

AMTRAK

Interactive Multimedia Instruction (IMI)

Amtrak's Challenge/Goal

Reduce minutes of delay and number of train terminations by increasing the proficiency level of Engineers and Conductors in troubleshooting enroute component failures

Our Approach

- Conducted front end analysis of enroute troubleshooting issues, target audience, workplace environment, and existing training materials
- Developed learning objectives and detailed requirements for interactive multimedia instruction
- Designed and developed prototype to demonstrate concept and collect feedback from end users

IMI Solution

- Tutorial with step-by-step walkthrough of correct steps for troubleshooting specific problem
- Hands-on simulation puts engineer or conductor in the "driver seat"
 - Cues and responses match those experienced in real life (i.e., audio alarms, visual displays)
 - 3D rendering of train provides realistic reference for location of components
- Troubleshooting checklist designed for quick reference to trigger recall on the job
- Learning Management System (LMS) tracks student progress and records scores



Course	User Name	User ID	Lesson	Lesson Date	Score	Pass/Fail	Time	Score
802	Michael Mike	100761	Broken Pantograph Alarm Procedure	0/20/2008	2:02:36 PM	Pass	00:00:00	100%
802	Michael Mike	100761	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:02:22	100%
802	Mike, Cheryl	100847	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:01:11	100%
802	Mike, Cheryl	100847	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:02:22	100%
804	Thomas	100762	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:01:10	100%
804	Thomas	100762	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:01:10	100%
804	Quinn, Ryan	100763	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:01:10	100%
804	Quinn, Ryan	100763	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:01:10	100%
804	Nathaniel	100832	Broken Pantograph Alarm Procedure	Incomplete	0/20/2008	2:10:31 PM	00:00:00	0%
804	Nathaniel	100832	Broken Pantograph Alarm Procedure	Incomplete	0/20/2008	2:10:31 PM	00:00:00	0%
804	Richard	100879	Broken Pantograph Alarm Procedure	Incomplete	0/20/2008	2:10:31 PM	00:00:00	0%
804	Richard	100879	Broken Pantograph Alarm Procedure	Incomplete	0/20/2008	2:10:31 PM	00:00:00	0%
804	Richard	100879	Broken Pantograph Alarm Procedure	Completed	0/20/2008	2:10:31 PM	00:00:00	100%



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