

Storyboard for “Documenting SMSP: Boot Kamp for Tech Writers”

By Kate Wilcox

Note: This storyboard was used to create a prototype training module for “SMSP company.”

For the IST 526 final project, the scope will be narrowed to one or two parts and their related assessment items.

Color key	Green shading=New part	Yellow shading=demos	Blue shading=Out of scope
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Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Documenting SMSP: Boot Kamp for Tech Writers	Overall instructional objective: <ul style="list-style-type: none"> Provide technical writers with the information they need to begin creating documentation for the SMSP product suite. 	<ul style="list-style-type: none"> None: playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation Product images Welcome narration
What you’ll learn in Boot Kamp Gagné: Gain attention ARCS model: Attention	Overview of each part of the tutorial. <ol style="list-style-type: none"> Three customer characteristics and how customers use SMSP How to access test appliances Help content How to use the SMSP Administrator Console Where t find documentation resources 	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation “Next arrow” animation (appears on each objectives and overview slide) Narration
This is Boot Kamp with a K Gagné: Gain attention ARCS model: Attention	Why the K? Homage to company founder and other words that start with K in the SMSP world (Konfiguration, Konductor, Kongratulations)	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration
Part 1 title slide Gagné: Gain attention ARCS model: Attention	Part 1: Understanding customers and how they use SMSP	<ul style="list-style-type: none"> None: playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation “New section” sound effect
Part 1 Objectives Gagné: Gain attention ARCS model: Attention	Part 1 Objectives <ol style="list-style-type: none"> List three characteristics of new SMSP customers List three ways customers use SMSP List four versions of the SMSP appliance List four customers interfaces to SMSP 	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration “Next arrow” animation

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Part 1, No. 1 Know your audience Gagné: Stimulate recall ARCS model: Relevance	Reminder that “know your audience” is rule number 1 in technical writing.	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Graphics: Tech writing 101 book • Narration
Part 1, No. 1 Three characteristics of new SMSP customers Gagné: Present material to be learned	<ul style="list-style-type: none"> • Many customers are highly skilled system administrators (customer survey, 2013) • Some customers are non-system administrators enlisted to perform system administration tasks (such as librarians recruited to manage devices at a school and wear the IT hat) • New customers understand how to use web-based software, but they are new to the SMSP and need help using the interface 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Photos of customers
Part 1, No. 2 Three ways customers use the SMSP Gagné: Present material to be learned	Customers in their own words: Links to three videos of customers describing their roles and how they use SMSP. <ol style="list-style-type: none"> 1. Manage devices 2. Manage software inventory 3. Manage user requests 	<ul style="list-style-type: none"> • Video playback buttons • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Still photo from video • Narration
About managing devices Gagné: Present material to be learned	<ul style="list-style-type: none"> ○ 47% of customers have 500-5,000 devices ○ 10% have 5,000 – 10,000 devices (KACE, 2013) ○ School districts often have more than 10,000 devices ○ Many nation-wide corporations have more than 5,000 ○ Discover devices on network ○ Manage devices as groups (labels) ○ Patch devices/Dell updates ○ Run scripts to configure policies, install software remotely ○ Monitor disk space, remedy problems 	<ul style="list-style-type: none"> • Next button • Rollover sections of pie chart to display details • TOC and playback controls 	<ul style="list-style-type: none"> • Pie chart showing number of devices customers manage. • Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
<p>About managing software inventory</p> <p>Gagné: Present material to be learned</p>	<ul style="list-style-type: none"> • Manage software inventory <ul style="list-style-type: none"> ○ New Software Catalog provides information about more than 50,000 software titles; info in the Catalog is used to manage inventory on devices ○ Meter software (get usage info) ○ Manage license compliance (know what's installed where) ○ Block software from running on managed devices ○ Manage software threat levels ○ Asset management 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
<p>About managing user requests (Service Desk)</p> <p>Gagné: Present material to be learned</p>	<ul style="list-style-type: none"> • Manage user requests using Service Desk <ul style="list-style-type: none"> ○ Ticketing system ○ Knowledge base system ○ Software library for downloads 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
<p>Part 1, No. 3</p> <p>Four versions of SMSP-series products</p> <p>Gagné: Present material to be learned</p>	<p>Descriptions of four product versions</p> <ul style="list-style-type: none"> • Physical appliance • Virtual appliance • SMSP as a Service • SMSP Express 	<ul style="list-style-type: none"> • Next button • Accordion with 4 expanding sections • TOC and playback controls 	<ul style="list-style-type: none"> • None
<p>Part 1, No. 4</p> <p>Four customer interfaces to SMSP</p> <p>Gagné: Present material to be learned</p>	<p>Captions under screenshots of each interface:</p> <ol style="list-style-type: none"> 1. Command Line Console 2. Administrator Console 3. User Console 4. SMSP GO mobile app 	<ul style="list-style-type: none"> • Next button • Buttons overlaid on screenshots: links to slides with details about each UI (branching) • TOC and playback controls 	<ul style="list-style-type: none"> • Small screenshots of each interface • Text animation • Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Part 1, No. 4 Command Line Console: Setup only Gagné: Present material to be learned	Command Line Console <ul style="list-style-type: none"> Used to configure initial network settings for physical and virtual versions of the appliance Uses the Konfig/Konfig login credentials Not used with SMSP as a Service 	<ul style="list-style-type: none"> Next button Get the Setup Guides button (link to web) Back to overview button Rollover content appears when you mouse over sections of screenshot TOC and playback controls 	<ul style="list-style-type: none"> Screenshots Narration
Part 1, No. 4 Administrator Console: Primary user interface Gagné: Present material to be learned	Administrator Console <ul style="list-style-type: none"> Web-based interface for administrators Provides access to administrator tasks Used with all versions of the SMSP 	<ul style="list-style-type: none"> Next button Back to overview button Rollover content appears when you mouse over sections of screenshot TOC and playback controls 	<ul style="list-style-type: none"> Screenshot Narration
Part 1, No. 4 User Console: End-user interface Gagné: Present material to be learned	User Console <ul style="list-style-type: none"> Web-based interface for end-users Provides access to software downloads, knowledge base, service desk tickets Used with all versions of the SMSP; some features limited in SMSP as a Service 	<ul style="list-style-type: none"> Next button Back to overview button Rollover content appears when you mouse over sections of screenshot TOC and playback controls 	<ul style="list-style-type: none"> Screenshot Narration
Part 1, No. 4 SMSP GO: Mobile app interface Gagné: Present material to be learned	SMSP GO <ul style="list-style-type: none"> A mobile app interface for administrators and end-users Supports a growing number of SMSP features Available for iOS and Android Used with all versions of the SMSP 	<ul style="list-style-type: none"> Next button Back to overview button Get the app button TOC and playback controls 	<ul style="list-style-type: none"> Screenshot Narration
Summary of Part 1 ARCS model: Confidence	Summary of what was covered in part 1	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration “Next arrow” animation
Practice, Part 1 skills	Practice for part 1 skills	<ul style="list-style-type: none"> Next button 	<ul style="list-style-type: none"> Multiple choice

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Gagné: Enable the learner to practice new skills and provide feedback ARCS model: Satisfaction		<ul style="list-style-type: none"> • TOC and playback controls 	questions for each item, with hints
Part 2 title slide Gagné: Gain Attention ARCS model: Attention	Part 2: Accessing the SMSP Administrator Console	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • New section sound effect
Part 2 Objectives Gagné: Gain Attention ARCS model: Attention	Part 2: Objectives <ol style="list-style-type: none"> 1. Log in to the Tech Pubs SMSP test setup 2. List four Administrator Console page types 3. Access context-sensitive and online Help 4. Determine the PHP filenames used to generate UI pages 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration • “Next arrow” animation
Part 2, No. 1 How to log in to the Tech Pubs test setup Gagné: Present material to be learned ARCS model: Relevance	The Tech Pubs SMSP test setup is located here: <ul style="list-style-type: none"> • http://techpubsk1.test.kace.com/adminui • Standard QA password • Used and maintained by tech writers 	<ul style="list-style-type: none"> • Next button • Button to access setup • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
Part 2, No. 1 Demo title Gagn: Gain Attention ARCS model: Attention	Title slide only	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Demo sound effect
Part 2, No. 1 Demo: Logging in to the tech pubs test setup Gagné: Present material to be learned	Logging in to the tech pubs test setup	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Software simulation

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
<p>Part 2, No. 2 Administrator Console page types</p> <p>Gagné: Present material to be learned ARCS model: Relevance</p>	<p>Four main page types</p> <ol style="list-style-type: none"> 1. List pages 2. Detail pages 3. Panels 4. Wizards 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Screenshots • Narration
<p>Part 2, No. 2 Administrator Console page types: List & detail</p> <p>Gagné: Present material to be learned</p>	<ul style="list-style-type: none"> • Lists <ul style="list-style-type: none"> • Tabular presentation of items • Usually includes Choose Action menu, and View By options • Sometimes includes additional functionality for Search, Creating Smart Labels, and Creating Notifications • Example: Devices list • Panels <ul style="list-style-type: none"> • Links to related pages • No actions are performed on panel pages • Example: Control panel • Detail pages and configuration pages <ul style="list-style-type: none"> • Information related to a specific item • Usually contains several fields • All fields are described in task documentation • Example: Software Catalog Detail page 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Screenshots • Rollover to display captions
<p>Part 2, No. 2 Administrator Console page types: Wizards and panels</p> <p>Gagné: Present material to be learned</p>	<ul style="list-style-type: none"> • Wizards <ul style="list-style-type: none"> • Pages that guide users through the steps of complex tasks • Example: Report wizard • Panels <ul style="list-style-type: none"> • Links to related pages • No actions are performed on panel pages • Example: Control panel 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Screenshots • Rollover to display captions

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
<p>Part 2, No. 3 About page-level Help</p> <p>Gagné: Present material to be learned</p>	<p>Page-level Help is available for each page of the UI. Each page-level Help topic contains:</p> <ol style="list-style-type: none"> 1. A title that reflects the content of the UI page 2. A brief description of what users can do on the page 3. No more than four or five links to related content 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Screenshots • Text animation • Narration
<p>Part 2, No. 3 Demo: title</p> <p>Gagné: Gain Attention ARCS model: Attention</p>	<p>Title slide only</p>	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Demo sound effect
<p>Part 2, No. 3 Demo: Accessing page-level Help and the tri-pane Help system</p> <p>Gagné: Present material to be learned ARCS model: Relevance</p>	<p>Software simulation with narration: To access page-level Help, click the Help button in the upper right of any UI page.</p> <p>To access the tri-pane Help, click a link in the page-level Help topic.</p>	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Software simulation • Narration
<p>Part 2, No. 4 How to determine the PHP filename of a UI page</p> <p>Gagné: Present material to be learned ARCS model: Relevance</p>	<ol style="list-style-type: none"> 1. Make sure you're connected to the VPN 2. Log in to the interface using the QA credentials 3. Add adminui or systemui to the URL 	<ul style="list-style-type: none"> • Next button • Button to view QA password • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Part 2, No. 4 Demo: title Gagné: Gain Attention ARCS model: Attention	Title slide only	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation Demo sound effect
Part 2, No. 4 Demo: Identifying the PHP filenames of UI pages Gagné: Present material to be learned ARCS model: Relevance	Software simulation with narration: To identify the PHP filename of a UI page add adminui or systemui to the page URL.	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Software simulation Narration
Summary of Part 2 ARCS model: Confidence	In Part 2 you learned: 1. How to log in to the Tech Pubs SMSP test setup 2. The four Administrator Console page types 3. How to determine the PHP filenames used to generate UI pages	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration “Next arrow” animation
Practice, Part 2 skills Gagné: Enable the learner to practice new skills and provide feedback ARCS model: Satisfaction Constructivist principles: Real-world problems to solve; authentic learning experiences	Practice for Part 2 skills <ul style="list-style-type: none"> Multiple choice to identify the URL Fill in the blank for Administrator Console page types Software guided practice (for PHP filenames) 	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Multiple choice Fill in the blank Software simulation
Part 3 title slide Gagné: Gain attention	Part 3: Using the SMSP Administrator Console	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation New section sound effect

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
ARCS model: Attention			
Part 3: Objectives Gagné: Gain attention ARCS model: Attention	<ol style="list-style-type: none"> 1. Enable and disable the Organization component 2. Enable application control 3. Enable software metering 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration • “Next arrow” animation
Part 3, No. 1 About the organization component Gagné: Present material to be learned	Organization component overview <ol style="list-style-type: none"> 1. Used to manage groups of items, such as devices and software, and settings, such as patching, in separate databases. 2. Component enabled by license key 3. When enabled, you have a separate UI mode for each organization and for the appliance settings. 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration • Screenshots
Part 3, No. 1 How to enable and disable the organization component Gagné: Present material to be learned	To enable or disable the organization component, you apply a license key to the appliance settings page.	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
Part 3, No. 1 Demo title Gagné: Gain Attention ARCS model: Attention	Title slide only	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Demo sound effect
Part 3, No. 1 Demo: Disabling the Organization component Gagné: Present material to be learned	Disabling the Organization component: <ul style="list-style-type: none"> • Log in to the system level • Show switching to the organization level (Organization fast switching) • Apply a non-org license key • Access QA license keys 	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Narration • Software simulation

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Part 3, No. 1 Demo title Gagné: Gain Attention ARCS model: Attention	Title slide only	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation Demo sound effect
Part 3, No. 1 Demo: Enabling the Organization component Gagné: Present material to be learned	Enabling the Organization component: <ul style="list-style-type: none"> Log in to the admin level Apply an org license key Access QA license keys 	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Narration Software simulation
Part 3, No. 2 About application control Gagné: Present material to be learned	Overview of application control: Enables you to block applications from running on managed devices	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration
Part 3, No. 2 How to enable application control Gagné: Present material to be learned	<ol style="list-style-type: none"> Mark an application as not allowed. Apply the ApplicationControl label to a device. 	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Text animation Narration
Part 3, No. 2 Demo title Gagné: Gain Attention ARCS model: Attention	Title only	<ul style="list-style-type: none"> None; playback proceeds automatically TOC and playback controls 	<ul style="list-style-type: none"> Text animation Demo sound effect
Part 3, No. 2 Demo: Enabling application control	Simulation shows marking an application as blocked, then applying the ApplicationControl label to managed devices, then showing how the app	<ul style="list-style-type: none"> Next button TOC and playback controls 	<ul style="list-style-type: none"> Software simulation Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Gagné: Present material to be learned	can't be launched on devices.		
Part 3, No. 3 About software metering Gagné: Present material to be learned	<ol style="list-style-type: none"> 1. Overview of software metering: Enables you determine how software applications are used on managed devices. 2. Useful for software license management. 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
Part 3, No. 2 How to enable software metering Gagné: Present material to be learned	<ol style="list-style-type: none"> 1. Enable metering for an application. 2. Apply the MeteringEnabled label to a device. 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
Part 3, No. 3 Demo title Gagné: Gain Attention ARCS model: Attention	Title only	<ul style="list-style-type: none"> • None; playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Demo sound effect
Part 3, No. 3 Demo: Enabling metering Gagné: Present material to be learned	Simulation shows how to enable metering for an application, then applying the MeteringEnabled label to managed devices, and showing where metering information appears when devices check in	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Software simulation • Narration
Summary of Part 3 ARCS model: Confidence	<p>In this section you've learned how to:</p> <ol style="list-style-type: none"> 1. Enable or disable the Organization component for testing 2. Enable application control 3. Enable software metering 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Practice for Part 3 Gagné: Enable the learner to practice new skills and provide feedback ARCS model: Satisfaction	Now you try: Guided practice examples 1. Using screenshots of the Administrator Console, correctly identify the screenshot that shows the Organization component enabled and the screenshot that shows the Organization component disabled. 2. Enable application control for Adobe Acrobat. 3. Enable software metering for an application.	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Narration to introduce software simulations with guided practice
Part 4 title slide Gagné: Gain attention ARCS model: Attention	Part 4: Accessing documentation source files and resources	<ul style="list-style-type: none"> • None: playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • New section sound effect
Part 4 Objectives Gagné: Gain Attention ARCS model: Attention	Part 4: Accessing documentation source files and resources 1. Locate SMSP documentation source files in Perforce 2. Locate style guides and reference material in Perforce	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Narration
Part 4, No. 1 SMSP documentation source files Gagné: Present material to be learned ARCS model: Relevance	Documentation conventions ensure consistency in the SMSP documentation. Here's how to find the conventions.	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation: • Narration
Part 4, No. 2 Tech Pubs style guides and reference material Gagné: Present material to be learned ARCS model: Relevance	Tech Pubs style guides and reference material Links and descriptions	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Part 4, No. 2 Tech Pubs style guides and reference material Gagné: Present material to be learned ARCS model: Relevance	Tech Pubs style guides and reference material Links and descriptions	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration
Summary of Part 4 ARCS model: Confidence	In this section you've learned: <ul style="list-style-type: none"> • Where to find documentation conventions such as writing navigational instructions • The location of style guides 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation
Practice for Part 4 Gagné: Enable the learner to practice new skills and provide feedback ARCS model: Satisfaction	Now you try: Guided practice examples	<ul style="list-style-type: none"> • Next button • TOC and playback controls • Interaction with simulation 	<ul style="list-style-type: none"> • Narration • Software simulation
Part 5 title slide Gagné: Gain attention ARCS model: Attention	Part 5: Assessment	<ul style="list-style-type: none"> • None: playback proceeds automatically • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • New section sound effect

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
<p>Part 5 Objectives</p> <p>Gagné: Enable the learner to practice new skills and provide feedback</p> <p>ARCS model: Satisfaction</p> <p>Constructivist principle: Real-world problems to solve; authentic learning experiences</p>	<p>Part 5: Assessment</p> <ol style="list-style-type: none"> 1. Select three characteristics of SMSP customers. 2. Select four SMSP product types. 3. Select four SMSP product interfaces. 4. Identify the PHP filename used to display a SMSP UI page. 5. Using SMSP screenshots, identify whether the Organization component is enabled 6. Using software simulations of the SMSP UI, perform the following tasks correctly: <ol style="list-style-type: none"> a. Enable the organization component b. Enable application control c. Enable software metering 	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation
<p>Part 5, No. 1 Quiz question 1</p>	<p>Multiple choice: Select three characteristics of SMSP customers</p>	<ul style="list-style-type: none"> • Quiz controls and feedback 	<ul style="list-style-type: none"> • None
<p>Part 5, No. 2 Quiz question 2</p>	<p>Multiple choice: Select four SMSP product types.</p>	<ul style="list-style-type: none"> • Quiz controls and feedback 	<ul style="list-style-type: none"> • None
<p>Part 5, No. 3 Quiz question 3</p>	<p>Multiple choice: Select four SMSP product interfaces.</p>	<ul style="list-style-type: none"> • Quiz controls and feedback 	<ul style="list-style-type: none"> • None
<p>Part 5, No. 4 Quiz question 4</p>	<p>Software simulation: Using the software simulation, identify the PHP filename used to display an SMSP UI page.</p>	<ul style="list-style-type: none"> • Quiz controls and feedback • Interactions with software simulation 	<ul style="list-style-type: none"> • Software simulation
<p>Part 5, No. 5 Quiz question 5</p>	<p>Matching: Identify whether the organization component is enabled in screenshots.</p>	<ul style="list-style-type: none"> • Quiz controls and feedback 	<ul style="list-style-type: none"> • Screenshots
<p>Part 5, No. 6 Quiz question 6</p>	<p>Using software simulations of the SMSP UI, perform the following tasks correctly:</p> <ol style="list-style-type: none"> a. Enable the organization component b. Enable application control c. Enable software metering 	<ul style="list-style-type: none"> • Quiz controls and feedback • Interactions with software simulation 	<ul style="list-style-type: none"> • Software simulation
<p>Help improve this eLearning module</p>	<p>Link to a survey & thanks</p>	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	<ul style="list-style-type: none"> • Text animation • Narration

Slide description and Instructional Principles	Content	Interaction	Animation, graphics, narration, or sound effects
Glossary	Definitions of terms used with SMSP	<ul style="list-style-type: none"> • Next button • TOC and playback controls 	None
References	<p>KACE Customer Study, July 2013, Retrieved on April 2, 2014, from https://confluence.kace.com/download/attachments/6423626/SMSP_6_0_Customer_Study_July_2013.pdf.</p> <p>Audience Analysis Overview, Purdue University. Retrieved on April 2, 2014, from https://owl.english.purdue.edu/owl/resource/629/01/</p>	<ul style="list-style-type: none"> • Previous button • TOC and playback controls 	None