

How to Onboard with Us

We pride ourselves on offering great training and first-class customer support. Our customers tell us that test-setters and test-sitters find the platform easy to use and that our customer-facing teams are helpful experts.

We offer a mandatory start-up service, which is broader than training. It includes project management to hand-hold our customers as they start using our technology. We lead them through their first assessment program.

We also have embedded 'Questionmark OnBoard' on the platform. It is a step-by-step guide of how to do the most common tasks.

As a result, our customers get up to speed much faster, which means high-quality information can be gathered more quickly.

How it works

Our professional services team engages with the customer throughout the process and our project manager provides a single point-of-contact during the implementation.

1. Invitation and kick-off

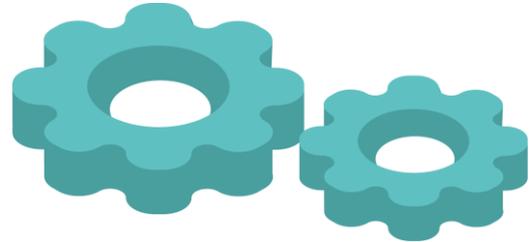
- Overview: a full induction to the platform, features and services
- Introduction: identify relevant team members on each side and agree roles and responsibilities
- Purpose: establish business goals and how assessments can help meet them
- Process: agree communication channels and frequency



2. Configuration workshop

We work with our customers on a structured decision-making process to determine how best to implement the system. This makes the whole process quicker.

The output of this phase will be an implementation plan. A typical implementation plan will address, but is not limited to, the following:



- Users, groups, roles and permissions
- Authentication and authorization
- Types of assessments administered
- Assessment creation, administration and reporting process
- Security requirements
- Content migration

3. Implementation

During this phase, there will be several work streams that can often be run in parallel:

- End-user training
- Assessment authoring
- Questionmark configures the system to meet your requirements, including items such as
 - Standard
 - Branding of portal
 - Branding of assessment delivery templates
 - Configuration of login screen and dashboard
 - Setup of a coaching report template
 - Modifying pertinent server settings
- Advanced implementation, which includes the above, plus any number of
 - E-commerce setup
 - Online proctoring setup

- On-site proctoring via partners setup
- Configuring badges or certificates
- Integrating with third parties
- Publishing of non-assessment content within the portal

4. Acceptance Testing

The implementation is first conducted in a customer's QA/staging environment. Once complete, customers are able to perform acceptance testing.

We also encourage customers to conduct at least one pilot of the system, where the full, end-to-end assessment administration process is put to the test. This includes authoring, delivering and reporting on assessment results.

Based on the acceptance testing and the pilot results, we will work together to make the necessary adjustments to the system, before proceeding to the next phase.

5. Go-live

In the last implementation phase, we will apply all the configurations, settings, branding and content previously tested and approved a customer's production environment. We test that the setup is working as expected in the production environment.

Internally, we perform a handover briefing to our technical support team and one of our account managers, to ensure a seamless transition.

We use various checklists to ensure that our customers are ready to begin delivering assessments to real participants that will generate valid and trustable results for decision-making. At this point, customers are ready to start putting Questionmark to use in their business.

