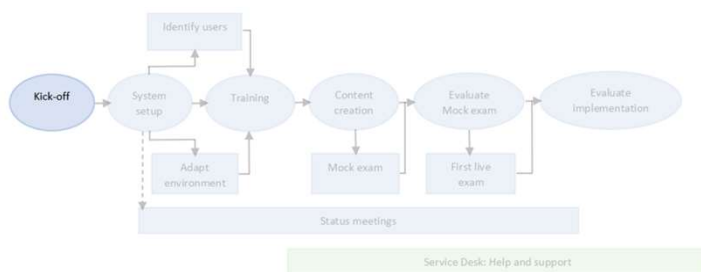


1 Kick-off meeting

Onboarding activity

- Introduction of the project
 - Project scope / plan
 - Planned activities and goals
 - Project timeline
- Timeline for onboarding activities
- Plan for setting up the system

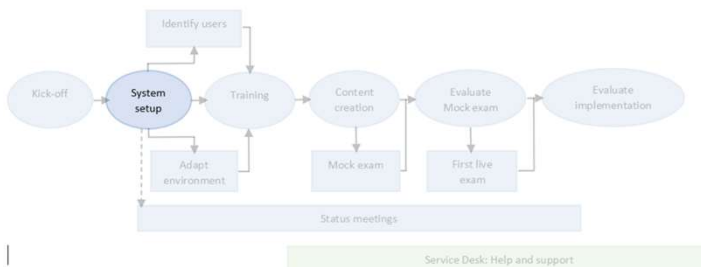


Inspera assessment

2 System setup

Onboarding activity

- **Account setup:** Customer name and tenant URL (e.g. institutionname.inspera.com)
- **Information architecture:** Permissions for user roles, organisation units and defining workflows
- **Customised options:** Personalise your tenant with background image, logo and help text
- **Additional products:** InsperaScan
- **Standard integrations:** Single-Sign On (SSO), Ladok and Inspera API

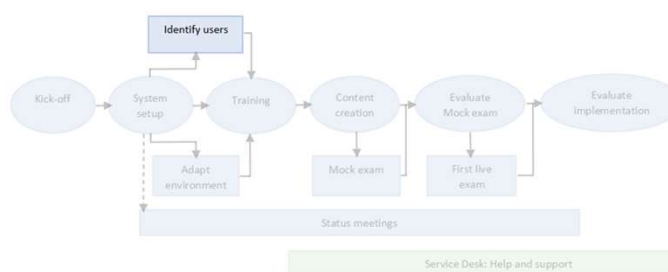


Inspera assessment

3 Identify users

Onboarding activity

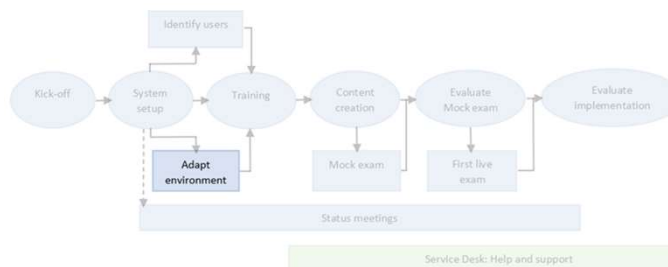
- Project team
- Super users group
 - Staff working in different parts of the organisation
 - Administration / exam office
 - Graders
 - Invigilators
 - IT department



4 Adapt environment

Onboarding activity

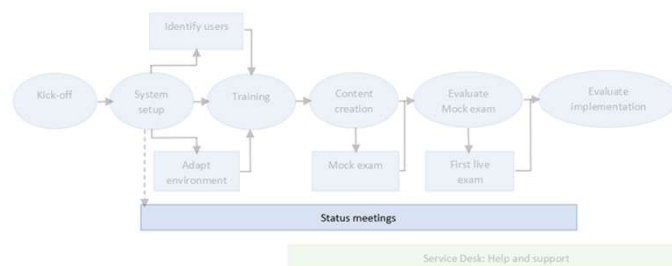
- Initial account configuration
 - Enable / disable configurable system settings
 - [Available configurations in Inspera Assessment](#)
- Customisation of landing page for students and admins (if applicable)



5 Status meetings

Onboarding activity

- Customer owned activity
- Every second week
- Agenda suggestions: Project status, any issues/concerns and questions about functionality
- Ends after onboarding is completed → Customer Success

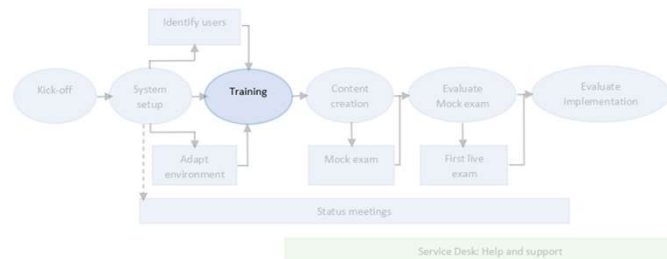


Inspera assessment

6 Training

Onboarding activity

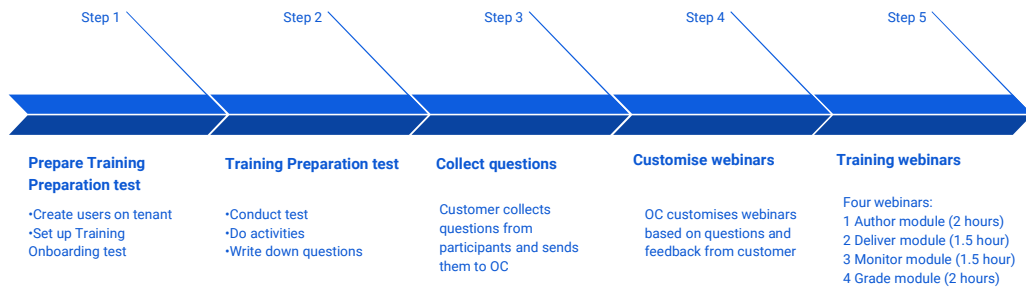
- Carried out after the technical implementation of the system, but can also be ordered if needed at later stages
- Training consists of Onboarding training test and four webinars
 - Participants conduct the onboarding training test
 - The four webinars consists of:
 - i. Author module
 - ii. Deliver module
 - iii. Monitor module
 - iv. Grade module



Inspera assessment

6 Training

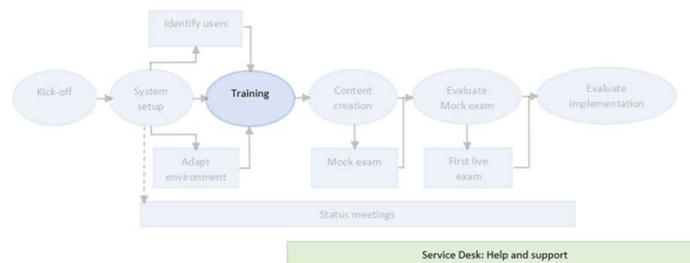
Onboarding training test (4 webinars)



6 Training

After training: Get access to Service Desk (Inspira Support)

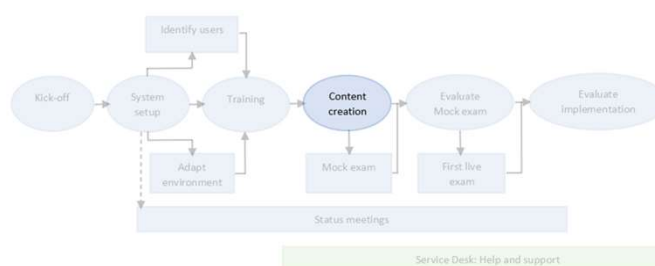
- After training and before the first live exam
- Service Desk is dedicated to help with questions and assist with technical troubleshooting
- Submit support requests, feature requests, service requests and report issues



7 Content creation

Onboarding activity

- Customer owned activity
- Make guidelines and/or make a content creation plan
 - Naming of questions and questions sets
 - Use of design settings on question sets
 - Test naming and settings
 - Student information
- Create questions, question sets and tests

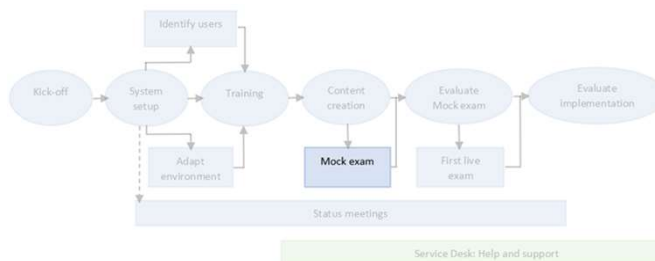


Inspira assessment

8 Mock exam

Onboarding activity

- Customer owned activity
- Make sure that you are ready to go live with a digital exam process
- Full test of end-to-end workflow
 - Planning
 - Exam day routines
 - Single-Sign On (SSO)
 - Test delivery
 - Marking
 - Exam data analysis

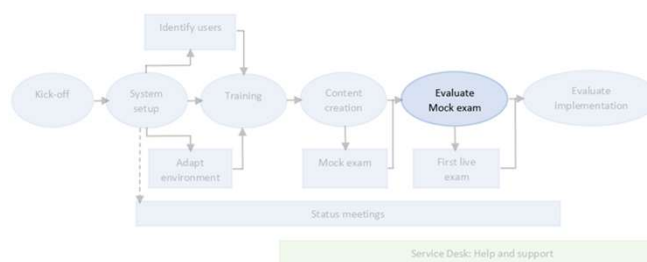


Inspira assessment

9 Evaluate mock exam

Onboarding activity

- Customer owned activity
- Evaluate the results from the mock exam
- Perform any needed adjustments
 - Training of other admin users
 - Process engineering
 - Hardware
 - Guides for staff
 - Guides for students

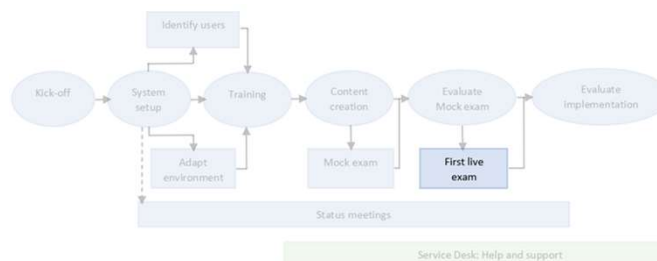


Inspira assessment

10 First live exam

Onboarding activity

- Customer owned activity
- Prepare for the first live exam by:
 - Preparing and informing students
 - Make sure the relevant test(s) has been created and activated
 - Create fall-back procedures and process descriptions
 - Inform and train invigilators



Inspira assessment

11 Evaluate onboarding

Onboarding activity

- Customer owned activity
- Evaluate the project
- Perform evaluation activities for all staff involved in the project
- Anything more that is needed to make sure the project runs successfully?
- Handover to Customer Success

