



Project Lifecycle Overview

At Elluminate Professional Services, we partner with you to successfully meet your unique business needs. Our experienced EPS team has domain expertise in effective virtual training management, optimal content design, and interactive facilitation for online delivery.

Think of us as an extension of your team, providing guidance and transferring knowledge. Our recommendations are based on industry best practices, complementary to the student population, and aligned with your academic and business objectives.

Your Elluminate Team

Our experienced collaboration technology professionals play a variety of roles that span the entire length of our engagement.

- The **Account Manager** is the commercial contact and strategic lead for your Elluminate engagement.
- **Education Consultants** provide Elluminate product training and address content creation requirements. Our Education Consultants have a minimum of 10 years of experience developing and delivering content in the physical classroom and a minimum of 6 years of experience with eLearning.
- **Technical Consultants** work with customers and business partners in the design, installation, and testing of your Elluminate software environment. Our Technical Consultants have a minimum of two years of experience with Elluminate products.
- **Implementation Consultants** play a pivotal role in defining the project vision with your program managers. The consultant is then responsible for executing the project plan to include business process design and re-engineering, change communication, role-based training, and reporting and metrics. Our Implementation Consultants have a minimum of two years of experience implementing Elluminate solutions, as well as an excellent track record of implementing project management and change management strategy and processes around large systems deployments.
- **Technical Support** provides reactive first and second-tier technical troubleshooting assistance. The specific level of technical support is determined by your contract.
- For each project, EPS assigns a **Project Manager** who is responsible for all phases of the implementation and acts as your liaison and advocate within Elluminate. The Project Manager engages other resources as required to ensure the project is completed to our mutual satisfaction and high standards.

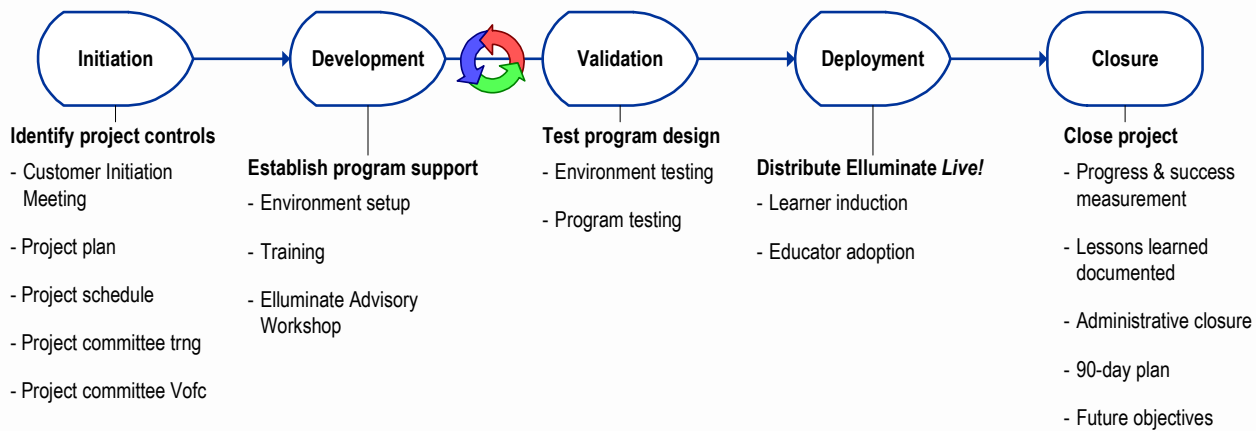
Note: Some consultants play more than one role, working with you onsite or remotely. All Elluminate consultants are certified in the respective Elluminate Implementation Methodology phases.



Project Life Cycle

Elluminate's comprehensive implementation services ensure an on-time and on-budget launch of your virtual campus. Our solution includes continuous project management, a solid business model based on easily sustained and replicated business processes, comprehensive training and skill building, and change communication to promote visibility and encourage faculty and student adoption.

The lifecycle of an Elluminate implementation occurs over five phases.



Initiation

During this phase, the joint team is formally introduced and defines critical aspects of the project, which are presented in the form of a project plan. The project plan includes an identification of the stakeholders; assumptions, contingencies, and risks; business objectives; minor and major milestones; and success criteria.

A carefully and well-planned project keeps the deployment focused on the business objectives, on time, and on budget. In addition to documenting a project plan, a task-based project schedule is generated and the project committee receives Elluminate product training and creates virtual offices.

Development

During this phase, activities occur to meet the objectives outlined in the project plan.

- *Environment setup.* These are the tasks required to ensure your Elluminate environment is properly installed, configured, and thoroughly tested. Additional tasks may include data migration, integration to other applications, and customization and branding.
- *Training.* Elluminate offers a full catalog of role-based training. During the Development Phase, your system administrators, help desk staff, educators, and content developers learn how to use Elluminate products proficiently.
- *Elluminate Advisory Workshop.* A well-built collaborative environment requires more than the software platform. These online workshop sessions align best practices with business requirements, translating to faster adoption of the collaboration platform and a consistent online experience. Topics may include: license management, content development and migration, accessibility requirements, course management, user management, educator adoption, student readiness, marketing and change communication, technical support and escalation, quality monitoring, and environment maintenance.

Validation

During this phase, your team and Elluminate conduct a series of events to ensure the distance learning strategy adequately prepares and supports the virtual community. Results from the validation events are reviewed and used to improve and strengthen the business model prior to launching into production.

**Deployment**

During this phase, your team works more autonomously toward meeting its business objectives. Elluminate will provide go-live support during the first events.

Closure

Reaching this phase signifies the end of the engagement. Progress and success are measured, project documents are archived, lessons learned are captured, and the engagement is formally closed. Prior to assuming a less active and direct role in your deployment, the Elluminate team works with you to devise a plan for using Elluminate products during the initial 90 days of deployment and to identify future objectives.

For more information, contact consulting@elluminate.com.