Evaluating and Selecting an LMS System

OCTOBER 7, 2019
Session goal

Help public entity pools understand and learn from the work of other pools when it comes to identifying how an LMS system will benefit the pool and its members, get insight into how to approach the RFP/RFI process, gain insight into lessons learned and outcomes.
Panelist Introductions

Greg Barlow, CIRSA, Loss Control Manager
Steve Norman, CIS, Administrative Officer
Andrew Ranson, mozaYk13, moderator
Pool Stories

Drivers

Process

Factors

Content
Going Deeper

- Desired Outcomes
- EASE OF USE (FOR LEARNER; FOR ADMINISTRATOR)
- Security
- Content Ownership
- What to Look For in a Vendor
- Contracting Process
- Stakeholder Feedback
- Helpful Resources
Helpful AGRiP Resources

The Best Practices section of the AGRiP website has an Advisory Standards document listing helpful guidance regarding Service Provider Contracts. To access this document either follow these steps or go directly to the bottom link listed below.

- Go to: [https://www.agrip.org/best-practices](https://www.agrip.org/best-practices)
- Click “Apply the Standards” ([https://www.agrip.org/best-practices/advisory-standards](https://www.agrip.org/best-practices/advisory-standards))
- Click “View the Advisory Standards” ([https://higherlogicdownload.s3.amazonaws.com/AGRIP/613d38fc-c2ec-4e1a-b31f-03fa706321aa/UploadedImages/AdvisoryStandardsOnly.pdf](https://higherlogicdownload.s3.amazonaws.com/AGRIP/613d38fc-c2ec-4e1a-b31f-03fa706321aa/UploadedImages/AdvisoryStandardsOnly.pdf))
- The section entitled “III. SERVICE PROVIDER CONTRACTS” is on page 7 of the document
Take Aways

SHOPPING  SELECTION  CONTRACTING
Take Aways

1. Have you clearly defined the outcomes you want to achieve with a Learning Management System? If you have multiple stakeholders (e.g. members, governing body, staff) whose needs may differ, there may be multiple desired outcomes.

2. Are the requirements clearly documented?

3. Is the provider supplying the content, or is the system designed for you to upload your own content, or both?

4. Will you develop and conduct a formal Request for Proposal (RFP)?
Take Aways

1. Have you compared your organization’s requirements to the system's features?

2. Has the level of support provided by the vendor been specified and agreed upon?

3. Beyond price and feature considerations, is there a cultural fit with the vendor that will enable effective issue resolution.
Take Aways

1. Have you included a clause that states that you must approve any changes to the resources (staff) assigned to your account?

2. Does the contract clearly state that the buyer has full authority to terminate the relationship in the event that the software vendor is acquired or sold?

3. Does the agreement state the contract term and have explicit provisions for renewing and/or extending the contract.
Thank you!