



Implementation Methodology

Frontline Education provides a comprehensive implementation methodology and expert resources to partner with your Project Team throughout the implementation. A phase-gate project model is incorporated with distinct phases and milestone checkpoints, leading through go-live and project completion.

As every client is unique, timelines can vary depending on client size, resource availability, and the complexity of the project. Your Frontline Education Project Manager and/or Implementation Consultant will work with your team to plan an implementation based on your specific needs.

Project Launch

Once your contract is signed, we'll schedule a Project Kickoff meeting to review your goals and begin planning the project together. From there, your Frontline Education Project Team will be with you every step of the way and will work with your Project Team through ongoing project status calls to successfully manage the implementation.

An internal handoff meeting between Frontline Education Sales and Client Success will facilitate a seamless transition for your organization as we transfer key knowledge from the sales discussions. The welcome video will introduce you to the implementation process and our services. Our technical team will get to work immediately on Site Setup so your team can get started.

Your Frontline Education Project Manager and/or an Implementation Consultant will lead a Kickoff Call for Project Team introductions and to initiate the onboarding process. The Project Charter will ensure your team has a solid understanding of project deliverables, roles and responsibilities, and keys to success. We'll bring it all together with a comprehensive Project Plan that clearly defines who needs to do what and when. Lastly, a Communication Plan will provide best practices for sharing out project news with your stakeholders.

Design & Data Gathering

During the Solution Kickoff, our expert Implementation Consultants will overview the comprehensive capabilities of Frontline Education's solutions and learn about your organization's needs and objectives. Then, we'll match them up to ensure the system is configured with your goals in mind.

Next, we'll focus on data. Whether we're importing a one-time file to get you started or kicking off ongoing integration with your other systems, we have you covered. For one-time files, we'll review Data File Layouts so your technical lead can begin the Data Extract, and our teams will work together on Data Import so you have the data needed for your initial setup. Where ongoing interaction between systems is in order, our Technical Services Team will work with you, our solutions, and our Featured Partners to facilitate ongoing integration. Data accuracy will be confirmed during Data Validation, and we'll provide training and checklists so you and your staff can be confident of the data and put your best foot forward during end user training and rollout.



Project Launch

- Welcome Email/Video
- Site Setup
- Project Kickoff
- Project Charter
- Project Plan
- Communication Plan



Requirements & Data Gathering

- Solution Kickoff Review
- Data Formats
- Data Import
- Data Exchange
- Data Validation & Testing



Configuration

- Site Configuration & Testing
- Initial Walkthrough
- Finalize Configuration
- Online Training
- Interactive Training



Rollout

- Online Training
- Interactive Training
- Consulting Calls
- Certification
- Train-the-Trainer



Go Live

- Go Live Checklist
- Live Launch



Close Out

- Support Handoff
- Project Close Out
- Lessons Learned
- Just-in-Time Resources



Configuration

Now the fun begins! We'll take all that we learned in the previous phases to partner together for your Site Configuration, providing you with proof of concept and the foundation for future training. We will guide you through the process of gathering requirements, configuring the system to meet the needs of your district, and testing the processes that are implemented in preparation for organization-wide rollout. The Initial Walk-Through will showcase the results and we'll work together to tweak anything that doesn't seem quite right before we finalize configuration. Self-paced Online Training and consultant-led Interactive Training will ensure your team has the knowledge they need to configure our solutions for your ongoing needs.



Rollout

The next step is training for your Project Team on the day-to-day use of our solutions. Our blended model of Online Training, Interactive Training, and Coaching is designed to quickly get your team up to speed and provide the knowledge they need to be successful. Our Certification process will give your district confidence in the knowledge transfer, ensuring your team has the skills they need.

Now on to the End User Training! Your organization's Project Team and Trainers get to show the end users all they've learned and help prepare them for rollout. Our train-the-trainer model provides your team with the knowledge needed to train end users, and Frontline Education will provide the coaching and support they need to make it a smashing success.

Training will also be supplemented on an ongoing basis via our role-based Learning Center, full of detailed knowledge articles, videos, getting started tips, FAQ's, and seasonal checklists.



Go Live

We're on the home stretch! The Go Live Checklist will help to confirm that everything needed to go live has been completed. While you're ready for your Live Launch, our Onboarding team won't leave you just yet. During the Support Handoff, we'll introduce you to our support tools and our expert Support team to help answer any ongoing questions you have about live day-to-day operations. Your Implementation Consultant will continue to work with you on any remaining configuration or implementation activities.

Welcome! How can we help?

Find answers (creating an absence, report writer, employees, etc.)

Search



Project Close Out

After careful review to confirm you are ready to graduate from Onboarding, your Frontline Education Project Manager and/or Implementation Consultant will conduct a Project Close Out to celebrate your success and transition your district to your next stage as part of the Frontline family. We're big advocates of continuous improvement, so we'll do a Lessons Learned Review as part of closing out the project so we all can be even more successful on the next project!

Even after the project closes out, Frontline Education is committed to your ongoing success, and we will reach out during key times, such as back to school, with Just-In-Time Learning Resources including free Learning Webinars and On-Demand Learning Resources designed to support you when you need it most.