

# AB Connect Services Packages

Certica Solutions provides technical, consultative and solutioning services to assist the transition for clients to the AB Connect™ system for all learning standard, metadata, and alignment needs.

## PROVISIONING & BASIC TRAINING

### PROVISIONING SERVICES

Provisioning and Basic Training:

- AB Connect provisioning including account setup and license configuration
- Initial training including environment setup and available AB Connect documentation and resources
- Standards management training
- AB Alignment training with Certica Specialist for up to 2 users (Professional Edition only)
- AB Connect Admin project and reporting training Professional Edition only)

\* *This is a required service if the AB Connect Start-Up package is not purchased.*

## START-UP SERVICE PACKAGE

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#### New Clients

The AB Connect Standard Edition Start-Up Service is delivered as a managed service over 6 months and includes the following:

Provisioning and Basic Training:

- AB Connect provisioning including account setup and license configuration
- Initial training including environment setup and available AB Connect documentation and resources
- Standards management training
- AB Alignment training with Certica Specialist for up to 2 users (Professional Edition only)
- AB Connect Admin project and reporting training (Professional Edition only)

Technical Consultation:

Through a series of virtual sessions during the Start-Up phase, Certica Consultants will:

- Provide technical consultation – as needed – to assist with learning the AB Connect API, designing the integration of the client's systems with AB Connect and answering implementation questions. Session topics may include: AB Connect data model, use case discussions and integration design discussions
- Review agreed use cases and map out API interactions to support the use cases. Certica will deliver sample API calls with an explanation of how they can be used to support the use cases
- Review the client's technical integration design and make recommendations to ensure the smoothest and most efficient integration

Best Practices:

- Through a series of virtual sessions during the 6-week Start-Up phase, Certica Consultants will share best practices, and where appropriate will propose additional services that may assist in successful AB Connect implementation.



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START-UP SERVICE PACKAGES	
<p><b>START-UP SERVICE PACKAGE</b></p> <p><b>Existing Clients</b></p>	<p>The AB Connect Start-Up Service for existing AB users is designed to provide additional technical consultation to clients who are transitioning from AB Connect Classic Edition. This service is delivered as a Managed Service over 6 months and includes the following:</p> <p>AB Connect Professional Training (Professional Edition only):</p> <ul style="list-style-type: none"> <li>• AB Alignment training with Certica Specialist for up to 2 users</li> <li>• AB Connect Admin project and reporting training</li> </ul> <p>Technical Consultation:</p> <p>Through a series of virtual sessions, during the Start-Up phase, Certica Consultants will:</p> <ul style="list-style-type: none"> <li>• Provide technical consultation – as needed – to assist with learning the AB Connect API, designing the integration of the client’s systems with AB Connect and answering implementation questions. Session topics may include: AB Connect data model, use case discussions and Integration design discussions.</li> <li>• Review agreed use cases and map out API interactions to support the use cases. Certica will deliver sample API calls with an explanation of how they can be used to support the use cases.</li> <li>• Review the client’s technical integration design and make recommendations to ensure the smoothest and most efficient integration</li> </ul>

APPLICATION SUPPORT SERVICES	
<p><b>ANNUAL APPLICATION SUPPORT PACKAGE</b></p>	<p>Annual Application Support Services for AB Connect includes the following:</p> <ul style="list-style-type: none"> <li>• A dedicated AB Customer Success Manager who will gain an understanding of the client’s business needs and provide both proactive and reactive support</li> <li>• Consultation with AB Experts:               <ul style="list-style-type: none"> <li>• Responses to “how-to” questions (by email and phone)</li> <li>• Best practices (by email and phone)</li> </ul> </li> <li>• Refresher training, as needed, in the following areas               <ul style="list-style-type: none"> <li>• AB Alignment training</li> <li>• AB Connect Admin project and reporting training</li> <li>• Standards management training</li> </ul> </li> </ul>
<p><b>APPLICATION SUPPORT (Hourly)</b></p>	<p>Application Support Hours for AB Connect includes a block of 10 remote consulting hours which allows access to AB Experts for ‘how to’ assistance, best practices, and refresher training.</p> <p><i>* Hours must be used within 12 months of order.</i></p> <p><i>* This is required if the AB Connect Application Support package is not purchased.</i></p>
<p><b>APPLICATION SUPPORT (Onsite)</b></p>	<p>Onsite Application Support for AB Connect includes an onsite consultation with an AB Expert for ‘how to’ assistance, best practices, and refresher training.</p>



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AB CONNECT ADVANCED SERVICES	
<b>STANDARDS MANAGEMENT CONSULTING SERVICES</b>	<ul style="list-style-type: none"> <li>• Provide a deeper level consultation on the intended use of each of the AB standards documents and corresponding lifecycle (adopted, implemented, assessed, obsolete).</li> <li>• Deliver a documented table of: state /standards document / year / subject / grade</li> <li>• Standards Management Consulting is a time &amp; materials service and quote is dependent on number of states and number of subjects</li> </ul>
<b>STANDARDS MIGRATION</b>	<ul style="list-style-type: none"> <li>• Provide expertise to assist with the migration of previously aligned standards into AB Connect.</li> <li>• Standards Migration is a time &amp; materials service and quote is dependent on how many alignments (state/subject) exist</li> </ul>
<b>CONTENT ALIGNMENT ENABLMENT &amp; TRAINING</b>  <b>(Professional Edition only)</b>	<ul style="list-style-type: none"> <li>• Provides additional training and assistance to enable alignment work within AB Connect, including:               <ul style="list-style-type: none"> <li>• Training in the use of AB Aligned user interface as needed</li> <li>• Training in the use of AB Aligned reporting system</li> <li>• Assist as needed in the creation of asset records and relationships</li> <li>• Additional project assistance to create asset subset, standard subsets, make assignments, use review functionality</li> </ul> </li> <li>• Content Alignment Enablement and Training is a time &amp; materials service and quote is dependent on the number of users and the complexity of asset structure.</li> </ul>
<b>ADVANCED CONTENT ALIGNMENT CONSULTING</b>  <b>(Professional Edition only)</b>	<ul style="list-style-type: none"> <li>• Provide consultation for integrating existing metadata in AB Connect. This can include:               <ul style="list-style-type: none"> <li>• Metadata Analysis - Certica will provide analysis of existing metadata across products along with recommended best practices for storage in and connectivity to the AB Connect system.</li> <li>• Taxonomy Integration – Certica will provide solution consulting and analysis to integrate Client provided intermediaries.</li> </ul> </li> <li>• Advanced Content Alignment Consulting is a time &amp; materials service and quote is dependent on the number of users and duration of assistance</li> </ul>