Deployment Services

for the ComplianceWire® Platform

How an implementation is managed is the key to success for any enterprise-wide application. This is certainly true of a learning solution that impacts all employees. For this reason, UL EduNeering has an experienced team ready to support you during your implementation of the ComplianceWire Platform.

This guide serves as a precursor to the formal Kick-Off Meeting, as well as the subsequent discussions you will have with your UL EduNeering implementation team, led by our Business Solutions Director.

Our Deployment Services can be segmented into three key activities:

1. Holding the Kick-Off Meeting

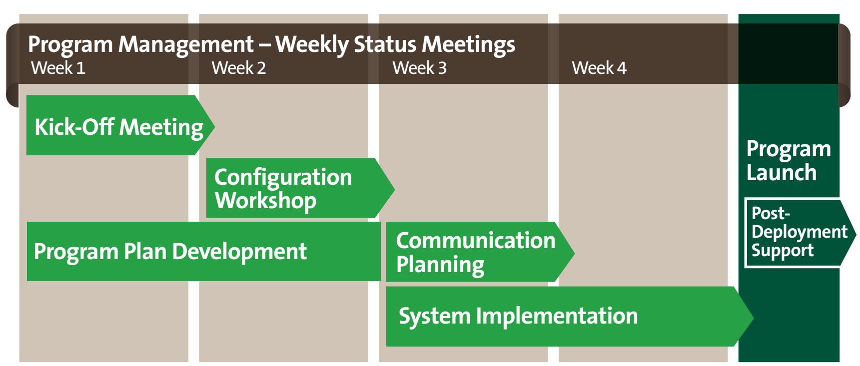
2. Defining the Project Scope

3. Managing the Project Through System Launch

Step 1. Holding the Kick-Off Meeting

During the Kick-Off Meeting, you will receive an overview of our deployment process, in which we align expectations and assign responsibilities. During the meeting we will come to understand your goals, as well as discuss best practices and the platform concepts introduced in our Getting Started guide. We will also discuss business aspects of the project:

- Contract review
- Project scope
- Key business drivers
- Success factors
- Roles and responsibilities of UL and Client
- Demonstration of the ComplianceWire Platform
- Scheduling full-day administrative training
- Proposed timeline (such as the sample timeline shown below)



Step 2. Defining the Project Scope

Following the Kick-Off Meeting, and to ensure we are providing you with the learning solution that best fits your organization's compliance goals and business needs, we will prepare a detailed Project Scope and prepare corresponding timelines. During the project scoping effort, we will itemize tasks and assumptions for this project. A typical Project Scope involves key tasks, such as:

- Platform configuration;
- Integration with specific applications (HR, DMS, etc.);
- Computer-based course overview;
- Validation activities (for Life Science clients);
- Marketing communication services.

The UL Project Manager will provide a "Roles and Responsibilities" document that explains the tasks expected of your team members, as well as the team.

Project Management	Technical Support & Training	Marketing & Communications Support
Facilitate project Kick-Off Meeting to confirm project team, set expectations and confirm requirements Create a project plan with associated milestones, roles and responsibilities and target deliverable dates Conduct weekly status meetings to track progress, coordinate activities and resolve any project issues Coordinate efforts across all resources within UL that will be utilized	Consult with appropriate personnel to determine requirements for setting up the organizational structure and hierarchy, user group and user group hierarchy, custom data fields and any IT-specific requirements Provide guidance and facilitate any automated uploads that may have been requested Provide on site training for primary and supporting system administrators Provide ongoing technical support to system administrator throughout the contract period on a 24x7 basis via 800 number and email Provide periodic training sessions for new feature releases	Create a unique "brand" associated with the initiative within your company Assist in developing a target communication plan to appropriate stakeholders within the organization Provide input for the creation of written communications Measure acceptance of training through a subjective survey Assist in developing implementation kits and ongoing messaging

Step 3. Managing the Project Through System Launch

After the Kick-Off Meeting, the UL Business Solutions Director will manage the project right up your rollout. As the example shows, the project plan is detailed and includes the responsibilities of all team members.

As the project nears completion, you and your administrators (typically up to eight indivuals) will receive a full-day, on site training session. We recommend that this training session is conducted prior to project kick-off so that there is a good baseline understanding of the platform.

After the rollout, the UL Client Services team will provide technical support to provide your team with the guidance and system knowledge to ensure that you are optimizing the platform and setting up the system correctly the first time.

ID		Task Name	Duration	Resource Names
1		**ComplianceWire Implementation**	**105 days?**	
2		**ComplianceWire Configuration**	**103 days?**	
3		**System Configuration**	**38 days**	
4		**ComplianceWire System Configuration**	**5 days**	
5		Determine Company Code	5 days	KE,Client
6		Determine CW Organizational Structure	5 days	KE,Client
7		Determine Custom Fields	5 days	KE,Client
8		**ComplianceWire System Configuration Specification**	**10 days**	
9		Write ComplianceWire Configuration Specification	2 days	KE
10		Approve CW Configuration Specification	3 days	Client
11		Build Client CW site	5 days	KE
12		**Logon and Certificate Images**	**23 days**	
13		Provide specifications for logo / Branding	2 days	KE
14		Provide images for logo and certificate	2 days	Client
15		Prepare images / branding design	10 days	Client
16		Upload images to CW	5 days	KE
17		**Company Options Configuration**	**5 days**	
18		Set classroom options/company preferences	5 days	Client
19		Set password policies	5 days	Client
20		Set e-signature requirements	5 days	Client
21		Set assignment email options	5 days	Client
22		**Create security roles**	**10 days**	**Client**
23		Define Security Roles and corresponding responsibilities	10 days	Client

Sample Project Plan.

The UL Project Manager will provide an ongoing project plan that captures every step of the planning process, including due dates and project team member responsible for each task.

UL's Marketing Services

The cornerstone of a successful system introduction lies in its acceptance by employees. Our Marketing Services team will assist in preparing your marketing materials (e-mails, slides, posters, etc.) to consistently promote the program and communicate its benefits to employees, assuring that learners are adopting the learning solution. We'll also guide you as you consider platform branding options.

By integrating the messaging related to this project into the larger context of the organizational mission, the solution resonates with all employees and continues to generate value. Our communication specialists can work closely with you in the design and delivery of a tailored program sensitive to the organizational culture, priorities and program objectives within your organization.

Our Marketing Services team will help you understand how to "brand" the platform so it reflects your learning system name, your logo and your organization's colors. A branded site helps accelerate the adoption rate among learners.

DEPLOYMENT SERVICE CHECKLIST

Here are the full Deployment Services provided with the ComplianceWire Platform.

Pre-Kick-Off Conference Call

- ☐ Introduce key individuals from both organizations and plan Kick-Off Meeting and Requirements Workshop
- ☐ Client completes Pre-Implementation Questionnaire (this is contained in the Success Guide). We recommend that project managers work with their team members to complete prior to the Kick-Off Meeting)

Kick-Off Meeting

- ☐ Discuss business objectives, contract review, project scope, roles and responsibilities of the project team, project timelines and introduce Marketing Services
- ☐ During the Kick-Off Meeting we will hold a Requirements Workshop, which will include:
  - System demonstration
  - Define the audiences (learners, administrators, etc.)
  - Security roles needed
  - Role-based training requirements and design
  - Reporting requirements (Configuration Specification)

Ongoing Project Management and Site Configuration

- ☐ Platform site is built and configured:
  - Organizational structure is created and platform configurations are set for client
  - Branding the site and certificates
- ☐ Training Requirements Document – produced by the Client and based on output of the Requirements Workshop:
  - Recommended naming conventions are established
  - Recommended training categories and training subtypes
  - Recommended security roles
  - Proposed approach to setup role-based training
- ☐ One-time upload of user data
- ☐ One day of System Administrator Training for up to eight primary administrators – conducted at any single site chosen by Client
- ☐ Support and guidance in setting up custom reports using the standard report generation tools available in the ComplianceWire Platform
- ☐ (Available for Life Science clients): Validation Documentation included:
  - Minimum and Recommended System Requirements
  - CFR Part 11 Whitepaper
  - Validation Package from most recent ComplianceWire release – includes traceability matrix, test scripts executed and validation summary report
  - Project will employ a formal Change Order process
- ☐ Weekly Project Status Meetings – conducted via teleconference and Live Meeting
- ☐ Weekly Project Status Reports – distributed to project team and key stakeholders
- ☐ Project Management for the length of the project

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