for digital delivery.

LEARNING VALIDATION

Dry run

Validate delivery consistency and whether the training need is being addressed.

Pilot

Verify that the learning is appropriate for the target audience and collect feedback.

Refine

Review feedback with the course owner and SMEs, update, and secure final approval.

TECHNICAL VALIDATION

- ✓ Content and navigation match the storyboard
- ✓ Course functions across target machines/settings
- ✓ Concurrent users can access the course
- ✓ Required connection scenarios work
- ✓ LMS launch and SCORM completion data are validated

PORTFOLIO TAKEAWAY

What this work sample demonstrates

01	**Learning architecture**	Turning a complex development process into a structured, repeatable workflow.
02	**Cross-functional leadership**	Clarifying ownership across instructional design, SMEs, course owners, developers, testers, and support teams.
03	**Quality governance**	Embedding review, approval, testing, pilot, and revision checkpoints throughout development.
04	**Multi-modal design**	Supporting ILT, digital learning, and performance-support deliverables within one operating model.
05	**Operational thinking**	Connecting learning design decisions to logistics, technology, learner readiness, and release.

Source: Task Analysis Worksheet — “Develop Performance Solution,” reframed and visually redesigned as a professional portfolio case study.