

This document describes the nature and process for updates to **Digital Literacy**, **IT Customer Support**, and **Health Technology & Administration** materials.

Introduction

Updates to the Digital Literacy, IT Customer Support, and Health Technology & Administration materials are performed by the members of the **Accenture Skills 2 Succeed Learning Exchange** team, but *only by request*.

Update Categories

There are four update categories: **Local**, **Language**, **Content**, and **Critical**.

Local

Instructors are encouraged to download materials and save them locally, and modify and update them however you would like. Note that these updates will not be made available to all organizations.

Language

These updates include corrections of typographical errors, spelling, grammar, or word choice. These changes improve the materials, but do not significantly change their meaning or impact.

Submit requests for these updates using the Feedback link on the course page in the Learning Exchange. For more information, see the **Feedback Submission Process**.

Content

These updates involved the addition or removal of information. These changes, if significant, may require further research or enlisting a subject matter expert.

Submit request for these updates to the LISC Learning Exchange contact, Candi Blake at cblake@lisc.org. You may use the email template included below. Candi will coordinate submissions, reconcile any conflicting suggestions, and provide them to the Learning Exchange Team.



Content Update.msg

Critical

These problems prevent you and your class from moving forward. Examples include a file that is corrupted, a simulation that won't load, or an assessment that won't record completion.

Submit requests for these updates directly to the Learning Exchange team, but sending them to Krista Tracy at krista.a.tracy@accenture.com. Krista, or a member of her team, will work to troubleshoot and resolve the issue as quickly as possible.

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Feedback Submission Process

For **Language** update requests, or any other non-urgent requests and suggestions, follow the process below:

Step One

Find the Instructor Materials page for the module that contains the materials you would like to have updated.

Step Two

Click the Feedback link at the bottom of the page.

If you used these materials with your learners, please give us your feedback:



Step Three

Include your request for updates in the space provided for question number 10, “What changes would you like to make?”

Note: You may respond to other questions in the feedback survey, but it is not required.

Note: Please be specific about the location and nature of your requested update, or your request will not be processed.

Step Four

Click **Submit**.

Update Completion Process

Feedback is collected by the Learning Exchange team. Each **September**, it is reviewed, prioritized, and addressed based on the impact and effort required.