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| **Deliverable** | Storyboard |
| **Module** | <Module name goes here> |

**Legend of colors used in the storyboard**

* **Black text:** This is text that will feature in the eLearning module.
* **Red text:** This is text for developers only.

**Columns:**

* **Script will be audio narration.**
* **Media will be what is on the screen.**
* **Comments are for developers.**

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| **Slide** | | 1 | | | | |
| **Topic** | | <Enter Topic name here> | | | | |
| **Sub-Topic** | | NA | | | | |
| **Template** | | Module Splash | This is for the splash screen of the module. | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | Welcome to this Service Line eModule!  For navigation tips, click Navigation in the upper right corner. You can access navigation at any time.  If Glossary or Resources are referenced within this eModule, you can access them by clicking the term in the upper right hand corner.  Click Transcript in the upper left corner to access the transcript for this eModule.  This course is the first step in your journey to learn about this service line.  Your second step involves successfully completing a 10-question assessment that reinforces critical information covered in this eModule.  Click Next to continue.  **Audio tag: 01\_WISE** | | | Module Title  WISE for Life and Health Sciences  Photograph    111659660    72353746    85956517    174508289 | | Wipe in these images from top to bottom.  As each image displays, wipe in this text from left to right, to the right of each image like this: |

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| **Slide** | | 2 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | **Overview** | | | | |
| **Template** | | Animated – Text with Photograph | This is in case you have a conceptual graphic (like a chart) that you would like to make interactive. | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | Read through these learning outcomes.  **Audio tag: 02\_WISE** | | | Text:  Module Description:  This course provides an introduction to the WISE Services, as well as preparing sales representatives to perform the following:   * Explain WISE Services * Describe how WISE relates to medical devices * Provide examples of WISE and medical devices * Identify the target market * Explain the benefits of the services to the customer * Identify regulatory requirements associated with WISE and medical devices | | Use photo: 111659660, |

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| **Slide** | | 3 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | **What is it?** | | | | |
| **Template** | | Animated – Text with Photograph | This is in case you have a conceptual graphic (like a chart) that you would like to make interactive. | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | Imagine being a diabetic who depends on an external insulin pump.  **Audio tag: 03a\_WISE** | | |  | | Use images: 156584141, 97773449  Fade to event 2 after audio completes |
|  | What if your insulin pump had a wireless transmission device and it was able to send medical data, such as your blood sugar levels… from you to your physician…wirelessly.  **Audio tag: 03b\_WISE** | | |  | | Use image 70787506 and fade in with audio-  Fade out image and replace with 111659660 when audio mentions wirelessly  Fade event 3 after audio completes |
|  | And what if your physician received that data and remotely adjusted your insulin intake?  **Audio tag: 03c\_WISE** | | |  | | Use images 99130310, 99130301,  Fade to event 4 after audio completes |
|  | It sounds great- doesn’t it?  **Audio tag: 03d\_WISE** | | |  | | Use image 119253448  Fade to event 5 after audio completes |
|  | It sounds great- doesn’t it?  **Audio tag: 03e\_WISE** | | |  | | Use images: 156584141, 97773449  Fade to event 6 after audio completes |
|  | WISE stands for Wireless, Interoperability, Transaction Security, and EMC. You may be wondering…how does this fit with medical devices?  Click next to learn more.  **Audio tag: 03f\_WISE** | | | Conceptual graphic    111659660    72353746    85956517    174508289  Text:  WISE Services | | Synch displaying each image with the audio.  As each image displays, wipe in this text from left to right, to the right of each image like this: |

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| **Slide** | | 4 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | **WISE and Life and Health Sciences?** | | | | |
| **Template** | | Clickable Photograph | |  |  | |
| **Event** | **Script** | | **Media** | | | **Comment** |
|  | Let’s start by discussing how WISE fits in with Life and Health Sciences?  **Audio tag: 04a\_WISE** | | How does WISE fit into Life and Health Sciences? | | | Bring in text with audio and enlarge text on screen. When audio ends,fade to event 2. |
|  | Life and Health Sciences is dedicated to helping clients ensure that medical devices meet regulatory requirements.  WISE services are delivered by the CTech team to support Life and Health Sciences-specifically medical devices.  **Audio tag: 04b\_WISE** | | Life and Health Sciences is dedicated to helping clients ensure that medical devices meet regulatory requirements. | | | Bring in text with audio and enlarge text on screen. When audio ends,fade to event 3. |
|  | By hanging a Bluetooth module on the end of a medical device, (1) it changes the way that device works and it (2) changes the environment in which it works. WISE ensures that if that device is working in, say a critical care unit, that device (3) doesn’t talk to other devices. Also, if that device is with a patient whose medication can be modified remotely, we ensure that it is (4) not being modified in error.  **Audio tag: 04c\_WISE** | | 145545664  RF device:   * Changes how medical device (MD) works (1) * Changes the environment in which MD works (2) * Should not "talk to" other devices (3) * Should not transmit incorrect medical data (4) | | | Use a montage of photos:  Photos roll in with initial audio  145545664, 152038148, 136449770, 139255856, 74308516, 187078613  Fade out and align the following visuals with (1)  146647865, 183488225, 178509614  Fade out and align the following visuals with (2)  51861958, 50137045, 50137045  Fade out and align the following visuals with (3)  184987172, 104158292, 182816429  Fade out and align the following visuals with (4)  107037848, 100658932, 174751649 |

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| **Slide** | | 5 <done> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **Service Offerings** | | | | | | |
| **Template** | | Clickable numbers | This is in case you don’t have titles for your popup content. | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | Now let’s talk about the services associated with WISE. First.. remember that our goal is to help our customers gain the efficiency, expertise and cost benefits associated with working with an industry leader for all their critical business needs.  **Audio tag: 05a\_WISE** | | | 110297435 | | | | Remove background, and place woman on transparent, or a solid color. |
|  | Click each number for a summary of our service offerings.  **Audio tag: 05b\_WISE** | | | Text  Click the numbers to learn more.  Interactivity  Clickable numbers | | | | List numbers vertically if possible.  Remove background, and place images on transparent, or a solid color. |
| **Number** | **Popup Content** | **Photograph** | |
|  | Radio performance testing, a regulatory requirement through much of the global marketplace, tests the real-life performance and functionality of any product that includes **wireless** technologies such as Bluetooth®, WiFi and cellular connectivity. UL’s wireless regulatory testing service provides both performance testing and compliance guidance to our customers. | 111659660 | |
|  | **Interoperability** testing provides manufacturers the opportunity to have their product tested for performance with other Bluetooth devices on the market, such as handsets, tablets, laptops and computers. | 72353746 | |
|  | Our **transaction security** test centers are certified and accredited to evaluate, execute and manage testing of chip-related products and systems against global regulations, standards and protocols. Our security assessments enable our customers gain the necessary certifications for their projects. | 85956517 | |
|  | **EMC** testing analyzes the ability of electronic devices to operate as anticipated when in proximity to other electronic devices or in the presence of electromagnetic emissions. | 174508289 | |  |

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| **Slide** | | 6 <done> | | | | | |
| **Topic** | | **Knowledge Check** | | | | | |
| **Sub-Topic** | | **WISE Services** | | | | | |
| **Template** | | Multiple Choice Multiple Select Question | This is for a multiple choice multiple select type of question. | | |  | |
| **Event** | **Script** | | | **Media** | | | **Comment** |
|  | Read the question and then select the best option(s). Click Submit.  **Audio tag: 06\_WISE** | | | Interactivity  Multiple choice single select question | | | <Comments> |
| Question | You are talking with a customer whom you know has a manufacturing arm for developing medical devices. You know they are working on a new medical device that will transmit a patient's pacemaker data to a central station where the patient's cardiologist can monitor the patient's heartbeat.  You think they may be a great candidate for WISE Services. Why would you recommend our service offerings? | |
| Learner instruction | Select all that apply and click **Submit**. | |
| Options | * Because the pacemaker will utilize RF to transmit medical data * Because someone could hack into and alter the data being transmitted * Because the patient may have wifi with other RF-enabled devices that could interfere with data transmission * This scenario doesn't describe a candidate for UL WISE Services | |
| Correct options | * Because the pacemaker will utilize RF to transmit medical data * Because someone could hack into and alter the data being transmitted * Because the patient may have wifi with other RF-enabled devices that could interfere with data transmission | |
| Feedback for correct answer | Anyone of these scenarios could occur, making this customer a potential candidate for UL WISE Services. | |
| Feedback for incorrect answer | Anyone of these scenarios could occur, making this customer a potential candidate for UL WISE Services. | |

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| **Slide** | | 7 <done> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **WISE Testing Offerings** | | | | | | |
| **Template** | | Interactive Conceptual Graphic | This is in case you have a conceptual graphic (like a chart) that you would like to make interactive. | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | A lot of people ask me why we test medical devices. I respond by saying that we test medical devices to ensure the safety when a device is connected to a patient. We also ensure the quality of the information being transmitted, whether it transmits by radio, or through a bi-cable to a central monitor. We put the two together and make sure they still will work. Let's take a more detailed look at our testing offerings.  Click each tab to learn more.  **Audio tag: 07\_WISE** | | | Conceptual graphic    165614300  WISE Testing Offerings | | | | Remove background, and place woman on transparent, or a solid color. |
|  |  | | | Text  Click each tab to learn about our testing offerings.  Interactivity  Clickable blocks in conceptual graphic | | | |  |
| **Block Title** | **Popup Content** | **Photograph** | |
| **Wireless Testing** | We perform wireless regulatory testing for licensed and unlicensed for the FCC or Industry Canada Grant.  We perform radio performance testing, where assess how the device performs in its operating environment when other devices are transmitting. We assess the emissions the device emits as well. | 135397046  List the following bullets on this post-it note:   * Radio Performance Testing * Over-the-Air (OTA) Testing * Specific Absorption Rate (SAR) Testing * Global Market Access | |
| **Interoperability Testing** | We assess if interference occurs when two or more devices transmit on the same channel. We provide various Interoperability testing services covering technologies.  Interoperability testing includes looking at the interconnectivity of an ecosystem with different wireless devices to ensure they are all seamlessly transmitting data. We assess whether or not they transfer data within their ecosystem correctly, and also that the hardware connects correctly as well. | 135397046  List the following bullets on this post-it note:   * Bluetooth * Wireless HD and WiGig * Zigbee * PTCRB for NA and GCF for EU for Machine to Machine Approvals * Made for Apple | |
| **Transaction Security Testing** | Through the acquisition of three of the leading companies “Collis”, “RFI”, “Witham” in this rapidly developing market UL WISE can now provide an end-to-end solution covering all aspects of any Transaction Security issue, be it payment transactions from credit cards and mobile wallets, to secure entry, data security of information and even E-Passports. Visa and EMVCo functional and contactless type approval testing. | 135397046  List the following bullets on this post-it note:   * MasterCard, Discover, EMVCo and Visa Security Evaluation * ISO 14443 (Proximity Card) Testing * Payment Card Industry (PCI) security standards evaluation * Australian APCA security assessments * e-Passport | |
|  |  | | | **EMC Testing** | UL WISE’s EMC services are very extensive. We design EMC software and provide Product Mitigation Consultancy should you fail during testing. | 135397046  List the following bullets on this post-it note:   * High Tech Electronics * Medical Device Product Testing * Electric Meter accuracy testing (SMART Meters) | |  |

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| **Slide** | | 8 <done> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **Target Market** | | | | | | |
| **Template** | | Interactive numbers | This uses interactive icons. | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | Now that you know the service offerings and testing that we perform, you may be asking yourself who our target market is.  **Audio tag: 08a\_WISE** | | | Icon    49887574  Target Market | | | | Remove background, and place woman on transparent, or a solid color. |
|  | Click on each number to find out.  **Audio tag: 08b\_WISE** | | | Text  Click on each number.  Interactivity  Clickable icons | | | | <Comments> |
| **Number** | **Popup Content** | **Photograph** | |
| **1** | Our wireless target market is any entity requiring wireless and radio spectrum regulatory testing. The regulatory bodies for the radio spectrum is divided into three categories: Government Services, Licensed services and unlicensed services. | <Photograph> | |
| **2** | UL is currently developing a interoperability and safety standard for medical devices that are used in the mobile health, or mhealth arena. Entities that do work with RF exposure, are also our target market. We are working on an interactive website where customers can profile their device in terms of what the product does and the environment it will be used in. The site then tells the customer if they need to do any testing. | <Photograph> | |
| **3** | Any entity that requires regulatory testing on a wireless medical device that transmits data. | <Photograph> | |

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| **Slide** | | 9 <done except for blue tabs; can’t edit text> <Edit on blue tabs successful; done.> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **Regulatory Bodies** | | | | | | |
| **Template** | | Interactive Accordion | This uses interactive blocks in an accordion layout. | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | Any time UL is performing testing, it's to ensure compliance with regulatory bodies. I interviewed an expert about the regulatory bodies for which WISE tests.  Here's what I found out when I asked this question:  From a global perspective, what are the regulatory authorities that are involved when it comes to testing the wireless capabilities and the data transmission of these medical devices?  **Audio tag: 09a\_WISE** | | | Photograph    110459021  Text  Regulatory Bodies | | | | Remove background, and place woman on transparent, or a solid color. |
|  | Click the each country to learn about that country's regulatory bodies.  **Audio tag: 09b\_WISE** | | | Text  Interactivity  Clickable blocks in accordion | | | |  |
| **Block Title** | **Popup Content** | **Photograph** | |
| Europe | Europe has a CE requirement. The wireless requirement is CE and if the medical device uses radio frequency, the TTD Directive must be met. |  | |
|  |  | | | **US** | The FDA is the regulatory body in the US, in terms of medical. The FCC regulates wireless and anything that works on the electromagnetic spectrum. | 156645503 | |  |
|  |  | | | **Canada** | Canada has Industry Canada as their regulatory body. | 151166378 | |  |
|  |  | | | **China and Japan** | China follows the FDA approach. However, China's regulatory body is called cFDA and Japan's is PAO. | 96744496 | | Color China the same color as Japan, and the text for China should be red. |

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| **Slide** | | 10 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | **Uncover Client Needs** | | | | |
| **Template** | | Animated | This is for animated screens with no interactivity. | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | A client calls you to say they are getting ready to market a new medical device. What questions should you ask to uncover their needs?  Here are some sample questions.  **Audio tag: 10\_WISE** | | | Photograph    45973723  Text  From a medical standpoint, what is the intended use of the device?  Does the device have existing certification from a radio standpoint?  If yes, what level is that certification?  For which countries do you need certification?  What is the output power of the device and of the transmitter?  Where is the antenna to be located, and what is the number of antenna? | | Flip image vertically, so her hands point toward the right.  Display the questions one at a time, with a line arrow pointing to the next question. Questions 2, 3 and 4 should line up underneath each other, since they are related. |

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| **Slide** | | 11 <done> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **Value Proposition** | | | | | | |
| **Template** | | Clickable Numbers |  | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | Once you uncover your client's needs, it's essential to convey our value proposition.  I'd like to share with you how I convey our value proposition to potential customers.  Click each number to see how.  **Audio tag: 11\_WISE** | | | Photograph    110295662  Text  Value Proposition | | | | Remove background, and place woman on transparent, or a solid color. |
|  |  | | | Text  Click each number.  Interactivity  Vertical tabs | | | | <Comments> |
| **Tab Title** | **Tab Content** | **Photograph** | |
| **1** | We test to the FCC requirement, which is mandatory. When we package the mandatory FDA requirement with the optional FCC regulations, you demonstrate that you understand this field and you have considered most of the impact that it may have on it’s working environment. Our customers that do this lead the market and tend to be one of the first to get their product to market. | N/A | |
| **2** | Our testing for FDA 510 likening ensures your product transmits data appropriately, accurately and consistently. If you have data that is moving from Bluetooth to a central location then that supports the FDA requirement as well. If you don’t meet this wireless requirement, your product will be withdrawn from the market. | N/A | |
| **3** | From prototype, to design, to the completed product phase, US interacts and provides advisory services and helps deliver it to market. | N/A | |
|  |  | | | **4** | Our scope of expertise is one thing our competitors don’t have. You may have competitors that may be experts in wireless or in medical. Our experts across both departments help our customer bring a product to market. Also, we are a notified body. |  | |  |

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| **Slide** | | 12 <done> | | | | | | |
| **Topic** | | WISE Services | | | | | | |
| **Sub-Topic** | | **Benefits to our Customers** | | | | | | |
| **Template** | | Tabbed Interactivity | This is for clickable tabs. | | | |  | |
| **Event** | **Script** | | | **Media** | | | | **Comment** |
|  | OK, you're meeting with a client, you've uncovered their needs, and you just conveyed our value proposition. How do you answer this question:  Why should we select UL WISE Services?  **Audio tag: 12a\_WISE** | | | Photograph    110295662 | | | | Remove background, and place woman on transparent, or a solid color.  On launch, Linda's audio plays. |
|  | UL helps our customers prevent and resolve complicated quality issues that could lead to recalls, embargoes, bans and liability. We offer nonclinical testing; usability, EMC and performance testing; safety certification; regulatory advisory services; and compliance training to help speed unrestricted access to the global market.  Click each tab to learn more about benefits.  **Audio tag: 12b\_WISE** | | | 49887574 | | | | Remove background, and place woman on transparent, or a solid color. |
|  |  | | | Text  Click each tab to learn more.  Interactivity  Vertical tabs | | | |  |
| **Tab Title** | **Tab Content** | **Photograph** | |
| Wireless | The security and safety of a patient’s medical and health information is extremely important. UL technical experts can help assess the security of systems that capture and transmit health information. |  | |
| Transaction Security | UL is leading end-to-end transaction security services, facilitating the deployment of secure infrastructures built on new technologies and helping ensure that they operate optimally and securely.  We ensure our clients implement all relevant security requirements into their products and systems properly, so that their customers can use these securely and with confidence. |  | |
|  |  | | | Interoperability | * Interoperability testing, provides manufacturers the opportunity to have their product tested for performance with other Bluetooth devices on the market. * We are one of the few test facilities able to offer profile, protocol and RF testing for Bluetooth devices. * We are able to test to all layers of the Bluetooth protocol architecture and to all Bluetooth standards, including 4.0. * Testing is performed in UL’s Bluetooth-qualified test facility. * UL’s team includes a number of Bluetooth Qualification Experts (BQEs), whose expertise can help our customers understand the testing that’s required to bring products to market quickly. |  | |  |
|  |  | | | EMC Testing | Under our Global Market Access program, customers can choose to combine their EMC test program with their global product safety certification.  UL can tailor EMC test methodology and documentation to customer's specifications, as well as offer expert advice to help ensure the most efficient their time and budget. UL's automated EMC testing facilities enable us to offer an efficient EMC compliance testing service to meet time to market needs. We develop tailored testing solutions, using software automation to enhance process efficiency, analyze results and reduce testing cycles. |  | |  |

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| **Slide** | | 13 <done> | | | | | |
| **Topic** | | **Knowledge Check** | | | | | |
| **Sub-Topic** | | **Benefits to Customer** | | | | | |
| **Template** | | Multiple Choice Multiple Select Question | This is for a multiple choice multiple select type of question. | | |  | |
| **Event** | **Script** | | | **Media** | | | **Comment** |
|  | Read the question and then select the best option(s). Click Submit.  **Audio tag: 13\_WISE** | | | Interactivity  Multiple choice single select question | | | <Comments> |
| Question | Your client indicates that the security of the medical data being transmitted is essential. How should you respond? | |
| Learner instruction | Select all that apply and click **Submit**. | |
| Options | * UL WISE facilitates the deployment of secure infrastructures built on new technologies * We help ensure that your system operates optimally and securely. * We ensure our clients implement all relevant security requirements into their products and systems properly. | |
| Correct options | * UL WISE facilitates the deployment of secure infrastructures built on new technologies * We help ensure that your system operates optimally and securely. * We ensure our clients implement all relevant security requirements into their products and systems properly. | |
| Feedback for correct answer | Good job! All of these responses convey the benefits of using UL WISE Services to test a client's device for transaction security. | |
| Feedback for incorrect answer | Not quite. All of these responses convey the benefits of using UL WISE Services to test a client's device for transaction security. | |

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| **Slide** | | 14 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | **Overview of Service Line** | | | | |
| **Template** | |  |  | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | You just completed the WISE Services for Life and Health Sciences module. Read through what we covered.  Click next when you are finished.  **Audio tag: 14\_WISE** | | | Photograph    110297432    49887574  Text  What did we cover?   * Explained WISE Services * Described how WISE relates to medical devices * Provided examples of WISE and medical devices * Identified the target market * Explained the benefits of the services to the customer * Identified regulatory requirements associated with WISE and medical devices | | Remove background, and place women on transparent, or a solid color.  Arrange images side by side. |

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| **Slide** | | 15 <done> | | | | |
| **Topic** | | WISE Services | | | | |
| **Sub-Topic** | | Conclusion | | | | |
| **Template** | |  |  | |  | |
| **Event** | **Script** | | | **Media** | | **Comment** |
|  | Congratulations!  You are one step closer to completing your service line training.  To advance to the next step, go to panel on the left and click the course assessment link.  In a few days, you’ll receive a workflow email with specifics on how to access your survey.  Remember that this training isn’t posted to your personnel history until the assessment and survey are completed!  Click Exit to leave this course and gain access to your assessment.  **Audio tag: 15\_WISE** | | | Congratulations!  You are one step closer to completing your service line learning.  To complete this eModule, exit the course correctly by clicking Exit in the upper right corner.  Then go to the panel on the left and click the Assessment Folder to access your assessment.  In a few days, you’ll receive a workflow email with specifics on how to access your survey.  Remember that this training isn’t posted to your personnel history until the assessment and survey are completed! | |  |