

LMS CONSULTING SERVICES

Analysis and Requirements Gathering

Knowledge Stream (KS) will work with key stakeholders and business units to identify and refine existing functional requirements. KS will also work with IT to determine technical/integration requirements. Also, functional requirements will take into account current learning tools, intended audiences, workflows and perceived deficiencies.

Requirements Synthesis and Reporting

Collaborate with program sponsors on the information gathered from each divisional requirements meeting and assist in writing a concise and easy to understand requirements document. KS will then work with stakeholders to agree on priorities and final needs using an agreed upon ranking system. The final deliverable will be the requirements document.

Develop RFP Document

Develop a mutually agreed upon RFP format and contents. KS will present the final deliverable (the RFP document) to the program sponsors and other parties to be specified. KS will also present initial findings, recommendations, and suggestions for moving forward, which may include but is not limited to: (1) based on requirements, estimate the likelihood you will find an LMS that can do most of what your needs require, (2) provide an estimate on the amount of custom development required, (3) provide an estimate on the team size needed to implement/maintain the LMS.

LMS Vendor Identification

Work with stakeholders and purchasing to identify which of the dozens of LMS vendors are best suited for your organization in light of the results of the requirements gathering phase. Identify top vendors and release the RFP.

RFP Evaluation

Create evaluation criteria for review team, educate review team on these criteria and facilitate Q/A communication with vendors.

Vendor Demos

Coordinate, schedule and facilitate vendor demos. KS will also create vendor demo structure and grading scale as well as train review team on how to apply grading methodology to vendor demonstrations.

Final Candidate Selection

Develop a mutually agreed upon document that identifies the selected LMS, the cost to purchase and implement the LMS, the implementation effort needed (timeline, resources and costs), and the customization effort needed (implementation, resources, and costs), if needed. KS will present the final document to the project sponsors.

Contract Negotiation

Assist as needed with contract negotiations, customer reference calls, license agreements, SOWs and escrow accounts.

Implementation

Provide assistance in the kick-off, setup, configuration, training and customization of the system as it is rolled out by the selected vendor. If custom services are required KS will also assist in scoping and managing of the development.