

# STORYBOARD



PHASE 3: DESIGN

*Client Name*      *HCA Healthcare IT&S - High Availability Team*

*Project Name*      *Creating High Availability Champions (Module One of a 3-Module Training)*

*Version*      *v4.0 Approved FINAL QA*

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# STORYBOARD

## Goals

*This document will help to:*

- Organize content into a consistent flow for the segment/course.
- Identify graphics, images, and screen layouts that will be used throughout the segment/course.
- Document programming instructions and details for the multimedia development team.
- Identify the supplemental resources and/or content that can be added to the course.

## Document History

Version	Date	Section(s)	Changes Made (Brief Description)	Editor(s)
V1		All	Created	TC
V2.0		Various	Adjusted per client feedback	TC
V3.0		Various	Adjusted per client feedback	TC
V4.0		Various	Adjusted per client feedback	TC

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## Project Team

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## Legend of Colors Used in the Storyboard

- **Black text:** This is text that appears on the screen in the eLearning segment or is audio.
- **Blue text:** This is text that will be in the eLearning segment as instructions or prompts for learners.
- **Red text:** This is text for developers only.
- **Highlighted text:** This text is production indicators (video, stills, etc.)



## Module Overview

Creating High Availability Champions	Approx. Total Seat Time: 7 min. 50 sec.
<b>Lesson 1: A Winning Strategy</b>	
Creating High Availability Champions: A Winning Strategy	<ul style="list-style-type: none"> <li>• <i>Seat time: 30 sec.</i></li> </ul>
What Is High Availability?	<ul style="list-style-type: none"> <li>• <i>Seat time: 1 min.</i></li> </ul>
THIS Is High Availability	<ul style="list-style-type: none"> <li>• <i>Seat time: 40 sec.</i></li> </ul>
Why Is High Availability Important?	<ul style="list-style-type: none"> <li>• <i>Seat time: 30 sec.</i></li> </ul>
The Impact of High Availability	<ul style="list-style-type: none"> <li>• <i>Seat time: 1 min. 15 sec.</i></li> </ul>
Five Goals of Champions	<ul style="list-style-type: none"> <li>• <i>Seat time: 1 min. 5 sec.</i></li> </ul>
A Taste of Success	<ul style="list-style-type: none"> <li>• <i>Seat time: 40 sec.</i></li> </ul>
What Needs to Be Highly Available?	<ul style="list-style-type: none"> <li>• <i>Seat time: 40 sec</i></li> </ul>
Knowledge Check	<ul style="list-style-type: none"> <li>• <i>Seat time: 40 sec</i></li> </ul>
Coming Up	<ul style="list-style-type: none"> <li>• <i>Seat time: 30 sec</i></li> </ul>
<b>Total for Lesson 1:</b>	<ul style="list-style-type: none"> <li>• <b><i>Seat time: 7 min. 50 sec.</i></b></li> </ul>

Module 1

A Winning Strategy			
<b>Lesson: Set the standard</b>			Lesson Seat Time: 30 sec.
<i>Segment Objectives:</i>		<ul style="list-style-type: none"> <li>• NA</li> </ul>	
<b>Page Identifier:</b>	01		
<b>Type of Screen:</b>	Course splash screen with transition to images and text with VO		
<b>Topic/Page Title:</b>	Creating High Availability Champions: A Winning Strategy		
Event	On-Screen Text	Audio Script	Media
0.	<p>Creating High Availability Champions</p> <p>Keeping life-changing technologies on, above all else</p>	<p>Welcome to Creating High Availability Champions! What does it mean to be a champion?</p>	<p><b>NARRATOR VO</b></p> <p><b>GRAPHIC ANIMATION</b></p> <p>On course load, a full-screen course title animates onto the screen in the course interface design. HCA Healthcare logo is present - design follows approved POC graphics.</p> <p>Page transitions to next element after opening VO.</p>
1.	<p>Champions are:</p> <ul style="list-style-type: none"> <li>• Skilled</li> <li>• Brave</li> <li>• The Best</li> </ul> <p>High Availability champions strive for the best.*</p> <p>*BTW...Best=100% reliability</p>	<p>Champions are skilled. Champions are brave. Champions, by definition, are the best.</p> <p>The High Availability program strives for just that: the best.</p> <p>What's that? ... You say that's not what High Availability means to you? Well, that's a great place to start. Let's look at what High Availability is and what it isn't.</p>	<p><b>NARRATOR VO</b></p> <p><b>TIMED TEXT and IMAGERY</b></p> <p><b>ANIMATION OF ICONS W/TEXT:</b></p> <p>Using agreed upon icons, text animates onto screen in time with the narration to represent the three "Champions are..." statements.</p> <p>Final text comes up timed with VO - hold for a second or two, then fade in a question mark over the top.</p>

2.	Click the right arrow to continue.	Click the right arrow to continue.	Learner clicks to continue.
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<b>What Is High Availability?</b>			
<b>Lesson: Define High Availability</b>			<b>Lesson Seat Time: 1 min.</b>
<i>Objectives:</i> <ul style="list-style-type: none"> <li>• NA</li> </ul>			
<b>Page Identifier:</b>	<b>02</b>		
<b>Type of Screen:</b>	<b>VO / sorting interaction</b>		
<b>Topic/Page Title:</b>	<b>What Is High Availability?</b>		
<b>Event</b>	<b>On-Screen Text</b>	<b>Audio Script</b>	<b>Media</b>
0.	Which of these don't belong? Review this list. Drag items that do NOT represent the High Availability program into the wastebasket.	Review this list of statements. Among them are several items that represent what the High Availability program is and several things that it is not. Drag the items that do NOT represent the High Availability program into the wastebasket.	<b>Narrator VO</b> <b>SCREEN DESIGN</b> Include graphic elements (icons/images) to enhance screen. Page is set up for a sorting interaction with eight statements placed in draggable "boxes" or other type of graphic element – four of which will be sorted "out."
1.	High Availability is:  <i>(NOT - these will be discarded)</i> <ul style="list-style-type: none"> <li>• A failsafe software installed into all HCA Healthcare organization's servers.</li> <li>• A one-time evaluation that never has to be repeated.</li> </ul>		<b>INTERACTION - NO VO</b> Randomize the list of statements represented in the text column. Learner will drag and drop (throw out) the items that do NOT define the High Availability program.  If one of the "IS" statements is discarded from the list, it snaps back onto screen with a brief soft buzz SFX. Correctly discarded statements

	<ul style="list-style-type: none"> <li>• Simply keeping software, programs, and hardware up to date.</li> <li>• Solely the ability to recover quickly from service interruptions.</li> </ul> <p><i>(IS - these remain on screen) -</i></p> <ul style="list-style-type: none"> <li>• The highest level of operational performance without exception.</li> <li>• An assessment and action program to ensure technologies supporting patient safety and care are highly available.</li> <li>• An ongoing evaluation program designed to measure, maintain, and improve HCA Healthcare’s IT ecosystem.</li> <li>• Targeted to improve and support critical applications and technologies.</li> </ul>		<p>“disappear” into the waste bin icon/graphic element. An affirming “bing” SFX can be added.</p>
<p>2.</p>	<p>Click the right arrow to continue.</p>		<p>Once all items have been sorted appropriately, the arrow to advance appears.</p>

THIS Is High Availability			
Lesson: Review definition		Lesson Seat Time: 40 sec.	
<i>Objectives:</i>		<ul style="list-style-type: none"> <li>• NA</li> </ul>	
<b>Page Identifier:</b>	03		
<b>Type of Screen:</b>	VO with timed text		
<b>Topic/Page Title:</b>	THIS Is High Availability		
Event	On-Screen Text	Audio Script	Media
0.	<p>High Availability is:</p> <ul style="list-style-type: none"> <li>• The highest level of operational performance without exception.</li> <li>• An assessment and action program to ensure technologies supporting patient safety and care are highly available.</li> <li>• An ongoing evaluation program designed to measure, maintain, and improve HCA Healthcare’s IT ecosystem.</li> <li>• Targeted to improve and support critical applications and technologies.</li> </ul>	<p>Now that you’ve sorted out what it isn’t, here’s a summary of what the High Availability program is:</p> <p>High Availability is defined as the highest level of operational performance without exception. The objective of the program is to ensure the reliable availability of technologies supporting patient safety, quality care, and secure and effective data management. These systems must be highly available to our customers—patients, clinicians, staff, and colleagues—every second of every day. This recurring assessment program aims for all critical systems to reach optimal operating efficiency and work effectively and reliably together.</p>	<p><b>Narrator VO with text</b></p> <p><b>Dissolve on text</b></p> <p>The correct statements from the previous exercise remain on screen, but now assemble in a more orderly presentation as indicated in left column.</p> <p>After VO concludes, right arrow becomes available with navigation prompt text.</p>
1.	Click the right arrow to continue.		After VO concludes, right arrow becomes available with navigation prompt text.

Why Is High Availability Important?			
Lesson: Buy-in		Lesson Seat Time: 30 sec.	
Segment Objectives:		<ul style="list-style-type: none"> <li>• NA</li> </ul>	
Page Identifier:	04		
Type of Screen:	VO with images and text		
Topic/Page Title:	Why Is High Availability Important?		
Event	On-Screen Text	Audio Script	Media
0.	<p>High Availability is important to the entire organization.</p> <ul style="list-style-type: none"> <li>• Extends beyond IT</li> <li>• Impacts patients, staff, and colleagues</li> <li>• Fulfills the mission</li> </ul>	<p>The importance of the High Availability program is measured best by looking at the whole picture.</p> <p>It's not just the "nuts and bolts" of the systems. The whole picture includes the impact our systems have on HCA Healthcare patients, the staff who care for them, and colleagues who support their efforts. Our commitment to quality medical care and improving human life inspires us to design and maintain systems that help us fulfill that mission.</p>	<p><b>Narrator VO with images and text</b></p> <p><b>TEXT:</b></p> <p>Reveal text timed with VO</p> <p><b>IMAGES:</b></p> <p>Technical image (servers, wires, lights);</p> <p>Computer/device image of electronic medical record or high-tech diagnostic equipment;</p> <p>People image of healthcare worker with smiling, at-ease patient</p>
1.	Click the right arrow to continue.		After VO concludes, right arrow becomes available with navigation prompt text.

The Impact of High Availability			
<b>Lesson: Awareness of scope</b>			Lesson Seat Time: 1 min. 15 sec.
<i>Objectives:</i> <ul style="list-style-type: none"> <li>• NA</li> </ul>			
<b>Page Identifier:</b>	05		
<b>Type of Screen:</b>	VO / Reveal interaction		
<b>Topic/Page Title:</b>	The Impact of High Availability		
Event	On-Screen Text	Audio Script	Media
0.	Integration and interdependency have never been higher.  High Availability impacts are everywhere.	Integration and interdependency among the critical technology systems that assist HCA Healthcare employees is at an all-time high. Our frontline healthcare workers and many others in the organization use these systems to perform a variety of tasks. Impacts can include the following:	<b>Narrator VO with text</b>  <b>IMAGES -</b>  Four (or so) images reveal across the screen, showing examples of colleagues, patients, and IT personnel to illustrate connections. (i.e.: billing person at desk w/computer; diagnostic tech with equipment or computer; patient with doctor or nurse with tablet device; IT personnel in a strategy meeting)
1.	High Availability-targeted technologies are essential for: <ul style="list-style-type: none"> <li>• Patient registration</li> <li>• Billing</li> <li>• General medical records</li> <li>• Hospital charting</li> <li>• Electronic patient monitoring and alerts</li> </ul>	<ul style="list-style-type: none"> <li>• Patient registration</li> <li>• Billing</li> <li>• General medical records</li> <li>• Hospital charting</li> <li>• Electronic patient monitoring and alerts</li> <li>• Pharmacy orders</li> <li>• Staff scheduling</li> <li>• Diagnostic services scheduling and maintenance</li> </ul>	<b>Narrator VO with timed (or learner triggered) reveal of text/icons</b>

	<ul style="list-style-type: none"> <li>• Pharmacy orders</li> <li>• Staff scheduling</li> <li>• Diagnostic services scheduling and maintenance</li> <li>• Surgery scheduling</li> <li>• Regulatory tracking and reporting</li> <li>• Inter-facility communication programs</li> </ul>	<ul style="list-style-type: none"> <li>• Surgery scheduling</li> <li>• Regulatory tracking and reporting</li> <li>• Inter-facility communication programs</li> </ul>	
2.	<p>Achieving High Availability allows us to meet the needs of patients and staff.</p> <p>We need you to help keep the technology on, above all else.</p>	<p>Failure or shortfalls in one or more systems used for these tasks can greatly impact patient care, safety, and satisfaction. Physicians and nurses rely on technology to provide quality care to patients. When the systems identified as critical for high availability are unavailable, important aspects of a patient’s record are unknown and care is at risk.</p> <p>It’s up to all of us in IT to create and maintain the most reliable systems possible. We keep the technology on, above all else.</p>	<p><b>Narrator VO with text and image</b></p> <p><b>IMAGE</b></p> <p>Screen design can include one large image of hands on a computer keyboard or touchscreen.</p>
3.	<p>Click the right arrow to continue.</p>		<p>After VO concludes, right arrow becomes available with navigation prompt text.</p>

Five Goals of Champions			
Lesson: Outline specific goals of program			Lesson Seat Time: 1 min. 5 sec.
Objectives:		<ul style="list-style-type: none"> <li>• NA</li> </ul>	
Page Identifier:	06		
Type of Screen:	VO intro / Click to reveal interaction		
Topic/Page Title:	Five Goals of Champions		
Event	On-Screen Text	Audio Script	Media
0.	<p>Effective champions have specific goals.</p> <p>Click each ribbon to reveal the five goals of High Availability.</p>	<p>Just like a champion trains and conditions on small goals to reach greater success, the High Availability program also targets specific milestones. High Availability focuses on five primary goals. Click the ribbons to learn more about each one.</p>	<p><b>Narrator VO intro</b></p> <p><b>SCREEN DESIGN</b></p> <p>Five ribbon icons animate onto the screen. Learner clicks each icon to reveal text and play accompanying VO.</p>
1.	<p>Five Goals of High Availability Champions:</p> <ul style="list-style-type: none"> <li>• Eliminate failure points</li> <li>• Automate failover</li> <li>• Prevent outages</li> <li>• Protection from human error</li> <li>• Zero downtime changes</li> </ul>	<p>Eliminate Failure Points</p> <ul style="list-style-type: none"> <li>• Failure points are any parts of an application or technology that will stop the application or technology from working.</li> </ul> <p>Automate Failover</p> <ul style="list-style-type: none"> <li>• Failover is the process of solving the issue when a service interruption occurs.</li> </ul> <p>Prevent Outages</p>	<p><b>NARRATOR VO plays as each item is clicked</b></p> <p>(If available, supporting photo images could be used here to enhance screen design.)</p>

		<ul style="list-style-type: none"> <li>• Service outages and breakdowns bring full systems or applications to a stop.</li> </ul> <p>Protection from Human Error</p> <ul style="list-style-type: none"> <li>• Human error occurs when someone makes a mistake that leads to an adverse event.</li> </ul> <p>Zero Downtime Changes</p> <ul style="list-style-type: none"> <li>• Downtime refers to any amount of time that a system, technology, or application is non-functioning.</li> </ul>	
2.	High Availability goals improve our systems for the end user.	High Availability, through these goals and your everyday actions, seeks to reduce or eliminate negative impacts for the end user.	<b>NARRATOR VO with text</b>
3.	Click the right arrow to continue.		After VO concludes, right arrow becomes available with navigation prompt text.

A Taste of Success			
Lesson: Share success story		Lesson Seat Time: 40 sec.	
Objectives: <ul style="list-style-type: none"> <li>• NA</li> </ul>			
Page Identifier:	07		
Type of Screen:	Narrator VO intro / learner reads through story		
Topic/Page Title:	A Taste of Success		
Event	On-Screen Text	Audio Script	Media
0.	A Taste of Success	While the High Availability program is still relatively new, we see more and more successes every day. Open the file to read this one.	<b>Narrator VO intro</b> <b>IMAGES:</b> A “file” with several tabs appears on screen. Learner clicks each tab in turn to reveal the four segments of the story.  Story is read-through with no VO.
1.	<ul style="list-style-type: none"> <li>➤ Franklin Regional Medical Center’s failover network was using a redundant circuit from their primary communication service provider.</li> <li>➤ Evaluation identified that this would be inadequate if the problem <i>originated with</i> the primary service provider.</li> <li>➤ They were able to implement a second service provider circuit to create diversity in failover.</li> <li>➤ This circuit was used multiple times shortly after</li> </ul>		<b>Learner clicks tabs to read text</b>

	installation, helping the Center make strides in High Availability.		
2.	Help us create even more success stories!	Now that you know the purpose and goals of the High Availability program, you can be next to help us turn participation into success.	<b>Narrator VO with text</b>
3.	Click the right arrow to continue.	Click the right arrow to continue.	After last tab is clicked (plus 5-7 seconds) the right arrow becomes available with Narrator VO prompt.

What Needs to Be Highly Available?			
<b>Lesson: Identify HA systems</b>			Lesson Seat Time: 1 min.
<i>Objectives:</i>		• NA	
<b>Page Identifier:</b>	08		
<b>Type of Screen:</b>	VO intro / Click to reveal interaction		
<b>Topic/Page Title:</b>	What Needs to Be Highly Available?		
Event	On-Screen Text	Audio Script	Media
0.	<p>Which systems and technologies need to be highly available?</p> <ul style="list-style-type: none"> <li>• Critical applications</li> <li>• Infrastructure behind them</li> <li>• Clinical support applications</li> </ul>	<p>The High Availability program is an ambitious effort that only works with the help and commitment of every IT professional. While it would be great to assess all programs enterprise-wide to assure high availability, the primary focus at this time is the applications identified as critical, the infrastructure behind them, and a handful of clinical support applications that impact patient care and facility support.</p>	<p><b>Narrator VO with timed text</b></p> <p><b>SCREEN DESIGN</b></p> <p>Text elements appear over core interface design</p>
1.	<p>Products or systems are included in the High Availability program based on several criteria, including clinical impact and prevalence to HCA Healthcare.</p> <p>See the Resources tab or the link below for a full list of critical components and systems.</p> <p><a href="#">[link]</a></p>	<p>The main criteria for inclusion in the initial High Availability program hinges on a product or system’s clinical impact and its prevalence to HCA Healthcare. A full list of the currently targeted HA critical components and systems is available in the Resources section of this course and at the link shown here.</p>	<p><b>NARRATOR VO</b></p> <p><b>INTERACTION</b></p> <p>Learner is able to scroll partial list of critical programs in a scroll window on screen during VO - Show link to intranet location of full list [NEED LINK for programming course -- PER CLIENT UPDATE 1/2/19: final link may not be</p>

			available until late January - will need to be added before final delivery of course]
2.	Contact the High Availability team if you have questions. <a href="mailto:Corp.itshighavailability@hcahealthcare.com">Corp.itshighavailability@hcahealthcare.com</a>	If you have questions about system or product designations, be sure to reach out to the HA team via their mailbox for clarification.	<b>Narrator VO</b> <b>Text on screen includes HA mailbox</b>
3.	Click the right arrow to continue.		After VO concludes, right arrow becomes available with navigation prompt text.

Knowledge Check			
<b>Lesson: Knowledge check</b>			Lesson Seat Time: 40 sec.
<i>Objectives:</i>		<ul style="list-style-type: none"> <li>Better understand the role values play in our day-to-day activities.</li> </ul>	
<b>Page Identifier:</b>	09		
<b>Type of Screen:</b>	Multiple Choice Questions		
<b>Topic/Page Title:</b>	Knowledge Check		
Event	On-Screen Text	Audio Script	Media
0.	<p>Knowledge Check</p> <p>High Availability definition:</p> <ul style="list-style-type: none"> <li>➤ <i>High Availability is solely about service recovery.</i></li> <li>➤ <i>High Availability is the highest level of operational performance without exception.</i></li> <li>➤ <i>High Availability is a one-time assessment that never has to be repeated.</i></li> </ul> <p>(flip sides of answers)</p>	<p>Let's review a couple of key points from this course...</p> <p>Of the following three statements, which is the actual definition of the High Availability program?</p>	<p><b>Narrator VO</b></p> <p><b>INTERACTION:</b></p> <p>Learners click on one of three boxes to select an answer. Incorrect answers are signaled with a short buzz and a short "try again" statement on the flip side of the box. Correct answers are signaled with a "bing" SFX and reinforcing feedback on flip side of box.</p> <p>After first question is answered correctly, screen advances to 2<sup>nd</sup> question.</p>

	<p>Incorrect. Please try again.</p> <p>Correct! High Availability is an on-going assessment program to identify the best pathway to peak operational performance.</p>		
1.	<p>There are __ key goals for the HA program.</p> <ul style="list-style-type: none"> <li>➤ 1</li> <li>➤ 3</li> <li>➤ 5</li> </ul> <p>(flip sides of answers)</p> <p>Incorrect. Please try again.</p> <p>Correct. The five goals are:</p> <ul style="list-style-type: none"> <li>➤ <i>Eliminate failure points</i></li> <li>➤ <i>Automate failover</i></li> <li>➤ <i>Prevent outages</i></li> <li>➤ <i>Protection from human error</i></li> <li>➤ <i>Zero downtime changes</i></li> </ul>	<p>How many key goals does the High Availability program have?</p>	<p><b>NARRATOR VO</b></p> <p>INTERACTION:</p> <p>Similar function to question 1.</p>
2.	<p>Click the right arrow to continue.</p>		<p>After 2<sup>nd</sup> question is answered correctly, right arrow becomes available with navigation prompt text.</p>



Coming Up			
Lesson: Preview next module			Lesson Seat Time: 30 sec.
<i>Objectives:</i>		<ul style="list-style-type: none"> <li>• <i>More effectively demonstrate respect.</i></li> </ul>	
<b>Page Identifier:</b>	10		
<b>Type of Screen:</b>	VO with text		
<b>Topic/Page Title:</b>	Coming Up		
Event	On-Screen Text	Audio Script	Media
0.	Thanks for participating! <ul style="list-style-type: none"> <li>➤ Defined High Availability</li> <li>➤ Discussed goals</li> <li>➤ Shared a winning strategy</li> </ul> Keeping life-changing technologies on, above all else.	Thanks for taking part in this training course.  In this first of three modules, we’ve defined High Availability and laid out its goals. As we noted earlier, this important effort works well when everyone is committed to it, pulling our efforts and voices together. It’s a winning strategy for everyone.  We are keeping life-changing technologies on, above all else.	<b>Narrator VO w/timed text</b>  <b>TEXT:</b> Each text item is timed to reveal automatically as the corresponding VO plays
1.	Coming up in the next module: <ul style="list-style-type: none"> <li>➤ Working together</li> <li>➤ One IT/One voice</li> <li>➤ IT is an ecosystem</li> </ul>	In the next module, we’ll explore IT as an integrated ecosystem and share how we all can unite to strengthen it. Keep on keeping on!	
2.	You may now exit the course.	You may now exit the course.	