IMPLEMENTATION PROCESS

START

1 Create Customer Domain
1 DAY

- CiNet Customer Service Rep (CS Rep)
- CiNet Accreditation Manager

- Customer Service Representative assigned as soon as Contract is processed
- CS Rep will set up Customer Domain in CiNow.
  - Includes: Name, SAP Number, Number of Users, Start/Stop Date of Contract, Name of CiNet Sales Representative
- CS Rep will check CiNet Academy to see if Customer has ever used Accreditation.
  - If YES they will pull a customer extract as a replacement for a User Upload Spreadsheet.

2 Initial Customer Contact
1 DAY

- CS Rep
- Customer:
  - Manager Admin (MA)
  - User Admin (UA)
  - Training Admin (TA)

- CS Rep will call the Customer and advise the following:
  - That they are handling the customer's CiNow implementation
  - The steps involved in setting up their account.
  - Describe the upcoming Implementation Call
  - eMail the User Upload Spreadsheet for the Customer to complete. This identifies all Customer employees that are to be set up on the system.
  - Identify with the Customer all Customer Representatives that will participate in the Implementation Call – Includes MA, UA and/or TA
  - eMail the Administration Guide and User Guides so that the Customer can review these prior to the Implementation Call

REFERENCE DOCUMENTATION – User Upload Spreadsheet, Administration Guide and User Guide

3 Add Courses to Domain
*1-4 WEEKS**

- CS Rep

- CS Rep selects the courses listed on the Contract and begin the process of Cloning and Blending the courses to add to the Customer's Domain.

** Based on the size of the library being set up and amount of customization*

4 Customer Sends in User Upload Spreadsheet
*1 WEEK***

- Customer

- Customer completes the User Upload Spreadsheet provided during the initial customer contact - Required to complete the Implementation and enable them to start using CiNow.

REFERENCE DOCUMENTATION – User Upload Spreadsheet

*** This should be done at the same time CS Rep is loading courses*

5 Implementation Call
*1-2 HOURS****

- Customer - MA, UA and/or TA*
- CiNet CS Rep

- Now that the Customer Domain is created, the courses are loaded, and the Users (Employees) are uploaded into the system an Implementation Call is scheduled to complete the following:
  - Walk the Customer MA, UA and/or TA through CiNow (using WebEx) so they will know how to operate the LMS.
  - Understand the roles of the 3 Customer Administrators – Manager, User and Training.
  - Understand the Student roles
  - Provide responses/additional training on topics requested by the Customer

REFERENCE DOCUMENTATION – Administration Guide and User Guide

**** Will take longer if there are multiple sites*

6 Follow Up Calls
0.5 HOUR EACH

- Customer
- CiNet CS Rep

- Once the Implementation Call is complete and the process is running, the CS Rep will contact the Customer at 14, 30, 60, & 90 day intervals to see if there are any questions or additional training required after working with the system.

Critical Information Network , 4101 International Pkwy , Carrollton, TX 75007 | +1. 972.309.4000 | Toll Free 800.624.2272 | www.criticalinfonet.com

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