

## SERVICE DESCRIPTION

# Security Awareness Education (SAE) – Custom Content Development

---

### Custom Content Development

Trustwave's eLearning content designers and developers will work with Client to customize the SAE Content Library or create new learning content for specified Client requirements. Customization may include (but is not limited to) changes in branding, images, wording and content sequencing. Customization is offered at a one-time fee based on the level of effort to complete the Customized Content Development task, as scoped by Trustwave.

To the extent applicable, Trustwave will perform the following project management services for the content customization project:

- Structured weekly status meetings
- Weekly updated action logs
- Detailed project schedule

If necessary, Trustwave will break down the customization project into the following deliverables and phases.

Task	Steps
Analysis	Trustwave works with Client to analyze the training need, including the audience and content for the training. Trustwave designers will also gather all necessary source documentation and content from Client at this time.
Design	Trustwave provides an Instructional Design Document (IDD) describing the learning objectives and blueprint for the custom content. Client reviews and approves the IDD after any necessary changes.
Development	Trustwave submits partially developed content to Client in two phases for review. The first (alpha) phase consists of basic content for Client's initial review; the second (beta) phase consists of nearly complete content. Client approves further development after any necessary changes.

Quiz Development  
(if applicable)

Trustwave works with Client to i) develop a blueprint for quizzes based on learning objectives and ii) write draft questions. Trustwave and Client will review the questions in detail prior to publication.

Final

Once all agreed-upon recommendations from the final review and the pilot have been implemented, Trustwave will submit the necessary files (content, graphics etc.) to the Client for final sign-off and publication.