



# Globalization Approach for e-Learning

## **Overview**

This document outlines our service offerings, introduces our project team, and gives examples of reports and information that Epic Global Solutions can provide to e-Learning companies to add to the success of the final localized end product.

## e-Learning Consulting and Program Management Services

The roll-out of a multilingual e-Learning material introduces a number of challenges, which, without adequate preparation can significantly endanger the success of the project. If a course material is not enabled to handle multilingual content, its audience with specific learning habits, or the localization processes are not clearly defined, or include too many manual steps, or if there is no clear global training strategy, the project is at risk. Epic Global Solutions, a division of Translations.com provides a range of services to help mitigate that risk and steer a globalization project in the right direction. The core of these services is the **Globalization Assessment** which is an intensive and comprehensive analysis of the course content, delivery techniques, and technical environment at the start of a global project.

We follow a clear plan of analysis that examines multiple aspects of e-Learning in detail, to create a program that centers on a clear **Globalization Strategy** that is customized to each customer's specific courseware and globalization goals.

- **Training Goals**
  - Program Goals vs. Individual Course Goals
  - Audience
  - Locales
  - Time Frames
  - Globalization Objectives
- **Content**
  - Cultural Suitability
    - Text
    - Graphics
    - Story Boards
    - Video
    - Flash
    - Voice
    - Animation
    - Interactivity
  - Learning Habits and Techniques
  - Industry/Country Specific Requirements
  - Usability
    - Screen Layout
    - UI
    - Intuitiveness

- Content Taxonomy and Modularization
- Data Formats and File Types
- Other globalization topics:
  - Privacy
  - Security
  - Country Specific Legal Regulations
- **Technical**
  - Repositories for Course Material
  - Development environment/Databases/Other applications
  - Final output
  - Internationalization
    - Graphics
    - Flash
    - Animation
    - Interactivity
    - Code sets and fonts
    - Locale-based formatting
    - Platform issues
    - Development language related issues
    - HTML, HTTP provisions/ restrictions
    - Usability
    - UI layout
    - Text expansion
    - Audio expansion
    - Synchronization and Timing
- **Process**
  - Multimedia Localization Production Process
  - Human and Technology Resources
  - Project Plan
  - Maintenance and Updates
  - Milestones