Professional Services

Mass Import of Courses / Content Packages / Historical Completion Records

Service Overview:

This billable Professional Service Offering is for clients wanting to import content packages (SCORM / AICC), mass create courses, course shells, and or historical completions.

Each import varies from client to client based on requirements, complexity, data volume and interdependencies. A good understanding of LMS365 and its features and accurate data for the import is required to guarantee a successful delivery.

LMS365 Definitions

- **A Course** is a place to host course definitions and learning content. Learning content ☐ within a course can include videos, PowerPoints, quizzes, other items and ☐Content Packages (SCORM/AICC)

- **Content Packages (SCORM / AICC)** are an e-learning industry standard. Content packages can be created in-house by the client or purchased from a content provider like Go1, LinkedIn Learning, Clip Training, Law Pilots, and others. Content packages are added to the Content Package library during import.

  A Content Package (SCORM / AICC) on its own does not represent a course and must be associated with a course

- **A Historical Completion Record** is a training record for an individual learner received in the past. A completion record must include the actual issue date and if required can include an expiration date. A certificate image file or internal LMS365 certificate can be used for physical certificate records. If certificate is not required, a client can elect to only import the completion record.

  A record can be associated to an existing LMS365 course or can be imported as an external training record if the course does not exist in LMS365.
  - An **External Training** record refers to training that took place outside of LMS365.

  Once records are imported, learners will get a full picture of their entire learning transcript including historical records by accessing the **My Training Dashboard** page and managers can see course completion records through the **Line Manager Dashboard** page.

  Accurate and complete **Data Files** must be provided by the client and used for mass import / creation. Approved templates for datafiles are provided by **LMS365.**

Import Process

Import Preparation:

Different use cases, required client and system preparation, possible data interdependencies, data quality, timelines and expectations are important factors for any import. Please fill out the **Import Services Request form** to request your import services. This will help our team in preparing a professional service quote necessary to deliver the requested import services.

Required Course to be taken:

To ensure the success of your project, and to optimize the interaction between you and our Professional Services team, the Import Services Training course will be assigned to you explaining the data preparation, etc.
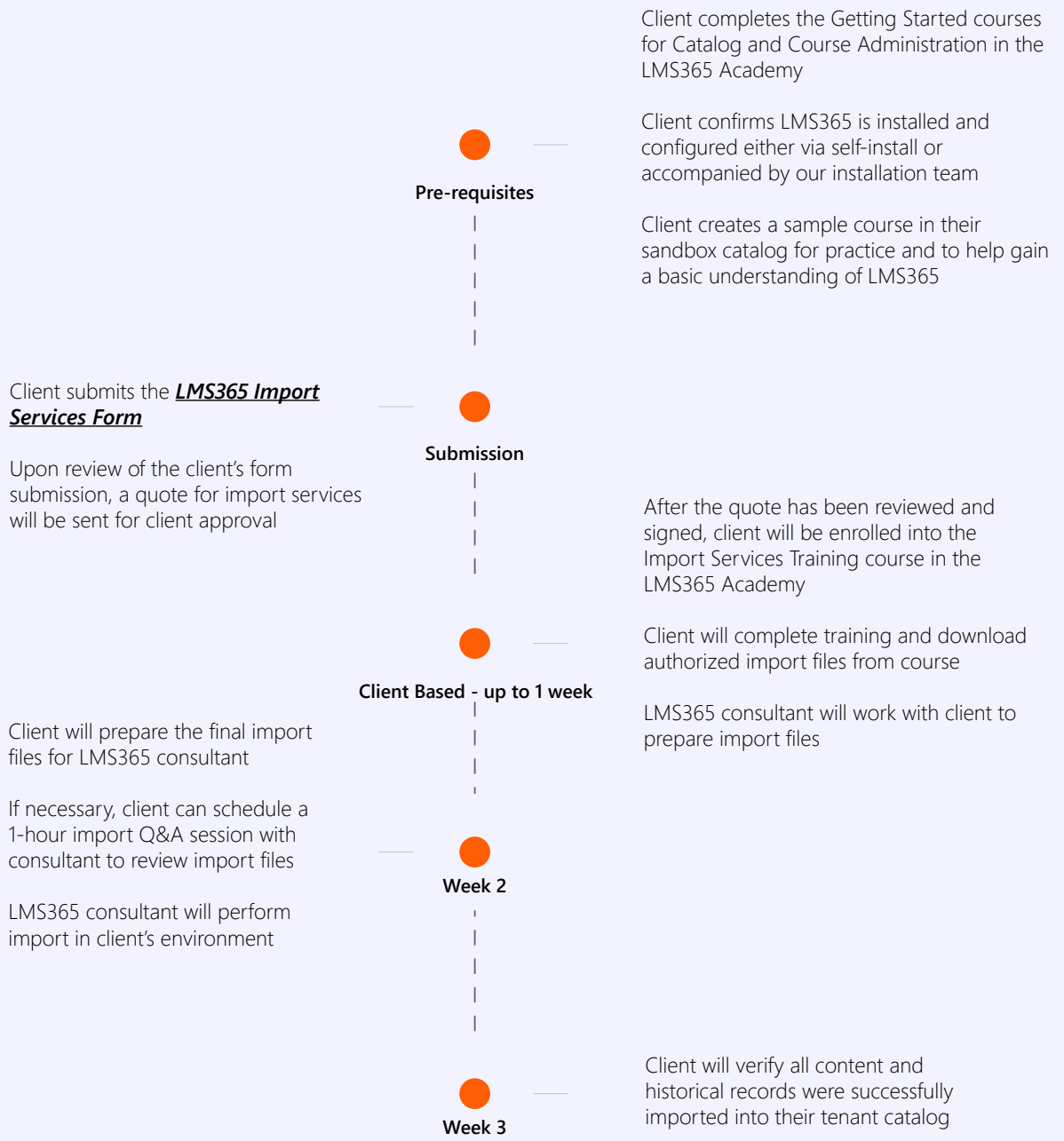
This course is required to be completed at the start of the project.

Frequently Asked Questions

What is the estimated effort on our side?
Hard to say, but it is upmost important for a client to provide full and accurate data for the import. LMS365 requires simple, but accurate MS Excel based data files for the import (approved, easy to use templates are provided). The client is responsible for the extraction of data and preparation of these import files. The effort ranges typically between 4 and 8 hours.

Will I be able to talk / work with a LMS365 Consultant from your team?
Yes, a LMS365 Consultant will be assigned to you during your import project and can assist and answer any import questions.

Will you need access to our environment?
Yes, an assigned LMS365 Consultant will need permissions in your environment as a Catalog Administrator to complete a successful import.

Are there any limitations?
The Import Service will not import training plans and it cannot import CEU's or skills without a course in LMS365 associated. Other limitations are explained in detail as part of our mandatory Import Services Training course.

Is a certificate required when importing historical records?
A certificate is not required for importing historical records. However, if you would like to use LMS365 notifications to let learners know when training must be retaken for compliance reasons, a certificate with expiration date is required.

What are typical timelines from start to finish?
Based on past projects we see a typical project duration of 2-4 weeks based on data collection, preparation and resources availability.

Will you extract data for us from our old LMS?
No, The LMS365 team is not able to extract data from your current LMS, as they all differ and frequently change the extraction method. Data for the import must be provided by the client.

Do I really have to complete the Import Services Training you provide?
Yes, the course we provide is essential for guaranteeing success of your project.

I just want to import Content Packages as courses. How is that handled?
Content Packages (SCORM / AICC) must be associated with a course, otherwise they are only uploaded into the Content Package library.

LMS365

Import Timeline

Pre-requisites

Client completes the Getting Started courses for Catalog and Course Administration in the LMS365 Academy

Client confirms LMS365 is installed and configured either via self-install or accompanied by our installation team

Client creates a sample course in their sandbox catalog for practice and to help gain a basic understanding of LMS365

Submission

Client submits the **_LMS365 Import Services Form_**

Upon review of the client's form submission, a quote for import services will be sent for client approval

After the quote has been reviewed and signed, client will be enrolled into the Import Services Training course in the LMS365 Academy

Client Based - up to 1 week

Client will complete training and download authorized import files from course

LMS365 consultant will work with client to prepare import files

Client will prepare the final import files for LMS365 consultant

If necessary, client can schedule a 1-hour import Q&A session with consultant to review import files

LMS365 consultant will perform import in client's environment

Week 2

Week 3

Client will verify all content and historical records were successfully imported into their tenant catalog

* Please note that the timeline above is only an estimated reference and actual import time will vary based on availability and seasonality

Pricing

Clients can purchase standardized buckets of either 10, 25 or 50 hours for Import Services. An estimation of hours needed is made based on the LMS365 Import Services Form. The hours will be used by the assigned LMS365 Consultant as stated above in the timeline. Unused hours can be used for any additional engagement needs you have and are valid for 12 month from the start of the project.

Type	Hourly price	Total price
4 hours	250 USD	1,000 USD
16 hours	200 USD	3,200 USD
25 hours	195 USD	4,875 USD
50 hours	190 USD	9,500 USD

Hourly prices may vary by country and are adjusted based on your location / currency.
Quotes will be provided in local currency.