

RFP #32-23

Learning Management System



Prepared For:

**City of Clearwater
Attn: Procurement Division
100 S. Myrtle Ave
3rd Fl
Clearwater, FL 33758-4748**

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TAB 1 – Letter of Transmittal

July 7, 2023

Scott Burrows, MPA
Procurement Analyst
100 S. Myrtle Ave, 3rd Fl
Clearwater, FL 33758-4748

Subject: RFP #32-23 Learning Management System

Dear Scott Burrows,

Noverant has over 20 years experience and is highly qualified to provide the services described herein to the City of Clearwater. We are excited for the opportunity to provide the City with a cohesive learning management system to foster professional growth and will provide the City's staff with training and support to empower users to leverage the LMS to its fullest extent. We are confident we can provide a launch of the LMS by October 2023.

Noverant will be able migrate data from the NeoGov Learn system into staff accounts and integrate with the City's ERP (Tyler Munis Enterprise Resource). Furthermore, the Noverant LMS provides employee and administrative portals and can easily support the prescribed 1,850 City staff users. We offer synchronous and asynchronous learning options on the LMS.

Please contact the following per this response to RFP #32-23:

Dr. F. Gozzo, President Noverant, Inc.
421 Fayetteville St, Suite 1116
Raleigh, NC 27601
Email: fgozzo@noverant.com
Tel: 919 426-5494
Fax: 888 383-7316

Sincerely,



Dr. F. Gozzo President & CEO

TAB 2 Demonstrated Experience of the Firm, Project Personnel and References

a. Noverant Qualifications

Who is Noverant?

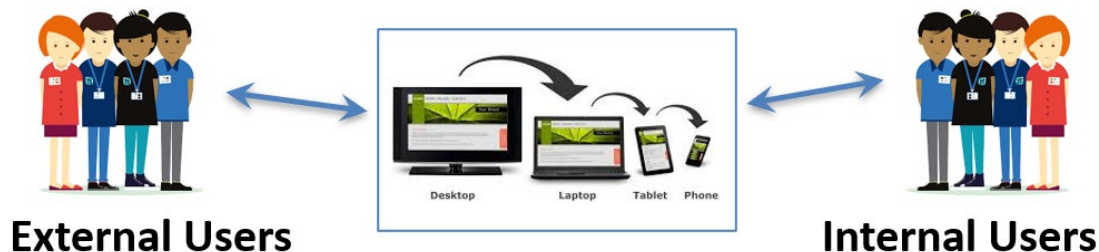
Noverant is a privately held North Carolina corporation **founded in 2002**. The firm initially delivered client-hosted (on-site) LMS solutions for **highly regulated clients** in the pharmaceutical and life science industries.

In 2006, **Noverant pioneered the SaaS-based LMS** and expanded to additional markets including **government**, healthcare, security, and other regulated and safety-sensitive industries.

Noverant has extensive experience with diverse government clients, **serving both internal and external users**.


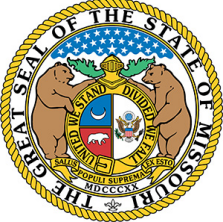


Noverant has <100 employees and is **headquartered in Raleigh, NC** with data centers worldwide.

Noverant **does not subcontract** any of our staffing to 3rd parties. Clients are always working directly with Noverant employees.



Noverant Experience & Qualifications

Noverant has unique experience that brings significant value-add to the City. While our clients' range in size from less than 50 users to over 100,000, **all our clients are using the same SaaS-based solution as that proposed herein to the City.** The table below highlights a sampling of active clients who share similarities with the City in size, mission, complexity, or regulatory environment.

Client	Description
	The Chicago Transit Authority (CTA) awarded Noverant a multi-year agreement for Noverant Online - Enterprise Edition CTA has over 11,000 employees, primarily employed through collective bargaining agreements. CTA uses Noverant to deploy and manage a wide variety of safety and security sensitive training and compliance initiatives for its highly complex bus and rail operations.
	The State of Missouri Dept of Corrections (MoDOC) awarded Noverant a multi-year agreement for Noverant Online - Enterprise Edition. MoDOC has over 8000 employees and uses Noverant extensively to deploy and manage a wide variety of content including seamless access to LinkedIn Learning as well as their own content. In 2022, the State awarded a second contract to expand the services to the Missouri Department of Education.
	Hamilton County is the home county of the Greater Cincinnati region, serving large cities and small towns in the County. Hamilton awarded Noverant a multi-year agreement in 2020 for our enterprise wide LMS.
	Access Health CT is the State of Connecticut's official health insurance exchange marketplace. AHCT awarded Noverant a multi-year agreement in 2019 to address critical training needs of employees and external brokers supporting the public with their government-sponsored health care programs.

	<p>Curia is a global contract research, development and manufacturing organization, offering products and services across the pharmaceutical and biotechnology industry. Curia has been an active client for nearly 20 years, beginning with our initial behind-the-firewall solution in 2002 and transitioning to our SaaS-based solution over 12 years ago.</p>
	<p>Thorne, based in South Carolina with operations nationwide, is the only supplement manufacturer that collaborates with the Mayo Clinic and is trusted by more than five million customers, 46,000+ health-care professionals, thousands of professional athletes, and more than 100 professional sports teams. Thorne selected Noverant in 2022 due to Noverant's clear leadership position in government approved and validated LMS services. <i>Active client since 2022.</i></p>
	<p>Sumaria Systems is a leading provider of technical, engineering, professional and enterprise networking solutions to the U.S. Department of Defense (DoD) and other government agencies. Sumaria selected Noverant in 2022 due to Noverant's experience in working with regulated clients and delivering high quality, low risk solutions to address complex information, training, and compliance management needs. <i>Active client since 2022.</i></p>
	<p>The Government of Alberta (GoA) selected Noverant in 2015 to assist municipalities by administering safety standards and managing the Alberta Emergency Management Agency and Municipal Government Board. The scope was doubled in 2016 to serve external <i>and</i> internal (employee) user base of over 100,000 users. <i>Active client since 2015.</i></p>
	<p>British Columbia (BC) is the provincial government of the western-most Canadian province. BC selected Noverant in 2019 to meet training and compliance requirements of the BC Real Property division. The province awarded Noverant a second concurrent contract in 2020 to serve the unique needs of the Ministry of Energy, Mines and Petroleum Resources. <i>Active client since 2019.</i></p>
	<p>The Government of Ontario (GoO) serves the largest province in Canada. GoO awarded Noverant an 8-year contract for an enterprise LMS for over 100,000+ employees. Noverant Online is the only LMS solution that has been tested and AODA-certified directly by the Government of Ontario. <i>Active client since 2017.</i></p>

	<p>Workplace Safety & Prevention Services (WSPS) primarily serves the manufacturing, agricultural and service sectors and is the largest health and safety association in Ontario, supporting over 171,000 member firms and 4.2 million workers.</p> <p>WSPS selected Noverant for its enterprise LMS in 2019 under a multi-year agreement. <i>Active client since 2019.</i></p>
	<p>The City of Kitchener, located in southeastern Ontario, awarded Noverant a 10-year contract for an enterprise LMS for its employees. <i>Active client since October 2019.</i></p>
	<p>The City of Sault Ste. Marie, located in southwestern Ontario, awarded Noverant a multi-year contract for an enterprise LMS for its employees. <i>Active client since August 2020.</i></p>
	<p>Niagara Health is a multi-site organization in Ontario comprised of six hospital sites across 12 municipalities. Niagara Health selected Noverant as its enterprise LMS to manage nurse/physician training and continuing education. <i>Active client since 2016.</i></p>
	<p>The Toronto Police Service (TPS) has served the Toronto metropolitan area since 1834. TPS selected Noverant in 2019 to address high stakes testing and certification of police officers. <i>Active client since 2019.</i></p>
	<p>E-Comm is the largest 911 centre in British Columbia (BC) and responsible for 88% of the province's 911 call volume. E-Comm serves Metro Vancouver, 24 metro regions and 35 police/fire departments throughout BC. E-Comm selected Noverant as its enterprise LMS. <i>Active client since 2016.</i></p>

Noverant Licenses

Noverant staff are experienced professionals with recognized memberships, certifications, and affiliations.

- Project Management Professional
- AWS Certified Developer
- AWS Certified Solutions Architect
- AWS Certified SysOps Administrator and related credentials.

As an organization, Noverant's security and privacy policies have been reviewed and accepted for use by

- US Food and Drug Administration
- US Department of Homeland Security
- US Department of Transportation
- US Federal Aviation Administration
- State of Georgia
- State of Missouri
- State of North Carolina
- State of Virginia
- State of Connecticut
- State of Alaska
- Government of Alberta
- Government of British Columbia
- Government of Ontario

Noverant LMS is the **only solution that has been AODA-certified¹ directly by the Government of Ontario Accessibility Centre of Excellence*

¹ The Government of Ontario currently maintains highly restrictive accessibility standards as defined by the Accessibility for Ontarians with Disability Act (AODA).

Noverant Staff Training

Noverant provides staff with industry-standard training including **privacy, security, and cyber awareness training** at least annually.

In addition, certain staff members are required to comply with **client-specific training and background checks** requirements.



Financial & Legal Status

Financial

Noverant, Inc. is incorporated in the state of North Carolina. There are no known events which will materially increase financial or security risk to impact Noverant's ability to provide the prescribed LMS services to the City of Clearwater.

Early Terminations

NONE. Noverant has never had a client terminate, cancel, or suspend services prior to completion of the engagement or expiration of the full term.

Litigation/Disputes/Default

NONE. There have never been, and there are no pending lawsuits, unresolved claims, disputes, or terminations. Noverant has never defaulted or failed to complete a contract. We have never had a contract terminated by the other party.

Litigation History			
Date	Parties	Nature/Description	Outcome
NONE	n/a	n/a	n/a

b. Assessment

Noverant Uniquely Provides the City. with The Best Value & Lowest Risk! We are excited for the opportunity to upgrade the City's LMS experience with a user-friendly offering that will provide quality content to further professional growth.

Noverant Is an Experienced Partner - Noverant is a leading provider of learning management systems with over 20 years of experience in government and regulated environments. Our team has decades of experience deploying similar blended learning solutions that include HR documents, instructor-led training, e-Learning, assessments, equivalencies, pathways, competencies, health and safety certifications and related training/media types.



Proven Technology – Noverant is the clear industry leader in government LMS applications, as the only LMS that is continuously accessibility-tested and certified by a major government. Our Software-as-a-Service (SaaS) solution operates in our government-approved US data centers. The solution is proven, secure, cost-effective, and scalable for clients of any size, ranging from small businesses to hospitals to large government agencies.



Government-Approved – Noverant has served government-regulated and high-stakes sectors for decades. Just a few examples of active Canadian clients include Chicago Transit Authority, State of Missouri Department of Corrections, Hamilton County, Access Health Connecticut, and other government and regulated entities worldwide.

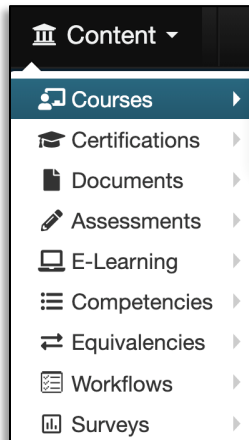


The Noverant LMS cultivates a blended learning environment. Our features such as creating groups and assigning roles/permissions to groups and users will provide efficiency in providing training to the users. As groups are assigned and roles determined, the City will be able to grant privileges and access to individuals and groups as needed.

The City's administrators and managers will be provided training to use the system with ease and minimum input from Noverant.

Noverant Supports Blended Learning

Noverant Online supports a **complete blended learning environment**. Authorized users can add or modify a wide variety of in-house or external content types.



Courses - Instructor-led courses (in-class or virtual)

Certifications - CPR, RN, Tech Level 1, etc.

Documents – PDF, docx, xlsx, html, YouTube, Lynda.com

Assessments – Full testing engine

E-Learning – Standard modules (e.g., SCORM)

Competencies – Bundled training.

Equivalencies – Provide completion options.

Workflows – Bundled training in a forced sequence.

Surveys – Training or general surveys

Noverant Online supports diverse electronic media, including common text, image, and video formats directly or wrapped in e-Learning (e.g., SCORM, xAPI, cmi5, etc.).



The system features an **efficient competency of “Bundle” learning object**. This simplifies the creation of multi-element training.

Elements Edit		
Name	Type	Added On
AODA Part 1.html (2014.0)	Resource	Mar 15, 2019 3:45 PM EDT
Basics of Microsoft Word	Course	Mar 15, 2019 3:48 PM EDT
Regulatory Affairs	E-Learning	Mar 15, 2019 3:48 PM EDT

Groups and Permissions

Group Enabled Standardized Training

Noverant's proven user/group management service allows tremendous flexibility in **automatically mapping training requirements based on business rules/flows**.

A user can be associated with an unlimited number of groups which **each have their own courses/curricula** driven by different business processes.

In addition, to the extent the City's HRIS or other systems contain associated information about a user, that data can be **automatically synchronized with Noverant LMS**.

This group-based mapping provides a powerful and efficient method to assign training and/or make training available to users based on their role, departments, etc.

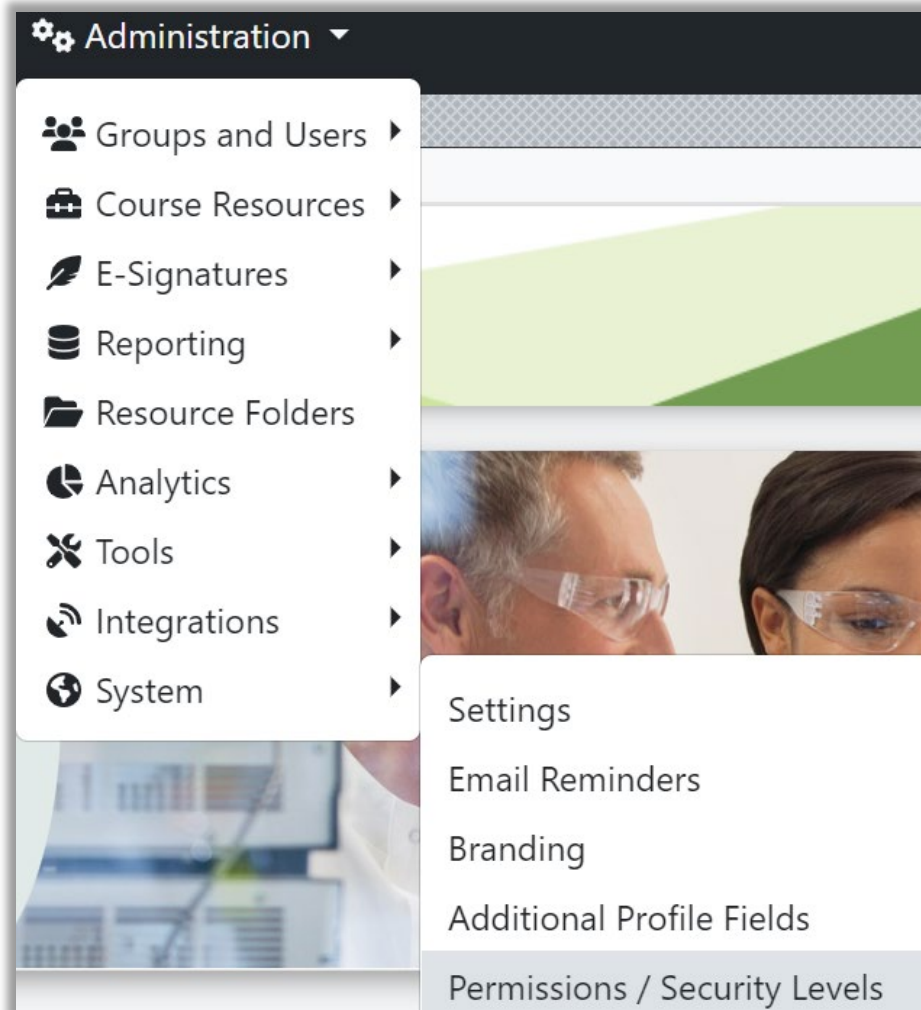


Create Dozens of Role-Based Permissions

Noverant Online allows clients to **create and manage hundreds of discrete role-based permissions** which can be assigned to one or more positions.

Typical roles include **Learner, Manager, Training Coordinator, Content Owner, Administrator, etc.** Clients typically start with **5-6 permissions** during initial implementation, and then grow that to **10-15 permissions as the need arises**.

There is **no limit to the number of permissions that are defined**, and there is **no limit to the number of permissions granted to any user**, (e.g., a user can be a Learner, Instructor, and Inspector).



Same User, Multiple Roles!

Any user can be granted an **unlimited number of roles**. For example, a user (Jane Instructor1 in the graphic below) can simultaneously be a learner and instructor.

Users with multiple roles can exercise their privileges from the **same user account and login session**.

Person Details			Person Actions
Name Jane Instructor1	Email jane@myemail.com	Username inst1	
Primary Group Corporate Services	Groups Corporate Services	Roles Instructor learner	

Privileges and Access

User Access is Easily Controlled by Privileges, Scope, and Role

Noverant Online includes a **powerful access control system**, where one or more discrete privileges can be granted. In addition, the system features **scoped privileges**. The following examples:



- Jane has **full administrator privileges** and exercises those privileges on **all groups, users, and content**.
- Bob can also be granted full administrator privileges, but he can only exercise those privileges over a specific **subset of users, groups, and content**.
- This unique feature allows clients to **compartmentalize data to satisfy security or privacy policies and effectively create “sub-LMSes.”** The administration of the sub-LMSes is separate from the other groups and data sets.

The ability to control privilege, scope and role yields a **powerful access control system!**

ACCESS CONTROL

Privilege

Scope

Role

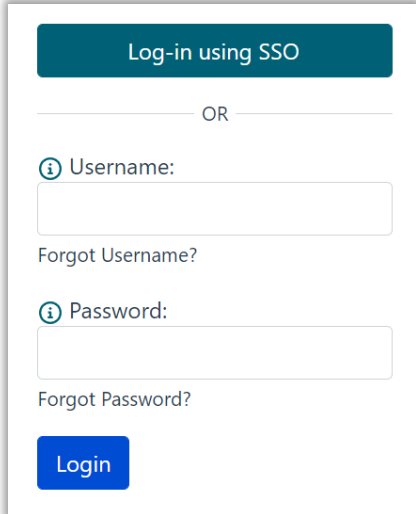
Clients Have Multiple Login Page Options

Clients who choose to enable SSO login authentication typically have 3 landing page options to choose from:

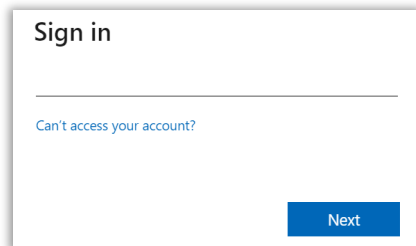
Combined – Under the combined option, SSO and non-SSO users would access the system from the same main page.

Dedicated – SSO users could be sent directly to their Active Directory or other SSO login page, while non-SSO users would see a cleaner login page without an SSO option.

Seamless SSO - Clients can also allow SSO users to login from a shortcut on their desktop, *bypassing* our login page entirely, and proceeding directly to their own LMS home page.



The screenshot shows a login interface. At the top, there is a teal button labeled "Log-in using SSO". Below this, a horizontal line is followed by the text "OR". Underneath, there is a section for "Username:" with an information icon (i) to its left. This is followed by a text input field and a link that says "Forgot Username?". Below the username section, there is a section for "Password:" with an information icon (i) to its left, followed by another text input field and a link that says "Forgot Password?". At the bottom of the form is a blue button labeled "Login".



The screenshot shows a "Sign in" page. At the top, the text "Sign in" is displayed. Below it is a horizontal line. Underneath the line is a link that says "Can't access your account?". At the bottom right of the page is a blue button labeled "Next".

Restrict Access to Certain Content, Users, and Groups

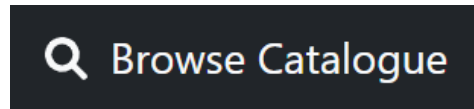
Noverant's **powerful privilege system** provides the ability to restrict access at various levels.



Users can **always view courses which have been assigned to them.**

Certain users can be granted the privilege (or not) to browse all or portions of the Client catalog. However, their **search is restricted based on their role, privilege, and scope.**

For example, assume Jane and Bob are both granted browse privileges.



- If Jane searches for “HazMat,” **she may see 3 results** presented.
- If Bob performs the same search, his search results **may only return 1 item** due to his restricted role, privilege, or scope.

In addition, note that most users are generally restricted from viewing **obsolete revisions.**

For example, clients can grant certain users (e.g., Content Owners) the ability to view/manage obsolete SOPs, while Learners can only view the latest version.



Extend LMS Access to External Users

Noverant LMS allows **non-employees (i.e., external users)** the ability to access and use the system just as any other user.

In fact, the system allows **concurrent access methods, i.e., SSO and non-SSO**. This approach is commonly used when dealing with an **extended enterprise business model**, i.e., when external users (e.g., vendors, contractors, inspectors) are an integral part of the LMS application.



Log-in using SSO

OR

Username:

Forgot Username?

Password:

Forgot Password?

Login

Training

Unique Training Program

The Noverant Training Program is based on a proven blended learning experience driven by our Customer Advisory Board. The program provides ongoing training throughout the contract term:

- **Implementation** – Informal, hands-on training begins days after contract award in the client sandbox environment.
- **Formal Training** – Formal (remote) training sessions for administrators and key users occur in four half-day sessions.
- **OJT** – Weekly OJT (remote) after go-live, sessions are provided for 3 months.
- **Video Library** – Noverant now has nearly seventy narrated video-based training modules that are made available immediately to clients during implementation and available to users within the LMS.





In addition, Noverant provides video-based training after each release when appropriate.

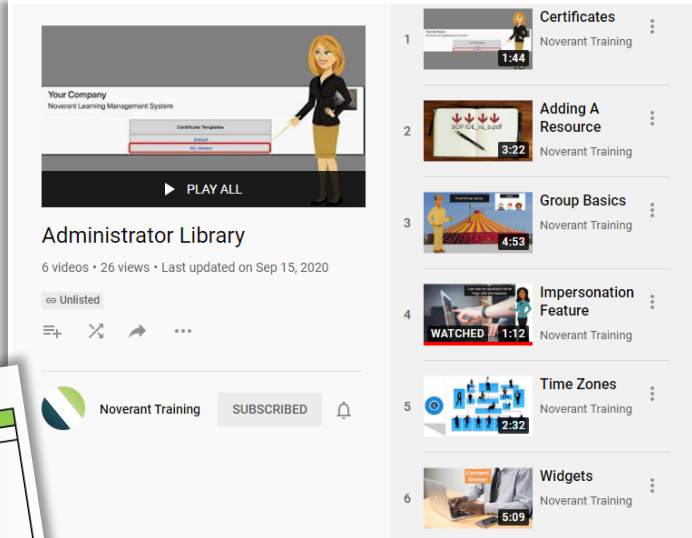


Training Video Library

Noverant's Training Library contains nearly 70 narrated training videos and interactive learning tools, available through our YouTube channel and as SCORM modules in the LMS.

Users can be granted access to one or more video training libraries.

-  Learner Library
-  Manager Library
-  Content Manager Library
-  Administrator Library



Administrator Library
6 videos • 26 views • Last updated on Sep 15, 2020

Unlisted

Noverant Training SUBSCRIBED

- 1 Certificates 1:44
- 2 Adding A Resource 3:22
- 3 Group Basics 4:53
- 4 Impersonation Feature 1:12
- 5 Time Zones 2:32
- 6 Widgets 5:09

LEARNER	
#	Title
L1	Noverant Login Page
L2	User Reminder
L3	My Calendar
L4	My Training Plan Feature
L5	Sessions At a Glance
L6	Quick Search
L7	Required Training
L8	Browse Catalog
L9	Attachments
L10	User Digest

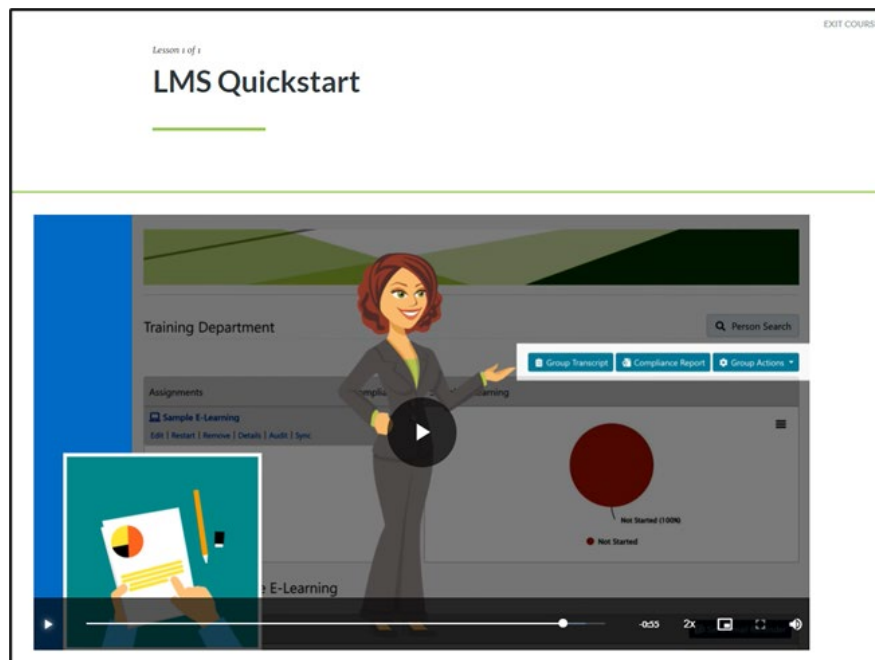
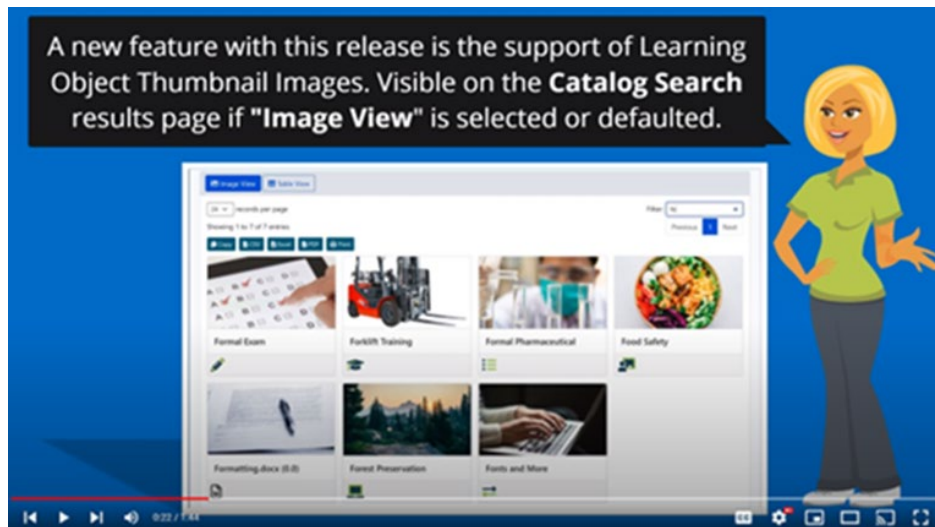
CONTENT MANAGER	
#	Title
C1	Assessment Details
C2	Assessment Pools
C3	Assessment Figures
C4	Assessment Question Types
C5	Assessment Question Edits
C6	How to Create a One Question Assessment
C7	Exam Options
C8	Timed Assessment
C9	Create Courses
C10	Content Rating
C11	Recurrency
C12	Enrollment Windows
C13	Equivalencies
C14	Resources
C15	Push a Survey
C16	Types of Surveys
C17	Session Basics
C18	Building a Survey
C19	Hard Copy Assessments
C20	Proctor Exam
C21	E-Learning Basics
C22	E-Learning Reporting
C23	E-Learning Help Tips
C24	Resource Revision Control (also in admin library)
C25	Bundle Basics
C26	Workflow Basics

MANAGER/COORDINATORS	
#	Title
M1	Group Transcript
M2	My Training Plan Feature
M3	Manager Basics
M4	How To Restart a Group Assignment
M5	How To Restart Individual Training
M6	How To Reset Incomplete Individual Training
M7	How To Reassign Completed Training
M8	How to Change the Due Date on an Individual Assignment
M9	How to Change the Available Date on an Individual Assignment

ADMINISTRATOR	
#	Title
A1	LMS Quick Start
A2	How to Retire Learning Objects
A3	Resource Revision Control - Best Practices
A4	Certificates
A5	Adding a Resource
A6	Group Basics
A7	Impersonation Feature
A8	Time Zones
A9	Widgets
A10	Standard Report Advanced Steps
A11	Standard Report Basic Steps
A12	Basic E-Signature Templates and Routings
A13	Bulk Tools
A14	Email Templates
A15	Email Reminders
A16	System Settings Descriptions
A17	Additional Profile Fields
A18	How to Audit
A19	System User Privileges
A20	System Messages
A21	Custom Reports
A22	Ignore By Automation
A23	Merge Accounts



The images below are a few sample screen shots from the Noverant Video Library.




Job Aids

Based on our Customer Advisory Board feedback, **Noverant training program can include jointly developed job aids and manuals which can be branded and adapted per client.**

Introduction

This guide is for users with content owner privileges who can see content. Training content (training object) can be anything from an assignment, or an E-Learning file. When a training object is added, you can assign unique properties to the object such as assigning a user to an employee to provide an e-signature that they have read/checked. This guide will walk through all of these capabilities so that content owners can use the LMS for their organization.

Note: All mandatory fields in the form are marked with an asterisk. All other fields are optional and can be hidden if not needed.


Noverant™

 Learning Management System (LMS)

Click by Click
INSTRUCTORS' GUIDE
Content/Course Guide

Contents

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How to Add a New Course.....	16
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How to Upload a Document.....	22

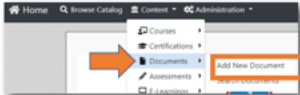
How to Upload a Document

Objectives:

- ☐ Navigate to Documents from the Content menu
- ☐ How to upload a Doc

Guide:

- Navigate to Content→Documents→Add New Document



- Select the folder you wish to add a document

Add A New Document

Step 1 of 3: Select A Folder

+ Expand
- Collapse

Safety

Text

Note: If you do not see the appropriate folder, contact your LMS administrator to modify the folder structure

4
Click by Click Instructors' Guide: Content/Course

c. Noverant Staff & References

Noverant's implementation team has decades of experience helping clients implement a LMS that fits their specific needs.

Mr. J. Kline, the City's Project Director - James brings extensive experience in project management of solutions in government, healthcare, manufacturing and non-profit. He is a technical PM with over 19 years' experience and a certified PMP, with a BS in Physics from Central Michigan University. James will lead the Project Management Office for Clients, ensuring deliverables are provided within schedule, quality, and cost criteria. Most recently James led successful Noverant Online implementations for clients including City of Kitchener, City of Sault Ste. Marie, Government of Ontario, Government of British Columbia, James Brantley Hospital and Toronto Police Service.

Mr. T. Simpson, the City's Account Executive – Tyler has nearly 10 years of experience in driving successful implementations and client success in the learning industry. His experience includes mentoring and training programs, implementations of complex software applications in government and professional environments and creation of content for internal and external LMS solutions. He has managed client success and successfully implemented solutions in highly regulated industries including legal, engineering and government sectors. Tyler has a B.S. degree from East Carolina University and has held key roles at Relias Learning, Dude Solutions and 4iiz. Tyler will lead the City Implementation, Training and Account Management.

Mr. J. Whitney, HRIS Integration Expert – Josh has been with Noverant since 2018 and is a Noverant technology and HRIS integration expert. He led the highly successful privacy, security, and integration testing between Noverant LMS and a major HRIS, leading to formal certification in the United States (Dec 2021) and Canada (Jan 2022). He holds a BS in Computer Science and Geology and will lead the Noverant-HRIS integration.

Mr. J. Putney, the City's Technical Executive - Jonathan has been with Noverant since 2008 and is a Noverant technology and accessibility expert. He will be the technical lead, primarily ensuring the City's privacy, security, accessibility, and integrations needs are addressed. Prior to Noverant, he was a software developer and customer support engineer at Duke Energy, the largest utility company in the US. He has a BS in Computer Science from Grand Valley State University and Master of Engineering Management from Duke University.

Ms. M. Simhadri, the City's QA Lead - Madhavi has been with Noverant for over 12 years and has extensive experience in quality assurance in regulated markets. She will lead the QA testing and validation. Previously, she held lead quality assurance positions with Members 1st Credit Union, Allscripts and AT&T. She has a BS in Mathematics, Statistics and Computer Science from Osmania University of Hyderabad, India.

Dr. F. Gozzo, the City's Executive Sponsor - Frank joined Noverant in 2006 and will be the executive sponsor for the City. He has over 30 years' experience in leading complex programs in government, healthcare, aviation, and related industries. He began his career at IBM in government programs as chief engineer and IBM-certified PM and earned undergraduate and graduate degrees in engineering from Rensselaer Polytechnic Institute.

References

HAMILTON COUNTY https://www.hamiltoncountyohio.gov/	
Description	Hamilton County is the home county of the Greater Cincinnati region, serving large cities and small towns in the County. Hamilton awarded Noverant a multi-year agreement in 2020 for our enterprise wide LMS (the same solution proposed to the County.)
Contact	Michelle Santorsola 513.946.4714 michelle.santorsola@hamilton-co.org
Address	138 East Court Street, Room 402 Cincinnati, Ohio 45202
Ministry of Energy, Mines and Low Carbon Innovation Home - Province of British Columbia (gov.bc.ca)	
Description	Learning Management System implementation and service for 200 users for a period of 2 years, the contract has been extended for twice. BC selected the province awarded Noverant a second concurrent contract in 2020 to serve the unique needs of the Ministry of Energy, Mines and Petroleum Resources. <i>Active client since 2019.</i>
Contact	Ms. Tiffany Johnson 236.478.2113 Tiffany.Y.Johnson@gov.bc.ca
Address	8853 Hwy 97 N, Charlie Lake BC V0C1H0
STATE OF CONNECTICUT – ACCESS HEALTH https://accesshealthct.com	
Description	Access Health CT (AHCT) is the State of Connecticut's official health insurance exchange marketplace. AHCT awarded Noverant a multi-year agreement in 2019 to address internal and external training.
Contact	Kevin Reardon 855-805-4325 Kevin.Reardon@ct.gov
Address	280 Trumbull St Hartford, CT 06103

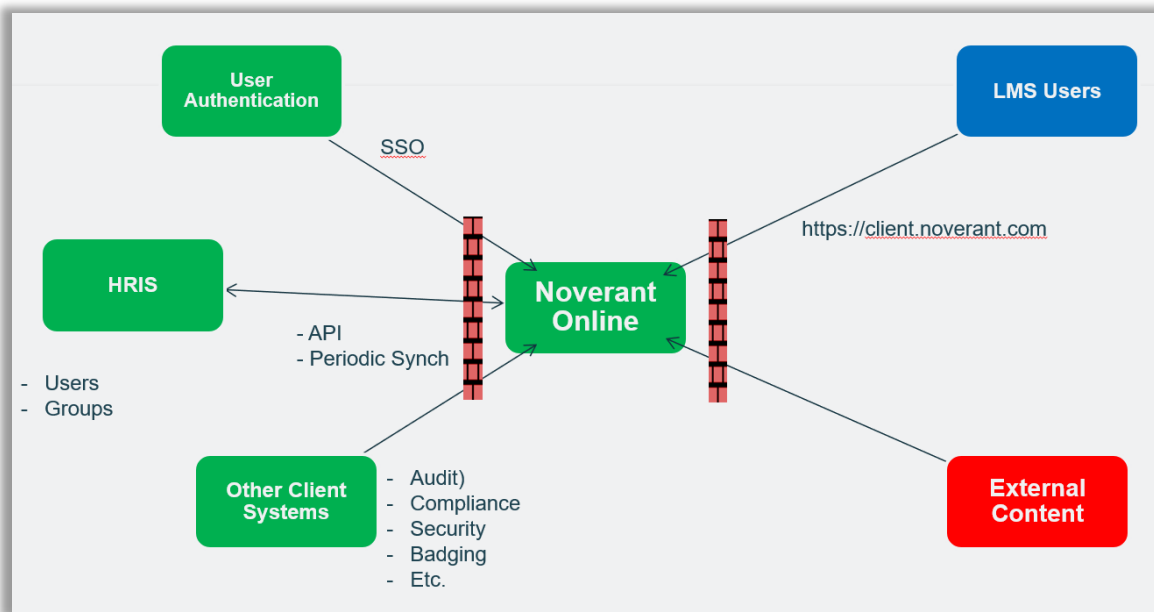
*Signed reference forms are included as separate items in the proposal package.

TAB 3 – Comprehensiveness of the Proposed Program and Project Implementation Strategy

1. Proposed Platform and User Expectations

Easily Integrate with Any External System

Noverant Online is commonly **integrated with a variety of external systems**.



HRIS– Integration with one (or more) HRIS greatly simplifies user management by reducing the need for manual processing when a user is activated, terminated, or modified.

SSO User Authentication – Clients can choose to enable SSO integration with their user authentication server (e.g., Active Directory) using a SAML 2.0 interface. This proven integration greatly improves the user experience since it minimizes common login issues.

Badging/Security – The system can feed (or be fed) information related to security so that, for example, badge access to a certain access point can be disabled if the user has not completed the appropriate training.

External Content – The system can be used to access content that is sourced externally, such as a content from a corporate document management system, 3rd party content providers (e.g., LinkedIn Learning), YouTube channel, etc.

How are Learners Managed?

The City can manually and automatically create learner profiles from one or multiple HRIS systems.

Manual

Additions/changes can be easily made to learner profiles by authorized the City users.

User fields can also be set so that, e.g., a user's profile will automatically be inactivated on a certain date.

 Add New User

Inactivation Date

12/31/2024



☒ Ignored By Automation? 

Administrators can also choose Ignore *by Automation*, which will ensure the user will not be inactivated during any external synchronization.

Automatic

Noverant LMS has been successfully integrated with all modern HRIS systems.

Noverant Online can be integrated with one or more additional data sources. the City can choose integration depth and method through the following:

- Integration frequency (including near real-time) and fields can be controlled via SFTP or API.
- Fields which are not available from the HRIS can be automatically synchronized through other integrations (typically nightly synch).
- Learner profiles in the LMS can include additional profile fields specified by the City that are controlled within the LMS.

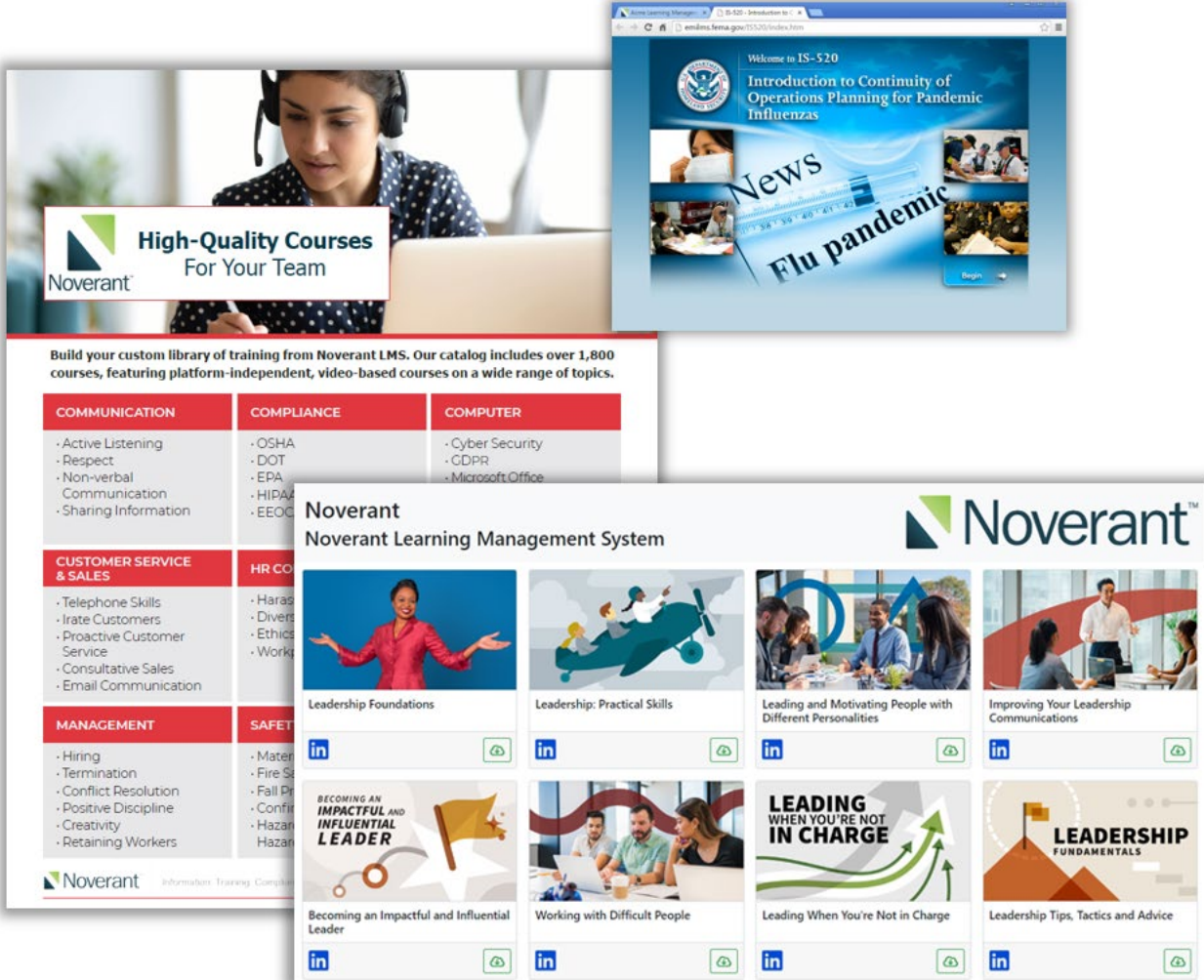


Content: LinkedIn Learning, Noverant Library and 3rd Party

Existing internal or 3rd party content is easily accessed from within Noverant Online and tracked as any other learning object.

The Noverant solution includes a license to **Articulate 360**.

Examples include government-sourced training, YouTube, LinkedIn Learning, Noverant Course library, etc.



High-Quality Courses For Your Team

Welcome to IS-520
Introduction to Continuity of Operations Planning for Pandemic Influenzas

News
Flu pandemic

Build your custom library of training from Noverant LMS. Our catalog includes over 1,800 courses, featuring platform-independent, video-based courses on a wide range of topics.

COMMUNICATION	COMPLIANCE	COMPUTER
<ul style="list-style-type: none"> Active Listening Respect Non-verbal Communication Sharing Information 	<ul style="list-style-type: none"> OSHA DOT EPA HIPAA EEOC 	<ul style="list-style-type: none"> Cyber Security GDPR Microsoft Office

CUSTOMER SERVICE & SALES

- Telephone Skills
- Irate Customers
- Proactive Customer Service
- Consultative Sales
- Email Communication

HR CO

- Harassment
- Diversity
- Ethics
- Work

MANAGEMENT

- Hiring
- Termination
- Conflict Resolution
- Positive Discipline
- Creativity
- Retaining Workers

SAFETY

- Material
- Fire Safety
- Fall Protection
- Confined Spaces
- Hazardous Materials

Noverant Learning Management System

Leadership Foundations

Leadership: Practical Skills

Leading and Motivating People with Different Personalities

Improving Your Leadership Communications

BECOMING AN IMPACTFUL AND INFLUENTIAL LEADER

Working with Difficult People

LEADING WHEN YOU'RE NOT IN CHARGE

LEADERSHIP FUNDAMENTALS

2. Ability to Respond/Schedule

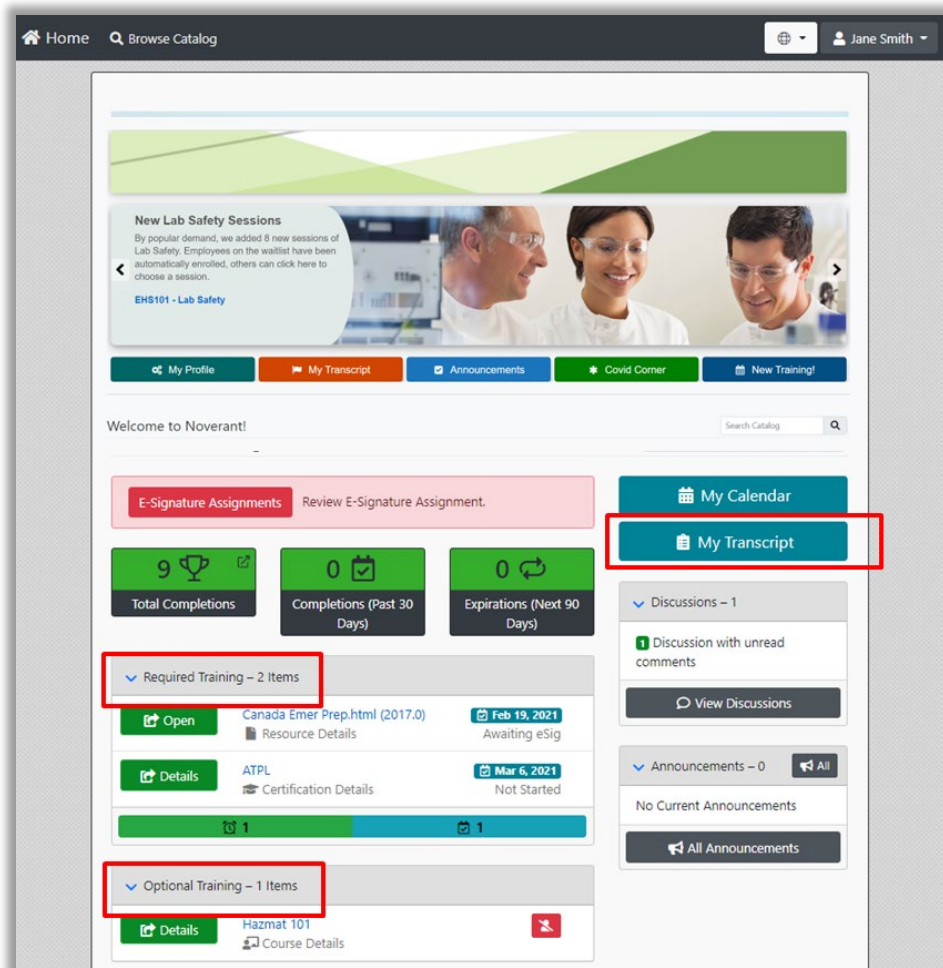
The Noverant LMS allows for administrators, managers, and staff to communicate. On the homepage and dashboard users can see their history and what needs requirements are needed to complete courses and earn certifications. Our notification features will allow administrators and managers to remind users on upcoming and past due requirements for scheduling purposes.

The Noverant LMS allows for feedback from assessments and in-platform surveys.

Learners Love our Engaging Home Page!

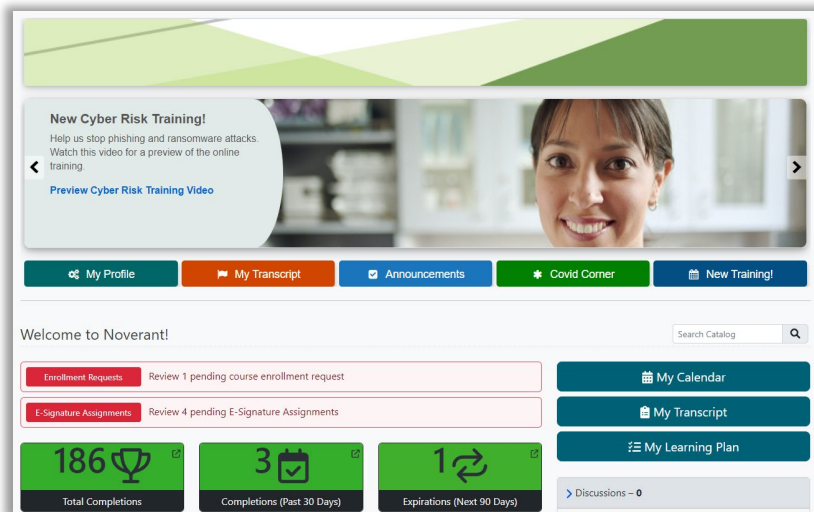
The Home page provides a quick view of key functions and any incomplete **Required** and **Optional Training**. A learner can easily view incomplete items and click **My Transcript** to see all activities.

My Transcript provides a complete history of all activities.

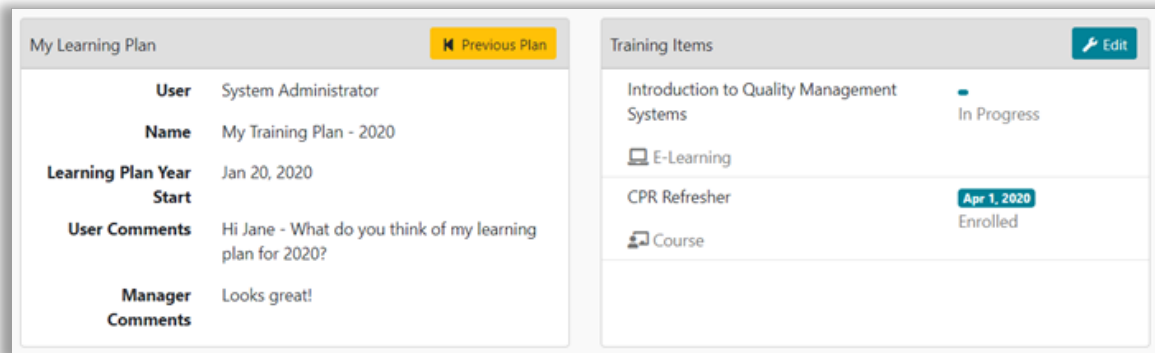


View Training Status

Users enjoy our **configurable, intuitive dashboard** that automatically adapts to a user's role(s). Incomplete assignments are **easily visible on the home page**.



My Transcript drills into full history, including completion dates, expiration dates and ability to re-access the training. Users can **easily view their learning plans and transcripts**.



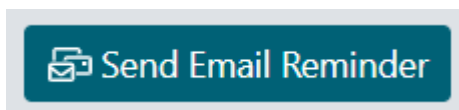
Configurable Notification Triggers

Noverant Online includes **configurable notification triggers** which are used to launch pertinent notification emails without Noverant Tech Support.

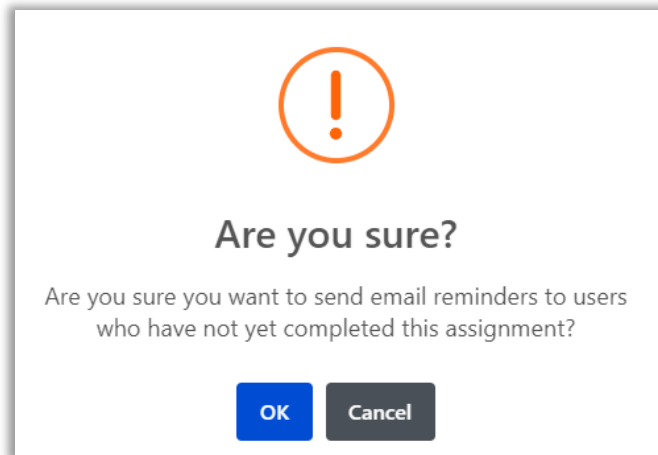
Name	Active	Days before event (comma-delimited)
Enrollee Reminder Message	True	1,2,5,10
Expiration Reminder Message	True	30, 45, 60, 90
Instructor Reminder	True	1,3
Pending Enrollment Requests	True	1,3
Training Coming Due	True	0,1,2,3,5,7,15,30
Training Overdue	True	-1,-3,-5,-7,-9,-11,-13,-15,-17,-19,-21

Reminders include upcoming training, expiration, overdue, content review (for content owners), etc.

In addition to automated notifications, **authorized users (e.g., managers) can launch an Email Reminder with a single-click.** This message will be sent to all users who have not yet completed a particular assignment.



Finally, the system **permits unlimited** custom notifications which can be highly specialized.



Dozens of Configurable Email Templates

the City can customize **dozens of configurable email templates**.

Account Lockout
Assessment Failed
Course Session Waitlist Notification Message
Email Suppressed
Email Unsuppressed
Enrollment
Enrollment Approved
Enrollment Cancelled
Enrollment Rejected

Course Session Detail Change
Session Instructor Add
Course Session Manual Email
Session Waitlist Enrollment Message
Support Request
User Account Lockout
User Digest Message
User Reminder Message
Welcome

Enrollment Reminder
Enrollment Requested
Facility Changed
Group Assignment Reminder
Instructor Reminder
Manager Digest Message
Manager Learn Plan Message
New Course Evaluation
Over Enrollment

Password Changed
Proctored Assessment Failed
Proctored Assessment Passed
Remember Username
Remember Username Post
Requested Password Change
Resend Welcome
Scheduled Predefined Report Message
Session Cancelled

In addition, notifications for specific ILT/VILT can include **course/session-specific information** such as directions, virtual link, etc.

Outlook Notifications

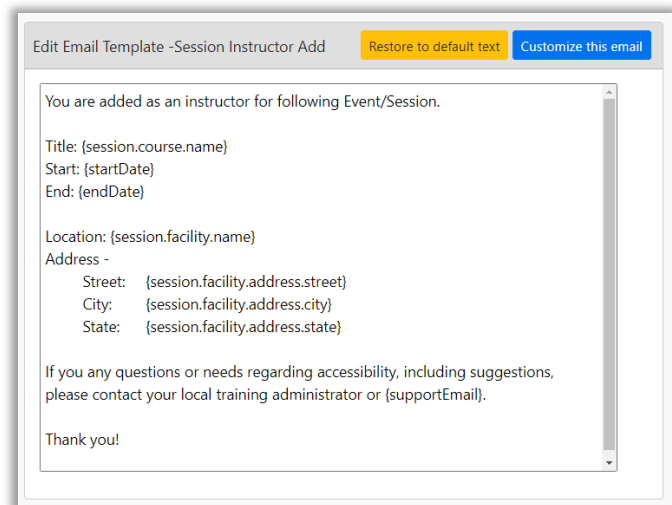
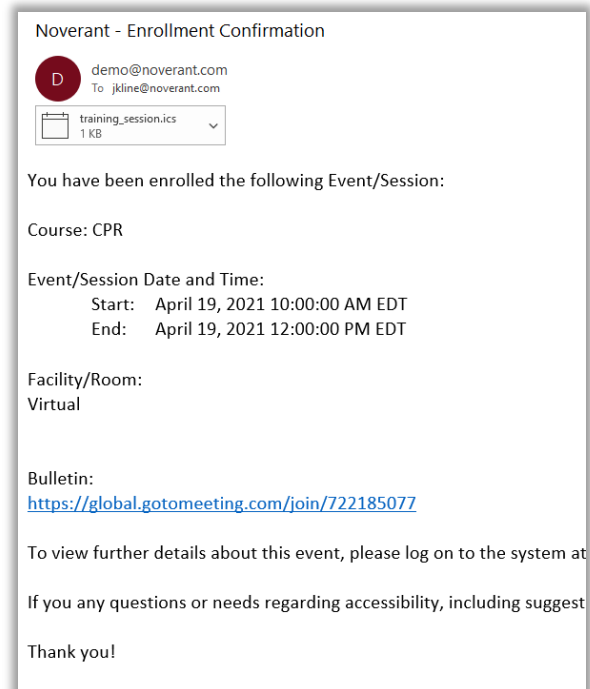
Learners receive an **automatic email with Outlook/iCal compatible attachment.**

In addition, **learners will receive an updated email with Outlook/iCal attachment** if any key information regarding the ILT has changes (e.g., time, venue, etc).

The automated notification will **include any dial-in/connect instructions for a VILT session.**

Data elements/fields can be modified in notifications as shown in the Session Instructor Add notification below.

Note – Links to courses will require users to log back in if there are no active LMS sessions.



Assessment Feedback for Different Stakeholders

Our assessment engine provides **several methods of automated feedback to learners, content owners and managers:**

Learners

Real-Time: If desired, feedback can be presented immediately to the learner after each question (i.e., flash card style) for assessments that are assigned in practice mode.

Post-Test: An optional Review Window can be configured for any assessment so that, after completing the assessment, the learner can be allowed to view the results (and explanations) for each question during the Window. Note that the length of the Review Window can be configured as desired (e.g., number of days).

Content Owners

Automated reports can be sent to instructional designers, providing real-time feedback at a macro and micro (i.e., specific question/answer) level.

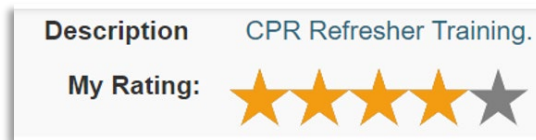
Managers

Managers can be sent automated reports that provide instant feedback regarding failed attempts, average score, etc.



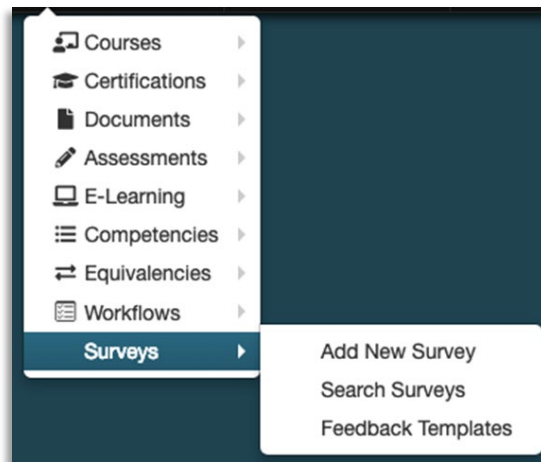
5-Star Ratings & Surveys

Users can rate training/content with a single-click.



Create and manage survey templates.

Create an unlimited number of survey/feedback templates.



Survey Question Templates

+ Add New Survey Question Template

Type	Name	System Generated
Short Answer	Short Answer	Yes
Single-Select	Agree-Disagree (Likert scale)	Yes
Single-Select	Increase-Decrease	Yes
Single-Select	Scale 1 to 10	Yes
Single-Select	Scale 1 to 5	Yes
Single-Select	Yes/No	Yes
Multi-Select	Multi-Select 5	Yes
Freeform	Freeform	Yes

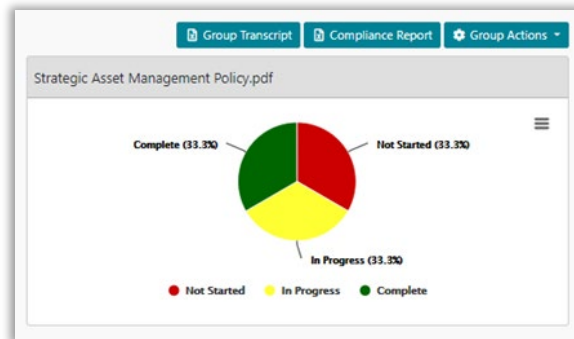
8 items listed.

3. Reporting

Industry Leading Reporting Capability

Noverant's solution includes unprecedented reporting capabilities, **with hundreds of configurable standard reports and unlimited custom reports**:

All learning events and activities are **tracked** in the system, including **audit trail** capabilities to support compliance requirements.



The system includes unique **reporting and analytics** which allows users to view transactions using **user-friendly reports** that can be used **one-time or saved** for repeated use.

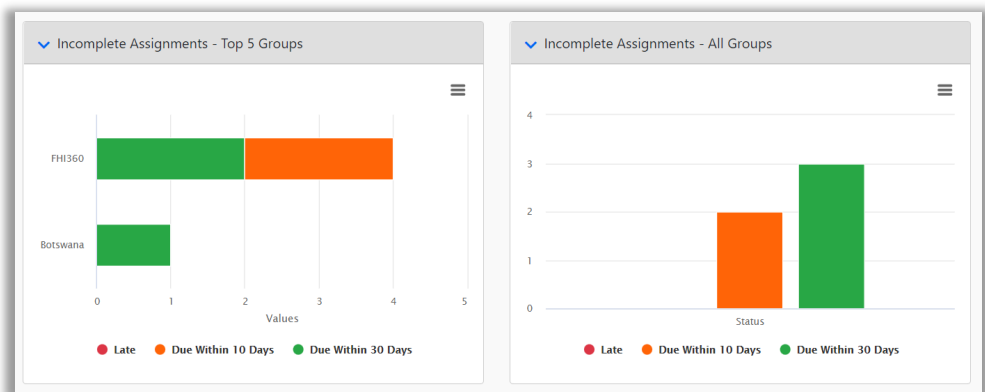
Learners have real-time access to their activity which can be filtered, sorted & exported.

Administrators can manage hundreds of **configurable standard reports** and **unlimited custom** reports which can be saved and viewed online or automatically distributed.

Reports can include virtually any data in the system including data segmented by department, training progress, time to complete, etc.

Reports can be **exported in Excel or PDF**, and the system also includes automated email reports for users and manager.

Managers can run **reports** on their groups, **drill down** to group-level or individual learner transcripts and view a **single-click compliance report**.



Hundreds of Configurable Standard Reports

Noverant Online provides **hundreds of configurable standard reports** that authorized client administrators can manage without Noverant Support.

Last Name	First Name	Username	Primary Group	Email	Type	Content Name	Revision	Status	Due Date	Completion Date	Assigned
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	Basketweaving		Complete	2019/01/25	2019/01/16	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	CPR Proficiency Exam		In Progress	2021/02/23		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	Car/Passenger Vehicle Assessment		Complete	2018/11/30	2018/04/10	N
Bob	Jones	bjones	Main	jdoe@noverant.com	Assessment	CPR Proficiency Exam		Complete	2021/02/22	2021/01/27	N
Bob	Jones	bjones	Main	jdoe@noverant.com	Assessment	Sample Test		Complete	2021/09/24	2018/11/30	Y
Bob	Jones	bjones	Durham	bjones@noverant.com	Certification	Forklift Operator Certification (Detailed)		Complete	2019/03/06	2019/05/10	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Certification	Drone Pilot Certificate		Not Started	2021/05/26		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Certification	PE (Florida)		Not Started	2021/11/30		Y
Jane	Doe	jdoe	Main	jdoe@noverant.com	Certification	XYZ Equipment		Complete	2020/05/15	2020/05/01	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Certification	CPR		Complete	2019/01/01	2019/01/01	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Certification	Title IX Coordinator Certification		Complete	2018/04/12	2018/02/10	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Certification	GMP Auditor		Complete	2019/04/27	2019/07/17	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Learning Path	LMS Tips		In Progress	2021/10/01		Y
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Acme New Hire		Complete	2021/03/02		N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	CPR		In Progress	2020/08/31		N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Asbestos Fundamentals		Complete	2017/02/08	2017/02/08	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Defensive Driving		Complete	2018/05/16	2018/06/18	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	CPR		Complete	2020/06/20	2018/08/14	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Course	CPR		In Progress	2021/06/26		N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	AAA Survey		In Progress			N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Course	Chain Saw Course		Not Started			N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	CPR Refresher		Complete	2018/09/19	2018/03/02	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Intro to HazMat		Not Started	2019/04/11		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Course	Mouth Care		Complete	2018/11/09	2018/11/08	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Chain Saw Course		Complete	2017/06/07	2018/09/20	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	Hazmat 101		Complete	2018/03/26	2018/03/26	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Resource	Strategic Asset Management Policy.pdf	2019.3	Complete	2020/05/07	2020/04/07	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Resource	Pub1339.pdf	2.0	Not Started	2020/03/31		N
Bob	Jones	bjones	Durham	bjones@noverant.com	Resource	Silo Safety.pdf	2011.1	Complete	2020/05/11		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Resource	Intro to Election Day Management.html	1.0	Complete	2021/03/02		N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Resource	10-Loading A New Document.pdf	5.0	Not Started	2021/10/01		Y
Bob	Jones	bjones	Durham	bjones@noverant.com	Resource	Michigan TSEAT Action Plan.pdf	2020.0	Complete	2021/03/02		N
Bob	Jones	bjones	Durham	bjones@noverant.com	E-Learning	SCORM Test 1.2 P-I		Complete	2021/01/03		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	E-Learning	Compliance Assurance Program - Module 2		In Progress			N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	E-Learning	SCORM Test 2004 P-I		Complete	2020/01/03		N
Bob	Jones	bjones	Durham	bjones@noverant.com	E-Learning	CAPAA		Complete	2019/03/03	2019/03/03	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Equivalency	equiftest		Complete	2020/02/17	2021/09/01	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Equivalency	EQ with 1 doc		Complete	2019/10/03	2019/09/16	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/05	N

Once a report is defined in our intuitive report editor (below), the report can be made available to managers who can then run the report within their scoped groups and content.

Edit Standard Report
Back to List

Name *
AODA

Owners *
Search...
Demo

Description
Sample AODA Compliance Report

Per-Run Fields
Report on inactive Users?
Groups
Search...
Include sub-groups?

Parameters
Add Parameter

A.
Type
Completed this resource
Items
Any Resource
AODA Part 1.html Resource

Time Window
Specific Dates
Completed on or after
MM/DD/YYYY
Completed before
MM/DD/YYYY
Available on or before
MM/DD/YYYY

Save
Reset
Run Report

Unlimited Custom Reports

Noverant Online provides unlimited custom reports. They can be automated and sent to client-specified users.

Saved Custom Reports			📅 Scheduled Reports 📅 Upcoming Schedules		
Name	Description	Owners			
A001 - User Login Report	A list of all real-time successful user logins.	Demo	Ownership	Schedule	Details
A002 - Browser & OS Data	Provides real time device data for all logins	Demo	Ownership	Schedule	Details
A003 - Learning Object Report	List of all learning object reports and ownership. Includes tag and cost details.	Demo	Ownership	Schedule	Details
A004 - User Lockout	This report shows all users that have locked themselves out of the site.	Demo	Ownership	Schedule	Details
A005 - Ignored by Automation	This report shows all users that have Ignored by Automation enabled either on the profile account or by group.	Demo	Ownership	Schedule	Details
A006 - Monthly Unique User Login	Monthly unique user login for current year and last year.	Demo	Ownership	Schedule	Details
AD004 - Cancellation Tracking Report	This report shows when a user enrolls into a session and then that enrollment is cancelled.	Demo	Ownership	Schedule	Details
Admin Digest (recursive)	List of all incomplete assignments to groups under my administrative realm.	Demo	Ownership	Schedule	Details
AE001 - Assigned Object Completion Status (Aggregated)	This report shows the status of actively assigned learning events by object and status (Completed, In-Progress, Not Started).	Demo	Ownership	Schedule	Details
AL001 - Content Rating by User Response.	Content Rating by User Response.	Demo	Ownership	Schedule	Details
AL002 - Average Content Rating (All LO/Star System)	Content Rating based on Star Rating System	Demo	Ownership	Schedule	Details

Track Progress

The system features a **Single-Click Group Transcript Function**.

The popular feature (requested explicitly by Government Inspectors) provides real-time status of all training assigned to a particular group (e.g., location, role, etc.)



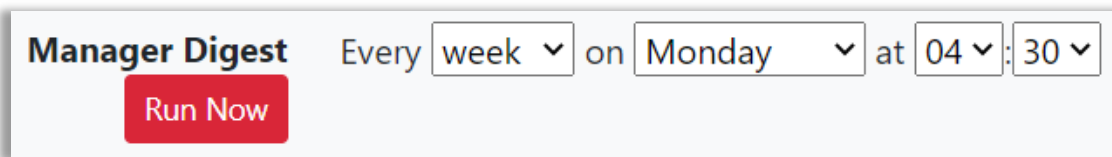
Last Name	First Name	Username	Primary Group	Email	Type	Content Name	Revision	Status	Due Date	Completion Date	Assigned
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	Basketweaving		Complete	2019/01/25	2019/01/26	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	CPR Proficiency Exam		In Progress	2021/02/23		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Assessment	Car/Passenger Vehicle Assessment		Complete	2018/11/30	2018/04/10	N
Bob	Jones	bjones	Main	bjones@noverant.com	Assessment	CPR Proficiency Exam		Complete	2021/02/22	2021/02/27	N
Bob	Jones	bjones	Main	bjones@noverant.com	Assessment	Sample Test		Complete	2021/09/24	2018/11/30	Y
Bob	Jones	bjones	Durham	bjones@noverant.com	Certification	Forklift Operator Certification (Detailed)		Complete	2019/03/06	2019/05/10	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Certification	Drone Pilot Certificate		Not Started	2022/05/26		N
Bob	Jones	bjones	Main	bjones@noverant.com	Certification	PE (Florida)		Not Started	2021/11/30		Y
Bob	Jones	bjones	Main	bjones@noverant.com	Certification	XYZ Equipment		Complete	2020/05/15	2020/05/01	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Certification	Title IX Coordinator Certification		Complete	2019/01/01	2019/01/01	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Certification	GMP Auditor		Complete	2018/04/12	2018/02/10	N
Jane	Doe	jdoe	San Jose	rsmith@noverant.com	Learning Path	LMS Tips		Complete	2018/04/27	2019/01/17	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Learning Path	Acme New Hire		In Progress	2021/10/01		Y
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	CPR		Complete	2021/02/02		N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Asbestos Fundamentals		Complete	2020/08/31		N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	Defensive Driving		In Progress	2017/02/08	2017/02/08	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	CPR		Complete	2018/05/16	2018/04/18	N
Richard	Smith	rsmith	San Jose	rsmith@noverant.com	Course	AAA Survey		Complete	2020/06/20	2018/04/14	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	Chain Saw Course		In Progress	2021/06/26		N
Bob	Jones	bjones	Main	bjones@noverant.com	Course	CPR		Not Started	2018/09/19	2018/01/02	N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	Course	Intro to HazMat		Complete	2019/04/11		N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Course	Chain Saw Course		Complete	2018/11/09	2018/11/08	N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	Chain Saw Course		Complete	2017/06/07	2018/06/20	N
Bob	Jones	bjones	Main	bjones@noverant.com	Course	CPR Refresher		Complete	2018/03/26	2018/03/26	N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	Course	Intro to HazMat		Complete	2020/05/07	2020/04/07	N
Jane	Doe	jdoe	Main	jdoe@noverant.com	Course	Mouth Care		Complete	2020/03/31		N
Bob	Jones	bjones	Durham	bjones@noverant.com	Course	Chain Saw Course		Not Started	2020/05/11		N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	Course	Hazmat 101		Complete	2021/03/02		N
Bob	Jones	bjones	Main	bjones@noverant.com	Course	Strategic Asset Management Policy.pdf	2019.5	Complete	2021/03/02		N
Bob	Jones	bjones	Main	bjones@noverant.com	Resource	Pub1395.pdf	2.0	Complete	2021/03/02		N
Richard	Doe	jdoe	San Jose	bjones@noverant.com	Resource	Silo Safety.pdf	2011.1	Complete	2021/03/02		N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	Resource	Intro to Election Day Management.html	5.0	Not Started	2021/03/02		N
Richard	Smith	bjones	Main	jdoe@noverant.com	Resource	10-Loading A New Document.pdf	5.0	Complete	2020/01/09		N
Bob	Doe	jdoe	Main	bjones@noverant.com	Resource	Michigan TSEAT Action Plan.pdf	2020.0	Complete	2020/01/09		N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	Resource	SCORM Test 1.2 P-1		In Progress	2020/01/09		N
Jane	Doe	jdoe	Main	bjones@noverant.com	E-Learning	Compliance Assurance Program - Module 2		Complete	2019/03/03	2019/03/03	N
Bob	Jones	bjones	San Jose	bjones@noverant.com	E-Learning	SCORM Test 2004 P-1		Complete	2020/02/17	2019/03/03	N
Bob	Jones	bjones	Durham	bjones@noverant.com	E-Learning	CAPAA		Complete	2019/10/03	2019/09/16	N
Jane	Doe	jdoe	Durham	jdoe@noverant.com	E-Learning	equitext		Complete	2019/10/03	2019/09/16	N
Richard	Jones	bjones	Main	bjones@noverant.com	Equivalency	EQ with 1 doc		Complete	2019/10/03	2019/09/16	N
Bob	Jones	jdoe	San Jose	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N
Jane	Doe	jdoe	Durham	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N
Bob	Jones	bjones	San Jose	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N
Richard	Smith	bjones	Durham	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N
Bob	Jones	jdoe	Main	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N
Jane	Doe	jdoe	Main	bjones@noverant.com	Equivalency	EQ_1		Complete	2019/10/03	2019/09/16	N

Proactively Alert Users with Automated Reports

Noverant Online includes many intelligent notification features which can help avoid unnecessary emails.

For example, rather than a manager being inundated with dozens or hundreds of emails, Noverant features a **unique Manager Digest**:

Manager Digest – Training coordinators and managers receive a periodic (daily, weekly, etc.) consolidated digest email of all their learners and their status.

The image shows a configuration interface for the 'Manager Digest'. It includes a label 'Manager Digest', a frequency dropdown set to 'week', a day dropdown set to 'Monday', and a time dropdown set to '04:30'. Below these settings is a red button labeled 'Run Now'.

The timing of **Manager Digests** can be configured (or disabled) as desired.

In addition, clients can create **unlimited standard or custom reports to be distributed to managers as appropriate**.

Another example of our user-friendly notifications is our **consolidated User Digest**:

User Digest – Rather than sending a new hire dozens of emails associated with new training assignments during initial on-boarding, the system sends a consolidated User Digest anytime a triggering event would warrant an email notification. This consolidated digest includes all new, expiring, or past due training in a single email.

Client Access to Records

Training records are retained indefinitely throughout the contract term.

the City can download these records at any time during the term and at contract termination at no additional cost.

Training history is always retained, regardless of an employee's job function or location.

If a learner resigns, his/her **training history is retained and available to authorized users** (and regulators) for compliance reporting.

In addition, if the user is re-hired, **he/she can pick up where they left off**.

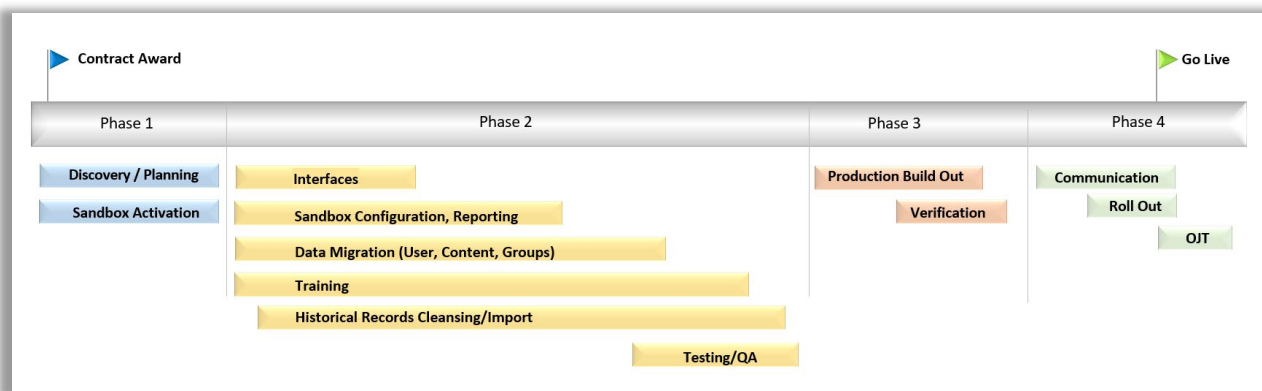


4. Implementation Strategy

Low Risk Implementation Schedule

Project Plan – Since 2006, Noverant has successfully implemented our SaaS-based LMS for diverse clients using our SOP-driven client-onboarding. Since our solution is ready and off-the-shelf, we are confident we can go live within **45-90 days after contract award**.

Clearwater Implementation Schedule - Preliminary



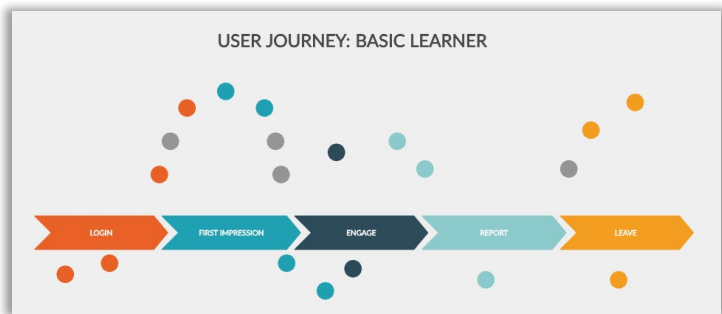
NOTE – The schedule above can be **shortened significantly**, particularly if historical records are in good shape and do not require extensive manual corrections (e.g., resolving employee name changes; handling similarly-named content; etc).

Four-Phase Implementation Plan

Our proven deployment approach is based on four distinct phases:

Phase 1: Discovery and Planning

While the Noverant LMS has been deployed for the past 20 years, every client has diverse operational needs and processes. In this short discovery phase, we will work with the City staff to document the current/desired **user journeys** and answer questions such as:



“What should the Basic Learner journey and experience look like? Manager? etc.

In addition to defining **journey maps for the key users**, **this phase will also produce the** basic project plan, formation of core team(s), requirements workshops, planning and scheduling, disaster recovery/business continuity and business process planning.

Finally, as part of this initial phase, a client-dedicated **Sandbox instance is launched** which will be available throughout the contract period.

Phase 2: Sandbox, Data, Configuration and Testing

The Noverant LMS Sandbox is an independent instance created for each client to enable testing, configuration, training, break-fix scenarios, and quality assurance before promoting any changes into Production.

User configuration, data migration, reporting, security, functional and non-functional testing are all initiated and verified in the Sandbox.

The Sandbox Environment is fully featured and uses the same security and architecture as production environments. The availability is not subject to production SLAs, but it is fully supported through Noverant Technical Support at lower severity.



Phase 3: Production Build out.

This project Phase will load all tested data, configurations, branding, and reports to the Production Instance which enables final verification testing directly on production datasets.

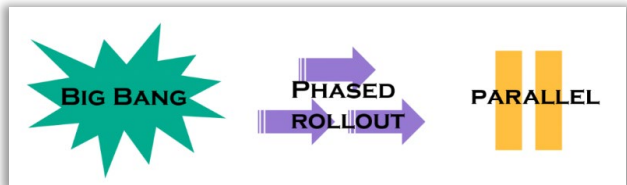
During this phase, we also recommend clients begin with an initial focus group of users. It will be valuable to gain their feedback on a wide range of items including user interface, terminology, content naming, completion standards, registration, and authentication procedures, etc.

The feedback from these focus groups will be reviewed by Noverant and the City and changes can be easily implemented before the full roll out².



Phase 4: Roll Out

Based on 20+ years of client deployments, we have seen a wide variety of successful roll-out strategies which generally fall under one of three models:



Big Bang - All users are concurrently on-boarded.

Phased – Roll out is staggered across different user groups (e.g., by location, urgency, etc.)

Parallel – Roll out is done in separate but concurrent user groups.

Based on our experience, the phased rollout is usually a good choice. Noverant will help the client choose the best option as part of the Phase 1 Discovery activity.

² NOTE – Conducting a focus group to gather feedback is recommended but certainly not required. the City may have other data that could help optimize the end user experience.

TAB 4 – Method of Approach and Timeline

1. Project Plan/Approach

Best Practices

Noverant has over 20 years experience providing efficiency and enhancing our LMS's effectiveness to clients. We have multi-step approach developed from best practices that defines deliverables and milestones -installation, integration, training, and testing- for each phase of the LMS implementation.

001 – Project Initiation

The first effort details the delivery of Sandbox environment, Requirements Workshops, Disaster Recovery and Business Continuity, Business Process Alignment, and a Delivery Plan with Approved Schedule.

002 – Data Migration

This body of effort details the work for data strategy, standards, process, tools, templates, transmission, validation and loading of client data, including initial loads for user, groups, content, and historical records (if any). Automation of daily user/group files from the County source(s) may also be in scope for internal and/or external users.

003 – Configuration and Reporting

Details and process for environmental, global, group and user configuration and reporting.

004 – Training Materials and Delivery

Training material is available, and, in this effort, we jointly identify the training strategy, materials, schedule and resources for knowledge transfer of LMS to administrators, super users, trainers and end users (internal and external) during the implementation.

005 – Functional, System and Acceptance Testing

Implementation will require documented and verified testing at the system, functional and user acceptance level. The testing strategy, resources, requirements tracking and testing procedures are aligned with Phases 1 & 2 of the implementation.

006 – Roll Out, Go Live and Initial Support

Communication of LMS startup, checklist for go-live and initial support will be defined within this scope.



Experienced Project Management

Resources – The Noverant staff assigned to client implementations are full-time Noverant employees. Noverant does not subcontract/outsource the implementation to any third party.

Continuity – The team assigned during the LMS implementation phase will remain an integral part of the client success team throughout the contract term.

SOP-driven Implementation – With nearly 20 years of implementation experience, Noverant has developed a proven, SOP-driven system that is efficient and effective.

The Noverant team will work with client's staff and lead key activities such as Data Migration, Communication Planning, Training, Validation, and related activities.



2. Breakdown of Timeline

Client Critical Engagements

The following matrix includes participation, data and documentation that is required from the City to support the implementation.

ID	Task/Item	Type
1	Initial Planning / Journey Mapping	Meeting(s)
2	Business Process Workshop(s)	Meeting(s)
3	Disaster Recovery and Business Continuity	Document
4	Data Migration Workshop(s)	Meeting(s)
5	Identify, extract, transform & cleanse data for migration (user, content, and history)	Data
6	Organizational Group/User structure	Data
7	Develop Data automation (user/group synch)	Data
8	Configuration Workshop(s)	Meeting(s)
9	Review of LMS screens with configuration markups	Document
10	Provide Branding scheme	Data
11	Reporting Workshop(s)	Meeting(s)
12	Provide Report samples and definitions	Data
13	Validate Report Results and formatting	Data
14	Identify and Schedule training resources	Training
15	Testing Workshop	Meeting(s)
16	Conduct System Testing in Sandbox	Testing
17	Conduct Functional Testing in Sandbox	Testing
18	Conduct User Acceptance Testing	Testing
19	Verify Production Readiness	Testing
20	Communicate to User Community	Client

Key Milestones

Progress of the implementation will be tracked by milestones aligned to each scope of work and/or deliverable. Below is the breakdown of typical project progress milestones.

ID	Major Milestones
MS01	Requirements Review Complete
MS02	Final Delivery Plan and Implementation Schedule Approved
MS03	Sandbox Data Migration Complete
MS04	Sandbox Data Automation Complete
MS05	Sandbox Environment Configured
MS06	Sandbox Reports Verified
MS07	Sandbox System/Functional Testing Complete
MS08	Training for Testers and Trainers Delivered
MS09	Production Environment Configured, Data Loaded
MS10	Production Verification Complete
MS11	GO LIVE

Key Deliverables

The matrix below is provided to define key deliverables of a typical LMS implementation:

ID	Deliverables	Type
CD 001	Sandbox Instance	Environment
CD 002	Login Authentication Requirements	Environment
CD 003	LMS Implementation Plan	Document
CD 004	Disaster Recovery and Business Continuity Plan	Document
CD 005	Data Migration Strategy	Document
CD 006	Organizational Groups/Users	Data
CD 007	Scrubbed Content Data for Migration	Data
CD 008	Sandbox Configuration	Document
CD 009	Reports and Schedules	Document
CD 010	Acceptance Strategy	Document
CD 011	Training and Orientation	Service
CD 012	Production Instance	Environment
CD 013	Roll Out Strategy	Document
CD 014	Go/NoGo Checklist	Document
CD 015	Production Instance Live per Roll-Out Strategy	Environment
CD 016	Post Go Live Support	Service

3. Troubleshooting and Support Case Management

Noverant's Project Management Methodology

Noverant's project managers with PMP certification from PMI are held to the ethics as described at <https://www.pmi.org/about/ethics/code>: PMBOK provides the process and tools that can be used through out the life cycle of the project.

Noverant is adaptable and will work their client to define the tools, methods and processes that make sound business sense for this implementation under the joint agreement of project management team from both client and vendor. Project Management Methodologies used at Noverant include:

- Waterfall
- Rolling Wave
- Critical Path

Project Records such as, Decision Logs, Milestones and Deliverables will all be contained in a portable MS format that is agreeable and shared with the City Core Project Team. Project Artifacts, including but not limited to; documents, data, scripts, schedules, and data, will be shared via secure Project Vault as appropriate. This includes a SFTP site with only named/core implementation team member access.

Communication Plan

The communication matrix below indicates the type of communication, method of delivery, frequency and roles required. This will be jointly owned and maintained by client and vendor during the implementation kick off.

ID	Communication	Description	Frequency	Format	Owner	Recipient/Attendees
1	PM Status	Dashboard report of open risks, issues & actions	Weekly	Virtual meeting with audio and screen share	Noverant PM	City PM
2	Exec Status	Overview of Project progress, major risk	Monthly	Conference Call	Noverant PM	City Stakeholders
3	Exec Review	Review Project ROI Benchmarking and Operational Recommendations	Annual	On-Site	Noverant Exec Sponsor	City Stakeholders

IMPORTANT – Noverant provides an on-site review at each anniversary to brief senior management on project ROI, benchmarking insights, and recommendations for operational improvements. **This unique service has proven to be extremely valuable for our enterprise government clients.**

Status Reporting

The matrix below indicates the type of communication, method of delivery, frequency and roles required. A **RED YELLOW GREEN** paradigm will be used on this dashboard with **RED** as requiring the most attention. This will be jointly owned and maintained by client and vendor for each SOW. If necessary, a summary dashboard for Stakeholder Status will be created.

ID	Deliverable	Status	Update from Previous Status	I/A/R reference	Owner	Due Date
1	Deliverable	RED YELLOW GREEN	Annotations of change	Open issues, actions, and risks	Who owns deliverable?	Date

Risk/Issues/Action Log

For the scale of this implementation, Noverant will utilize a consolidated and portable Risk/Issues/Action log to be shared between Noverant and the City in a format like that shown below:

Action Items							
Project		<project name>			Project #	<project id>	
Project manager		<name>			Sponsor	<name>	
Project artifacts		<location>			Updated	<date>	
ID	Action Item	Owner	Status	Date Entered	Planned Completion	Actual Completion	Comments
1	What is the item to be completed?	Who manages this issue?					

Project Governance and Change Management

Noverant's Project Governance utilizes a basic Project Management Office and corporate Steering Committee to review, advise, measure, and control the outcome of projects meeting criteria for governance.

Tools, processes, methodologies, and metrics of projects are standardized to provide intelligence with each project completion, both successes and failures.

TAB 5 – Long-term Support and Maintenance

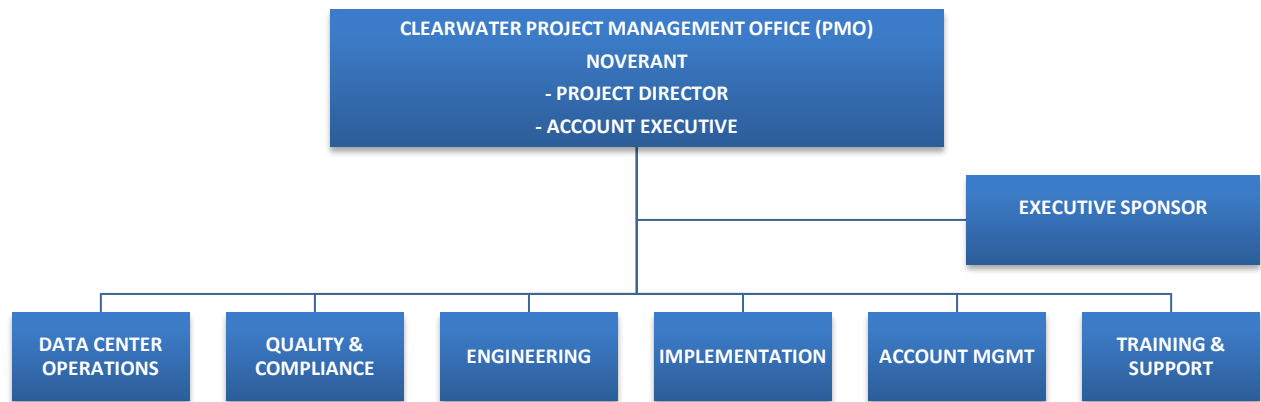
a. Warranty Information

Not applicable. Our SaaS-based service includes industry-standard SLA which is in effect throughout the contract period.

b. Support and Maintenance Services

Noverant Project Management Office

Support Structure - Our Project Management Office structure for each client is shown below:



The Noverant Tech Support center and engineering organization is based in North Carolina, staffed by Noverant employees providing 24x7x365 availability backed by our service level agreement (SLA). In-country AWS data centers are staffed 24x7x365 and government approved.

the City will receive enterprise-level support throughout the contract period, with unlimited tickets to our Tech Support center. Service includes government-approved disaster and backup plans and **24-hour RPO / 24-hour RTO** guidelines.

Noverant serves a world-wide user base, accessing the LMS through hundreds of combinations of devices, operating systems, and browsers – we have seen every type of service ticket!

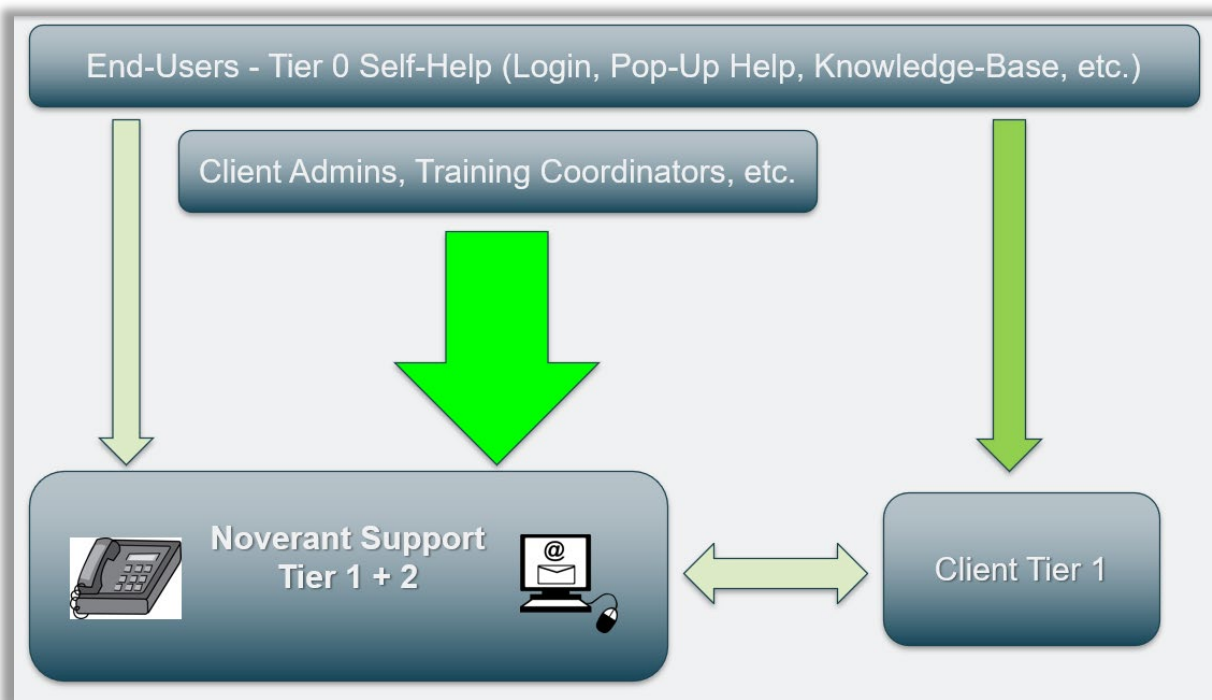
Noverant Tech Support – 24x7x365

The Noverant Tech Support center is based in North Carolina, staffed by Noverant employees providing 24x7x365 availability backed by our service level agreement (SLA).

For each implementation, we use the client's in-country AWS data centers which are staffed 24x7x365 and government approved to comply with privacy and security regulations.

the City will receive enterprise-level support throughout the contract period, with unlimited tickets to our Tech Support center. Service includes government-approved disaster and backup plans and **24-hour RPO / 24-hour RTO** guidelines.

Noverant serves a world-wide user base, accessing the LMS through hundreds of combinations of devices, operating systems, and browsers – we have seen every type of service ticket!



Noverant Online – System Uptime & Response Time

Since first launching our SaaS-based solution 16 years ago, **Noverant has consistently exceeded SLA requirements.**

Average Uptime: **99.998921%**

Average uptime metric based on average of client production instances across all data centers, excluding scheduled maintenance windows, the City sandboxes and test environments are excluded.



Tier 1 and 2 tickets are handled by our tech support staff using the **Zendesk enterprise-level application software**. Tickets are immediately acknowledged, time-stamped and escalated upon reaching SLA thresholds.

Normal hours and response time targets

- **Self-Help (24/7/365)** – Noverant Online includes self-help options for basic functions (e.g., password, username, built-in help, etc.).
- **Urgent (24/7/365)** – Urgent requests (e.g., system unavailable) are addressed 24/7/365 and include direct communication with the client until resolved.
- **Non-Urgent (6AM-8PM ET)** – Non-urgent help requests are acknowledged immediately with a ticket number and target initial response time of less than 4 hours and resolution time less than 8 business hours.

First Reply (Target / Actual)

1 Hr / 0.3 Hrs ✓

Full Resolution (Target / Actual)

24 Hr / 21.1 Hrs ✓

Noverant Service Level Agreement



NOVERANT ONLINE SERVICE LEVEL AGREEMENT

This Noverant Online Service Level Agreement ("SLA") is a policy governing the use of Noverant Online Information, Training and Compliance Management System ("Noverant Online") under the terms of the Noverant Terms of Service (the "Noverant Online Terms of Service") between Noverant, Inc. ("Noverant", "us" or "we") and users of Noverant's services ("you"). Unless otherwise provided herein, this SLA is subject to the terms of the Noverant Online Terms of Service and capitalized terms will have the meaning specified in the Noverant Online Terms of Service.

Service Commitment

Noverant will use commercially reasonable efforts to make Noverant Online available with a Monthly Uptime Percentage (defined below) of at least 99.9% during any monthly billing cycle (the "Service Commitment"). In the event Noverant does not meet the Service Commitment, you may be eligible to receive a Service Credit as described below.

Definitions

- "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which Noverant Online was "Unavailable." Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any Noverant Online SLA Exclusion (defined below).
- "Unavailable" and "Unavailability" mean when your instance has no external connectivity.
- A "Service Credit" is a dollar credit, calculated as set forth below, that we may credit to eligible accounts.

Service Commitments and Service Credits

Service Credits are calculated as a percentage of the total charges paid by you for services (excluding one-time payments such as upfront payments made for setup, professional services, validation documentation and similar services) for Noverant Online for the monthly billing cycle in which the Unavailability occurred in accordance with the schedule below.

Monthly Uptime %	Service Credit %
Less than 99.9% but equal to or greater than 99.0%	5%
Less than 99.0%	20%

We will apply any Service Credits only against future Noverant Online payments otherwise due from you. Service Credits will not entitle you to any refund or other payment from Noverant. A Service Credit will be applicable and issued only if the credit amount is greater than ten dollars (\$10). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the Noverant Online Terms of Service, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide Noverant Online is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

Credit Request and Payment Procedures

To receive a Service Credit, you must submit a claim by opening a case online with Noverant Tech Support. To be eligible, the credit request must be received by us within 5 days after which the incident occurred and must include:

- the words "SLA Credit Request" in the subject line;
- the dates and times of each Unavailability incident that you are claiming; and
- your request logs that document the errors and corroborate your claimed outage

If the Monthly Uptime Percentage of such request is confirmed by us and is less than the Service Commitment, then we will issue any eligible Service Credit to you within 30 days following the month in which your request is confirmed by us. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

Noverant Online SLA Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of Noverant Online, or any other Noverant Online performance issues: (i) that result from a suspension or termination described in the Noverant Online Terms of Service; (ii) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of Noverant Online; (iii) that result from any actions or inactions of you or any third party; (iv) that result from your equipment, software or other technology and/or third party equipment, software or other technology; (v) that result from any maintenance as provided for pursuant to the Noverant Online Terms of Service; or (vi) arising from our suspension and termination of your right to use Noverant Online in accordance with the Noverant Online Terms of Service (collectively, the "Noverant Online SLA Exclusions"). If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, we may issue a Service Credit considering such factors at our discretion.

Doc: Noverant Service Level Agreement_v2015_0

TAB 6 – Cost of Services

Noverant's cost proposal below includes the one-time fees for implementation and annual fees for the LMS and the Noverant Library. Testing is included with the Sandbox and Implementation/Configuration fees. There are no extra costs for troubleshooting, building reports, and training (initial and post-launch).

Cost Proposal				
Descriptions	Qty	Frequency	Unit Price	Total
One Time Fees: \$6,800				
SANDBOX ACTIVATION	1	One Time	\$ 1,900	\$1,900
IMPLEMENTATION/CONFIGURATION	1	One Time	\$ 2,400	\$2,400
INITIAL TRAINING	1	One Time	\$ 2,500	\$2,500
Recurring Fees:				
NOVERANT LMS				
<ul style="list-style-type: none"> Annual Subscription with 100 Noverant Library courses. 	1	Annual	\$62,655	\$62,655

Notes

- 1) Environments – Includes a dedicated sandbox and production environments.
- 2) Payment – Subscription fee paid annually in advance. Payments are due net 30 days.
- 3) The City can choose any 100 courses from the Noverant Library, which includes over 1,900 courses. Additional content bundles are available.
- 4) Optional Services – Pricing for additional language packs, content development, or on-site services are available and can be priced upon request.

TAB 7 – Other Forms

The following completed forms are included as attachments per the RFP:

1. Exceptions/Additional Materials/Addenda Form
2. Vendor Information Form
3. Vendor Certification of Proposal Form
4. Scrutinized Companies form(s)
5. E-Verify Eligibility Form
6. W-9 Form