

The following technical support services are included with LINGOs membership:

Country-level Membership: (Pilot in 2011-2012)

- Initial creation of basic LINGOs-supplied learning portal
- Access to self-service LINGOs-supplied learning portal onboarding materials (guidance on how to process registration requests, manually register users, run usage reports, etc.)
- Addition of LINGOs pre-selected courses from LINGOs course library to LINGOs-supplied learning portal
- Access to self-service support for tools (Collaborate, Articulate, etc.) via member support site and/or tool vendor's website
- Technical support of LINGOs-supplied tools, LINGOs course library and systemic LINGOs-supplied learning portal technical issues (see *Appendix* for further information)
- Ability for one (1) member-designated individual to contact LINGOs technical support (see *Appendix* for further information)

Level 1 Membership:

- Initial creation of basic LINGOs-supplied learning portal
- A single LINGOs-supplied learning portal onboarding session not to exceed one (1) hour (initial training on how to process registration requests, manually register users, run usage reports, etc.) for up to three (3) participants from the member agency conducted via virtual classroom and recorded for the member (see note below under *Additional synchronous LINGOs-supplied learning portal onboarding session*)
- Addition of LINGOs pre-selected courses from LINGOs course library to LINGOs-supplied learning portal
- Access to self-service LINGOs-supplied learning portal knowledge base
- Access to self-service support for tools (Collaborate, Articulate, etc.) via member support site and/or tool vendor's website
- Technical support of LINGOs-supplied tools, LINGOs course library and systemic LINGOs-supplied learning portal technical issues (see *Appendix* for further information)
- Ability for one (1) member-designated individual to contact LINGOs technical support (see *Appendix* for further information)

Level 2 Membership:

- Initial creation of basic LINGOs-supplied learning portal
- Option to purchase additional LINGOs learning portal(s)
- Option to purchase an Implementing Partner Portal
- Option to purchase SCORM Dispatch destination(s)
- A single LINGOs-supplied learning portal onboarding session not to exceed 2.5 hours (initial training and guidance on how to brand portal, process registration requests, manually register users, create offline events, upload custom courses, run usage reports, etc.) for up to five (5) participants from the member agency conducted via virtual classroom and recorded for the

member (see note below under *Additional synchronous LINGOs-supplied learning portal onboarding session*)

- Addition of member-selected courses from LINGOs course library to LINGOs-supplied learning portal(s) and/or SCORM Dispatch destination(s)
- Access to self-service LINGOs-supplied learning portal and SCORM Dispatch knowledge base
- Access to self-service support for tools (Collaborate, Articulate, etc.) via member support site and/or tool vendor's website
- Access to learning portal test environment
- Technical support of LINGOs-supplied tools, LINGOs course library and systemic LINGOs-supplied learning portal and/or SCORM Dispatch technical issues (see *Appendix* for further information)
- Ability for one (1) member-designated individual to contact LINGOs technical support per learning portal and/or SCORM Dispatch destination (see *Appendix* for further information)

Enterprise Membership:

- Initial creation of basic LINGOs-supplied learning portal and/or SCORM Dispatch destination
- Option to purchase additional LINGOs learning portal(s) and/or SCORM Dispatch destination(s)
- Option to purchase an Implementing Partner Portal
- A single LINGOs-supplied learning portal onboarding session not to exceed 2.5 hours (initial training and guidance on how to brand portal, process registration requests, manually register users, create offline events, upload custom courses, run usage reports, etc.) for up to five (5) participants from the member agency conducted via virtual classroom and recorded for the member (see note below under *Additional synchronous LINGOs-supplied learning portal onboarding session*)
- Access to self-service LINGOs-supplied learning portal and SCORM Dispatch knowledge base
- Addition of member-selected courses from LINGOs course library to LINGOs-supplied learning portal(s) and/or SCORM Dispatch destination(s)
- Access to self-service support for tools (Collaborate, Articulate, etc.) via member support site and/or tool vendor's website
- Access to learning portal test environment
- Technical support of LINGOs-supplied tools, LINGOs course library and systemic LINGOs-supplied learning portal and/or SCORM Dispatch technical issues (see *Appendix* for further information)
- Ability for one (1) member-designated individual to contact LINGOs technical support per learning portal and/or SCORM Dispatch destination (see *Appendix* for further information)

The following services are not included as part of membership:

- **Additional synchronous LINGOs-supplied learning portal onboarding session**
 - Level 1 member agency: \$150 for a single 1-hour session for up to three (3) participants from the member agency
 - Level 2/Enterprise member agency: \$300 for a single 2.5-hour session for up to (5) participants from the member agency

NOTE: Time accounting starts at the scheduled start time of the onboarding session. Cancellation of an onboarding session less than 48 hours before the scheduled time may result in a fee of \$50.

LINGOs is in the process of automating the initial LINGOs-supplied learning portal onboarding session for new members. Once this automation is complete, new members will complete the asynchronous portion of onboarding on their own and will be provided (upon request but within 30 days of completing asynchronous portion of onboarding) a single synchronous question-answer session as follows:

Level 1 member agency: up to 30 minutes for up to three (3) participants from the member agency

Level 2/Enterprise member agency: up to 1 hour for up to (5) participants from the member agency

If additional question-answer time is needed, it will be billed at the rate of \$50/hour, 1 hour minimum charge. Depending on the schedule of the LINGOs employee conducting the question-answer session, additional question-answer time may need to be scheduled at a future date. Existing members can take advantage of question-answer sessions at the same rate as new members.

Time accounting starts at the scheduled start time of the question-answer session. Cancellation of a question-answer session less than 48 hours before the scheduled time may result in a fee of \$50.

LINGOs offers quarterly question-answer sessions for all members at no additional cost. Consult the LINGOs member website for further information.

- **Technical support services resulting in an additional fee of \$50/hour, 1 hour minimum charge:**
 - Consulting on LINGOs-supplied learning portal branding and/or management, course development, etc.
 - Technical support requests for content that was covered during member's LINGOs-supplied learning portal onboarding session(s), question-answer sessions or that was available via the self-service member site or the tool vendor's website

NOTE: At the discretion of LINGOs technical support, if during a consultation the member agency offers to create and share a recording outlining the solution, the recording can be traded in lieu of the fee.

- **Technical support services resulting in a fee of \$50/hour, 1 hour minimum charge and requiring a Scope of Work (SOW) agreement between member agency and LINGOs:**
 - Any request not mentioned above

APPENDIX

Contacting LINGOS Technical Support

- The member-designated individual for technical support purposes shall communicate with LINGOs technical support via e-mail at support@lingos.org. If other means of communication (Skype, phone, web-based remote support, etc.) becomes necessary, LINGOs technical support shall arrange additional communication as needed. LINGOs reserves the right to change communication method as necessary to accommodate expansion of support tools (e.g. web-based support tickets) as needed.
- In the event that the member-designated individual for technical support is unavailable, the member-designated key contact may contact LINGOs technical support via the method outlined above.
- It is the member agency's responsibility to provide LINGOs member services with the names of the designated individual for technical support and the key contact for the member agency at memberservices@lingos.org as well as communicate any changes to this information to the same e-mail address.
- LINGOs technical support is typically available Monday – Friday, 9:00 am – 5:00 pm United States Eastern time zone (same as New York City), excluding LINGOs holidays (see list of holidays on member support site).

List of Supported Technical Issues

NOTE: LINGOs reserves the right to periodically add to the list of supported technical issues.

- LINGOs course library
 - Course data communication issues unable to be resolved by member-designated individual for technical support via self-service member support site

NOTE: Depending on the issue, LINGOs technical support may redirect the issue to an appropriate course vendor contact.
- Member agency's LINGOs-supplied learning portal
 - Connectivity issues. After exhausting self-service support via the member support site, the member-designated individual for technical support should then consult with the member agency's IT support before contacting LINGOs technical support in order to determine if there is an internal connectivity issue.
 - Course data communication issues between the learning portal and member-agency's custom courses. After exhausting self-service support via the member support site, member-designated individual for technical support should then consult with the course authoring tool vendor before contacting LINGOs technical support.
 - Portal features not behaving as outlined on member support site and during member's LINGOs-supplied learning portal onboarding.

NOTE: Depending on the issue, LINGOs technical support may redirect the issue to an appropriate LINGOs-supplied learning portal vendor contact.

- SCORM Dispatch (*for members not using a LINGOs-supplied learning portal*)
 - Connectivity and data communication issues unable to be resolved by member-designated individual for technical support via self-service member support site. Please note:
 - If an issue is identified by the member agency regarding SCORM Dispatch, LINGOs technical support will forward the issue to its external developers for further resolution.
 - If the issue is identified as a SCORM package or SCORM Dispatch issue, LINGOs technical support will work with its external developers to correct the problem at no cost to the member agency.
 - If the issue is identified as an issue with the member agency's deployed LMS and/or how it conforms to SCORM 1.2 standards or launches SCORM 1.2 packages required for SCORM Dispatch, it will be the member agency's responsibility to work with the member agency's deployed LMS vendor and/or directly with LINGOs' external developers to resolve the issue(s). All support agreements and costs for such support will be the responsibility of the member agency.

- Tools (*Collaborate, Articulate, etc.*)
 - Installation and application issues. After exhausting self-service support via the member support site and/or the tool vendor's website, the member-designated individual for technical support should then consult with the member agency's IT support before contacting LINGOs technical support in order to determine if there is an issue with the member agency user's workstation.

NOTE: Depending on the issue, LINGOs technical support may redirect the issue to an appropriate tool vendor contact.