

Laurens Kids Courses Maintenance Agreement 2018-19

Deliverable 1: Provide and maintain a customizable registration portal with extensible data collection variables. The portal will be capable of differentiating registrants into distinct user groups, thereby allowing permissioned access to Lauren's Kids trainings.

Deliverable 2: Provide and maintain, per user group, training catalogs that will allow administrators to define each group's ability to either directly enroll in or request access to trainings.

Deliverable 3: Provide tracking of user data from the registration portal, training catalog enrollments, and individual user progress/completion of trainings to be used in generating customized administrative reports.

Deliverable 4: Provide 24/7 access to an online support ticketing system through which technical assistance will be facilitated. Responses to support request will be acknowledged within 48 hours of receipt.

Deliverable 5: Host and maintain the Beginning Teacher and Principal trainings in a reliable training management system, such that access is available 24/7 per user. The Lastinger Center will arrange for up to 5,000 user licenses in this maintenance agreement. The system's architecture will provide a scalable environment capable of hosting thousands of concurrent users. This deliverable will be facilitated using the Cypherworx, CollaborNation, training management system and/or the Lastinger Flamingo Training System under a development agreement with 42 Lines, Inc.