

# Digital Unite's Digital Champions Network (DCN)

## Services Schedule

### 1. Scope of Services

- 1.1 The Supplier will set up and maintain the Digital Champions Network (DCN) for the Customer.
- 1.2 DCN Customers may have Standard, Tiered or Enterprise memberships of DCN.
- 1.3 The Supplier will provide all DCN Customers with the following services:
  - a) An e-learning website based on Totara LMS technology, built and hosted by a third-party supplier, Learning Pool, and carrying the Customer's and Digital Unite's branding.
  - b) Online learning and support for two types of users: Digital Champions and Project Managers
  - c) 'Online learning' includes a range of self-study courses. Each course contains quizzes and activities which the learner completes as they go along, to be able to download their course completion certificates at the end. Courses also contain examples and downloadable resources. All course content is regularly maintained to ensure that it is up to date with relevant technologies and that external links are maintained.
  - d) Successful completion of a course will result in the user (Digital Champion and/or Project Manager) being awarded a Digital Badge compatible with the Open Badges framework.
  - e) Users have access to resources (as distinct from 'courses') containing additional support and guidance according to their role as Digital Champion and/or Project Manager.
  - f) Users have access to an online forum, moderated on a regular basis by the Supplier's Online Mentor, to share learning, questions and ideas.
  - g) For all DCN Customers there are;
    - Digital Champion dashboards for every Champion registered on the Network.
    - For Tiered and Enterprise Customers, the option to 'set' specific learning pathways for cohorts of Digital Champions. This customisation is specified at set up.
    - A Champion activity recording tool allowing Digital Champions to record learner activity. For Tiered and Enterprise Customers, the tool can be customised.

- A toolkit for Project Managers with practical resources to help Customers kick-start their Digital Champion programme.
- h) Project Manager Dashboards enabling monitoring of Digital Champion learning and end learner support activities.

## **2. Registration mechanisms**

### **2.1 for Digital Champions**

- a) The Customer will receive Digital Champion registration codes corresponding to the volume of Digital Champion users paid for and according to their type of membership.
- b) The Customer will send these registration codes to prospective Digital Champions to complete a self-enrolment process on the DCN.
- c) From self-enrolment it will take between 2 and 30 minutes for the user account to be activated. The user will be notified by email when their account is active.

### **2.2 for Project Managers**

- a) Customers may also appoint a Project Manager or more than one with the agreement of Digital Unite at set up.
- b) Project Managers are set up by Digital Unite as part of their overall organisational set up. Their contact details can be published on the Customer's Digital Champions' dashboards.
- c) Project Managers have access to specific Project Manager courses and resources as well as to monitoring data and tools to extract reporting data about their Digital Champions.

## **3. Support**

### **a) Adding Users**

Customers can increase the volume of users (Digital Champions and/or Project Managers) at any time by discussing requirements with the Supplier.

Additional users are chargeable. Customers should check these with Digital Unite for accuracy.

### **b) User Support**

Support to users of the Digital Champions Network is provided in the first instance by The Supplier's technical partner, Learning Pool.

Users needing support are requested to send an email to Learning Pool support using this email address [support@learningpool.com](mailto:support@learningpool.com)

In the email, users are asked to tell them as much as they can about the problem they are having and the support they need. This email raises a support 'ticket' which allows Learning Pool (and Digital Unite) to monitor the help request until it is resolved.

Examples of things DCN users may need support with include: loss of or forgetting of a password – password reset support. Questions about viewing and/or accessing current courses and course completions; certificates; digital badges. Questions about Champion records. Questions from Project Managers about accessing their project records.

Standard response time is 30 minutes

Learning Pool's target for resolution is 4 hours

If the issue cannot be resolved, it will get escalated immediately.

What happens if the support request needs to be escalated?

- A request goes into a Learning Pool user support ticket system which Digital Unite also has access to.
- Users are contacted by a member of the Learning Pool support team by phone or email to outline the steps they are taking.
- All necessary resources are assigned to resolving the issue. In the event that a fix within 2 hours is not possible for any reason, users will receive updates on the case every hour until the issue is resolved.
- In the event of a widespread disruption affecting several customers Learning Pool will highlight the issue to Digital Unite, and Digital Unite will also intervene as required to support the resolution.

More details about Learning Pool support can be found here <https://learningpool.com/what-happens-when-i-contact-support/>

#### **4. Exclusions**

The Supplier has no obligation to resolve support requests relating to matters over which the Supplier has no control or which are the responsibility of the Customer or which arise due to breach of the Digital Unite Terms of Use Policy (<https://digitalunite.com/terms-use> ).

The Supplier may nonetheless make reasonable efforts to assist the Customer with the resolution of such issues.