

# EDT544: Individual Project Report

Question	Response
<b>Your Name</b>	Scott Simpson
<b>Project Name</b>	Bugzilla: Updating a trouble ticket
<b>Who is your target audience?</b>	Local and remote employees that need to update a trouble ticket.
<b>What will your learners be able to do after completing your instructional module?</b>	After completing the instructional module, the learners will be able to locate, update, and save a trouble ticket.
<b>What instructional methods will you use to help your learners achieve these objectives?</b>	A presentation video and a series of practice prompts were provided.
<b>Why did you choose to use these instructional methods?</b>	I chose these instructional methods to keep the training consistent and learner-paced across local and remote training situations.
<b>What delivery method(s) will you use? Why did you choose these?</b>	The content will be provided via the company Intranet. All employees that need to access the training are able to view the Intranet and can do so as they need to learn how to update trouble tickets.
<b>In thinking of the prototype you developed, what are you most proud of?</b>	I am most proud of the fact that I created something that will be useful at work.
<b>What could be improved?</b>	I would have liked to develop a working online evaluation module.
<b>In thinking about your project overall, if you could go back and address any issue, what would it be? What would you do differently? Why?</b>	I think I would add information about ticket priority and product categorization. These aspects are important in ticket creation as well.