Learning Management System (LMS)
Solution Assurance Review (SAR) Technical Checklist

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Purpose of This Checklist

This checklist, when completed, will assist the IBM Subject Matter Expert (SME) and Quality Assurer (QA) during the Solution Assurance Review (SAR). This checklist is intended as an internal document to be completed by the solution team using information provided by the Customer. It is not the Customer's responsibility to complete this questionnaire, but you may require assistance from the Customer to complete it. After an internal SAR is performed, you may wish to do an additional SAR for which the Customer is invited to participate.

A Solution Assurance Review is a technical inspection of a completed solution design with the purpose of answering the questions:

> Will the solution work (i.e., is it technically viable)?
> Can we implement it successfully (is the implementation plan sound)?
> Will it meet the Customer's requirements and expectations?

To insure Customer success in installing or migrating to the Learning Management System, a Solution Assurance Review is conducted to identify any risks associated with the installation or migration and to make recommendations to minimize those risks. In addition, the Solution Assurance Review will help identify the Customer's readiness to deploy this software.

Therefore, this checklist will focus on considerations for a new implementation of Learning Management System or migration from existing e-Learning environments to Learning Management System.

After the SAR is complete, the participants will assess the overall risk (a) as it stands at the time of the SAR, and (b) after the action item(s) assignee(s) has (have) completed any action items that arise from the SAR in order to reduce the Customer's risk in installing LMS. **FOR IBM ONLY** If the overall risk is rated as "high", the appropriate IBM management will be notified to help develop a plan to reduce the risk. After an appropriate period, follow-up will be performed by QA in order to ensure that action items have been handled appropriately (so that the resulting risk to the Customer is lowered).

Scope

This checklist is to be used for technical Solutions Assurance reviews; it is intended to be used in a pre-sales Customer engagement. It does not cover business, financial, or marketing risks. For large complex projects, IGS or ISSL Quality Assurance should be engaged. It is not the Solution Assurer's role to uncover hidden information and risk. This process only works with the active and open contribution of all parties. Remember that SA is an ongoing process and not a single review. Key assumptions should be recorded and tested.

Intended audience

The intended audience for SARs is:

> IBM/Lotus sales representatives (Opportunity Owners)
> IBM Support Account Managers (SAMs)
> IBM IT Specialists and IT Architects
> Lotus Support Managers (LSMs)

IBM/Lotus (including IGS/ISSL) technical specialists (Solution Designers)
IBM/Lotus Business Partners
The team responsible for planning and implementing the LMS deployment (Solution Designers)

To reiterate, notice that this audience does not normally include Customers (directly) on the “first pass” through the SAR process, but after an internal SAR is completed, it may be appropriate to invite the Customer to participate in an additional SAR, at which time many of the risks uncovered in the initial SAR can be discussed openly and the appropriate action plans to resolve those risks can be put in place with the Customer’s concurrence.

Skills required

In order to use this completed checklist to participate in a Solution Assurance Review, participants should be able to:

Understand the Customer’s environment, requirements, and expectations
Understand the capabilities and limitations of LMS
Employ prior e-Learning implementation expertise

Directions

Please provide details that answer the various questions on this checklist that will allow the SME and QA to evaluate the viability of the proposed solution. Include diagrams as appropriate.

The SME(s) and QA will assign the risk rating(s) during the SAR, so you are welcome to estimate the risk assessment if you like, but you should expect that this assessment could be redone during the SAR.

#	Customer Overview	Details
1.1	List details about the Customer.	Customer name: Executive sponsor name: Organization/title: Responsibilities:
1.2	Provide a high level overview of the Customer's business and current technical environment.	Business overview: High Level Current environment:
1.3	Document the Customer's business environment, including any industry or competitive information that is relevant.	

#	Customer Requirements	Details
2.1	Describe the Customer’s assumptions about this LMS implementation.	
2.2	Describe the Customer’s view of risks in this LMS implementation.	
2.3	List known Conditions of Satisfaction (what needs to happen to achieve Customer satisfaction).	
2.4	Describe critical success factors for this solution to succeed (from the Customer’s point of view -- what needs to happen for this solution to be successful).	Critical success factors: How success is measured today: How success will be measured after the implementation:
2.5	Describe the Customer’s view of business benefits (i.e., what is driving this Customer’s desire for the LMS implementation?).	
2.6	Describe the Customer’s installation project plan, including tasks, duration, resources, responsibilities, and dates.	Attach plan if available.
2.7	Describe the staffing committed to this project.	Project Manager: SysAdmin: Content Developers: Report Design: Training Department: Help Desk:
2.8	Does the Customer have other projects that could impact/conflict with the success of or completion date of this installation? List them.	
2.9	Is this a high visibility project?	
2.10	Are there any government/industry mandated training or auditing requirements?	

#	Current Technical Environment	Details
3.1	Describe the current technical environment (include overview and diagrams as appropriate).	Products with versions implemented:
3.2	Describe the Customer's current LDAP implementation, if any. Specify which LDAP product(s) and versions they use and whether or not they have modified the default schema(s). Have you validated that the LMS will support the Customer's LDAP implementation. Does the Customer use multiple LDAP user directories?	
3.3	What Relational Data Base Managment System (RDBMS) is currently being used?	
3.4	Describe the Customer's implementation experience with WebSphere Application Server (WAS), if any. With what version of WAS do they have production experience?	
3.5	What e-Learning products are currently installed/implemented?	Products with versions implemented:
3.6	Will existing content be used?	
3.7	Is it standards-based?	
3.8	Is it LAN-based or Web-based?	
3.9	Does content have to be converted to SCORM?	

#	Proposed Technical Solution (LMS Implementation)	Details
4.1	Has this proposed solution been successfully implemented before with another customer?	
4.2	Is the proposed solution a response to an Request for Proposal (RFP or RFI)?	Attach response to RFP/RFI or Proposal
4.3	Describe the proposed technical environment (include overview and diagrams as appropriate). On what software/hardware platform(s) will the solution components be deployed?	
4.4	Is the proposed software configured and documented?	Include configurations:
4.5	Is proposed hardware configured and documented?	Include configurations:
4.6	What is the proposed Relational Data Base Management System?	
4.7	Describe the proposed implementation process. Include: Connecting to LDAP, Delivery Server deployments, 3rd-party content, RDBMS decisions. (including high-level project plan with schedules and assigned responsibilities).	
4.8	Are the resources known for LDAP, RDBMS, etc. -- that is, do you know how to contact the DBA if there is a question about the RDBMS during the implementation?	
4.9	To what extent will the Assembly and Authoring Tool be used?	To migrate content? To author new content? To create LVC activities?
4.10	Does the Customer intend to implement a blended learning approach (e.g., using LVC)?	

4.11	Describe migration requirements (including high-level project plan with schedules and assigned responsibilities). Is this a Lotus e-Learning product -> LMS migration? Will existing courses, history, etc., have to be migrated?	Document:
4.12	Does the Customer implementation plan require customization of the user interface/experience. If yes, describe requirements in detail UI - graphics, color, text JSPs to enhance or change LMS functionality	
4.13	Describe any integration requirements (e.g., ERP, HR systems, etc.).	
4.14	Have resources been assigned to identify Roles, Profiles, Resources, Curriculum, Certifications, etc.	
4.15	List the LMS functions the Customer plans to implement: Resources, ILT, LVC.	
4.16	Describe the Customer's expectations about implementation of these LMS functions.	
4.17	Describe the impact of the LMS functions the Customer plans to use on: Server sizing/capacity planning Network utilization Firewalls Storage requirements Installation Training	
4.18	Will custom reports be developed? If yes, please provide examples	Attach examples:

4.19	List which related products the Customer plans to use with the LMS: Content development Anti-virus Backup Third-party applications Compression code Server monitoring Problem management Change management	
4.20	Does the Customer plan to use any/all of the portlets included with LMS?	Describe Portal Environment:
4.21	What authentication mechanism is used to provide SSO (single sign-on)	
4.22	List the anticipated/planned number of users accessing LMS. Determine the percentage of concurrent users.	
4.23	Provide the detailed sizing(s) used to estimate additional capacity for new servers, functions, users, etc.	

#	Operational	Details
5.1	Describe the Customer's plans for an LMS test environment. (Note: If the Customer does not recognize the need for a test environment or has no plans for a test environment, the risk assessment should be considered high.)	
5.2	Describe any outside assistance/consulting required for this implementation project to be successful.	
5.3	List the skilled resources from BCS, ISSL, IGS and/or Business Partner(s) that will provide this assistance/consulting.	BCS: ISSL: IGS: Business Partner(s):
5.4	Have detailed systems management procedures (backup/recovery, server monitoring, problem management, and change management) been defined?	
5.5	Have capacity/performance/service level agreements (SLAs) been documented?	
5.6	Describe the training and education plan for:	SysAdmins: Content Developer: Report Designer: Help Desk: End User Training: HR: Training Department:
5.7	Describe any currently-known concerns, issues, or sensitivities with Lotus Support and/or IBM Support, if applicable.	
5.8	Does Customer understand IBM Support offerings?	
5.9	Is there currently a Premium Support contract in place?	
5.10	Does the Customer have a Lotus Services Manager (LSM)? If so, who is it?	

5.11	Have you reviewed the concept of premium support vis-a-vis mission-critical applications with the Customer? Does Customer management understand the potential risk if there is no premium support contract in place for this mission-critical environment?	
5.12	Does the Customer understand the incident escalation process if there should be a problem?	
5.13	Describe the Customer's overall test plan, including a clear path to production.	
5.14	Describe the Customer's interoperability requirements between other e-Learning systems and LMS.	
5.15	Describe the Customer's plan to test interoperability between other systems and LMS.	
5.16	Provide a brief overview of the Customer's coexistence strategy and describe their plan in detail	
5.17	Describe the Customer's pilot environment. What group of users will pilot the solution? What are Critical Success Factors of pilot?	
5.18	List which installation information has been reviewed by the Solution Team with the Customer: Release Notes Technotes Redbooks LDD	
5.19	Are there any Critical Situations with other Customers in a similar environment and solution? (IBMers only: Check the weekly Crit Sit Report from the CritSit Project Office.)	
5.20	Describe any risks or issues which have not been adequately explored yet.	

5.21	Provide any other information that would be useful for the SAR team members to evaluate the risk and readiness of this Customer to implement.	

Risk Assessment (to be completed during the SAR)	Describe/explain/justify in detail:

At the conclusion of this review, document an action plan to contain risk and file it.

Solution Assurance Review Documentation Feedback

This Solution Assurance Review document is designed to be used and updated/re-used by IBM, Business Partner, and Customer personnel at several different times during the implementation: prior to project planning, prior to hardware and software ordering, prior to installation, prior to the pilot, prior to production, etc. The tasks in this document are designed to flag key items that need attention to ensure a successful implementation. The tasks in the included checklists have been selected based on questions, satisfaction issues, and CritSits where IBM support organizations have been involved. Solution Assurance Review documents are living documents and will change as new versions of the software are introduced and additional tasks are identified.

We need your feedback on the layout, content, and information that is provided. As you review these checklists, please send your comments on the following to the address listed at the bottom of this page:

1. Would the checklist help ensure successful implementation?
2. Is the information provided adequate? (We are not trying to duplicate reference manuals or software services.)
3. What changes are needed to the format?
4. What is missing?
5. Other comments:

Feedback addresses

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