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|  | **RFP-0000001179**  **Technical Proposal – Attachment F**  **Online Learning Management Systems** |
| The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFS language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State.  **2.4 Technical Proposal**  **Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included. The state is expecting creative cost saving solutions from all of the Respondents in an effort to distinguish the best partner to select.** | |
| **2.4.1 Industry and Subject Matter Experience**     1. Please describe in detail your company’s experience in providing online training.  |  | | --- | | For the last 20 years, 360water has provided customized online training, classroom, and video-based, training development for 91 municipal water and wastewater utilities in 14 states, including the Columbus Department of Public Utilities, the Metropolitan Sewer District of Greater Cincinnati; the Ohio EPA; Baton Rouge, Louisiana; Wayne County Department of Public Services, Michigan; Philadelphia Water Department; Little Rock, Arkansas; City of Las Vegas Public Works Department, among other political subdivisions, and the St. Louis Metropolitan Sewer District.  In addition to water and wastewater utility training, 360water provides customized online training to the Indiana Utility Regulatory Commission for use by the 811 community in Indiana.  Since the year 2000, 360water has developed over 4,000 customized online training courses. 360water currently provides online training to 29,760 users who have completed 101,845 online courses.  360water has developed online training content in the following subject matter areas:   * 811 Indiana Training * Operations and Maintenance for equipment * SOP/Process Areas for water and wastewater facilities * Asset Management * Integrated Contingency Plan (ICP) * Maintenance tools and vehicles, and related safety practices * General and facility-specific safety practices * Safety * Spill Prevention, Control and Countermeasure (SPCC) Plans * Stormwater Pollution Prevention Plans (SWPPP) * License renewal courseware for water and wastewater operators * Floodwall Plans   360water is experienced in developing online, classroom, and video-based training.  First, we offer a state-of-the-art online learning platform that provides a self-paced and self-directed learning environment. The courseware includes written learning objectives, keywords and phrases section, intermittent quizzes and tests (both with immediate feedback). All courses require 100% proficiency on the exam before the student can earn a Certificate of Completion. If a student submits an incorrect response to a test question, then the student is redirected to the specific part of the course materials where the student can re-read and try the question again. The foundation of adult learning is immediate feedback and self-paced learning. Both of these features are built into our courseware. In addition to the online course features and functions, the learning platform offers a robust administrative tool to create and delete user accounts; track user progress for online, classroom and video training; run reports; broadcast emails; and make updates to the training website. This verification and documentation of student learning is an important management tool for tracking students’ progress.  360water Online Training Features and Functions  **Online Quizzes**   * Each training module contains intermittent quizzes. * Each quiz provides a question. The question may consist of text, graphics, images or video, or a combination of these. * All users view and engage the same quiz questions. * Answer choices are presented to the user on the same screen as the quiz question. * All user view and engage the same answer choices; however, the answer choices are randomized in their order on the screen. * If a user selects a correct answer, then the system displays the “right answer information” from the learning module so that the user knows why the answer was correct. * If a user selects an incorrect answer, then the system displays the “wrong answer information” from the learning module so that the user knows why the answer was incorrect. * Users may not skip a quiz question and proceed to the next screen.   **Online Tests**   * Each module contains a test at the end of the module. * All users view and engage the same test questions. However, all users do not view the test questions in the same order because the order is randomized. * Answer choices are presented to the user on the same screen as the test question. * All user view and engage the same answer choices; however, the answer choices are randomized in their order on the screen. * If a user selects a correct answer, then the system displays the “right answer information” from the learning module so that the user knows why the answer was correct. * If a user selects an incorrect answer, then the system displays the “wrong answer information” from the learning module so that the user knows why the answer was incorrect. * If a user wants to skip a test question and move on to the next random test question, then the user may do so. * Unanswered test questions are randomized and moved to the end of the test. * Users must correctly answer all test questions in order to pass the module.   Second, we have developed classroom training for clients, including the Ohio EPA. In 2006, 360water created content for a six hour course for the Class A Water Certification. The content was delivered to 1,145 students in 71 classroom sessions who achieved a pass rate above 91%—the highest in the nation. Since the project’s completion in 2007, we have offered the course twice a year to students for exam preparation and contact hours. This program is ongoing and continues to be successful.  Third, we are experienced in creating video-based training content. Under the DPU Asset Management program, we created a 30 minute documentary movie that explains Asset Management and how it is used by Columbus DPU. In addition, we created two video courses to train users on the WAM software used by DPU. This training uses video screencasts to demonstrate how to use the software. We also created video content for The Ohio State University, College of Education, Center on Education and Training for Employment. This video training showcases subject matter experts and offers dynamic online training courses.  Lastly, for training to be relevant, it must be up to date. At the request of the project owner, we can readily update the content to current best practices and regulations. In addition to creating training content, we are experienced in providing updates to regulatory plans such as Integrated Contingency Plans (ICPs) and Spill Prevention, Control and Countermeasure (SPCC) Plans. Under the Facilities and Safety Training Management and Documentation Services project with Columbus DPU, we have reviewed and made updates to three ICPs for Jackson Pike WWTP, Southerly WWTP, and Compost Facility.  360water works with national and local environmental and construction engineering firms, equipment manufacturers, commercial contractors, public utility staff, and state environmental regulators. 360water regularly visits public utility facilities and conducts onsite interviews of plant staff for course content.  360water owns and manages its own computers, servers, backup systems, and network hardware. Application is ran on the cloud by RACKSPACE, https://www.rackspace.com/. |  1. Please describe in detail your company’s experience with adult learning.  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 360water’s customers require adult learning in order to remain effective at their jobs. Adult learning is best developed using the DACUM and SCID methodology as prescribed by The Ohio State University, College of Human Ecology, Center on Education and Training for Employment. 360water uses this methodology to design and build online training.  Todd Raish of 360water is certified in DACUM and SCID by The Ohio State University. See Appendix - F.  DACUM (Developing a Curriculum) is a job analysis for technical occupations that has been used worldwide for more than 40 years. A job analysis determines the duties and tasks performed for a given job. During a job analysis, subject matter experts working in the identified job team up with a facilitator to list all of the major duties of the job and the tasks that make up each duty. When a job analysis is complete, the information is used to write job descriptions, determine the skill and compensation levels for the position, and create training materials. See, <https://dacum.osu.edu/>  The developer of occupational training programs must know what the experts are doing on the job. DACUM makes that connection between the expert in the field and the content designer.  The DACUM process for job/occupational analysis involves expert workers—the local men and women with reputations for being "the best" at their jobs. These workers describe what they do and how they do it. The content developer gets real world information directly from the people who know how to do the job. Institutional knowledge is recorded and saved.   * provides solid foundation for program development or revision * maximizes stakeholders input and buy-in * is efficient—2 days instead of weeks * identifies all the critical tasks & related general knowledge, skills, tools & worker behaviors   The DACUM product is a chart—a graphic profile of the duties and tasks required in an occupation developed by expert workers in the occupation. See Appendix - P.  DACUM is used by these major employers.   |  |  |  | | --- | --- | --- | | AT&T | Ericsson, Inc. | Marathon Oil/Gas | | Boeing | General Electric | McGraw-HIll | | Caterpillar | General Motors | Motorola, Inc. | | Champion International | Honda | Nationwide Financial | | Discover Card Services | Kroger | Toyota | | Dofasco, Inc. | Liebert | UAW-Ford | | Eastman Kodak | Limited Brands | Sobeys, Ontario |   The DACUM chart is used by SCID to create training.  SCID is the abbreviation for Systematic Curriculum and Instructional Development. SCID is an adult learning design process which includes task verification, standard task analysis, performance standards, and learning guide development. See Appendix – Q.  The SCID product is the training based upon the DACUM chart. SCID develops competency-based, learner-centered curriculum and instructional materials.  Adult Learning, 360water, and the Ohio Environmental Protection Agency  State of Ohio CSP907506  A 14 Year Adult Education Success Story  360water was responsible for the best adult learning program in the nation for Class A Small Drinking Water Systems, State of Ohio CSP907506: Develop and provide an Ohio Class A Drinking Water Operators Certification Program.  Note that training created for the Ohio EPA, website hosting, and client support is ongoing since 2006.  In 2006, the Ohio EPA issued an RFP to begin work on the certification of operators for Class A Small Drinking Water Systems. 360water, Inc. was awarded the contract. See, Appendix – T.  The project result: 1,144 candidates attended 75 training sessions with an average passing rate of 92.5%. This meant that approximately 1,050 adults earned their small systems license through 360water’s program. 360water’s pass rate of 92.5% was the highest in the nation. The national average for passing the Class A water operator exam was 65%.  There are 1,495 Class A Drinking Water systems in Ohio. The Ohio EPA requires a licensed operator at all systems. The Ohio EPA issued a limited license to anyone who had already been working on that system (grandfathering). The limited license was restricted to the system where the operator was currently working.  Workplace turnover at small systems presents a major challenge for small communities and for the Ohio EPA. Small systems need qualified operators and Ohio EPA needs to regulate the work. Most small drinking water systems are located at schools, campgrounds, churches, and manufactured home communities. Therefore, demand was high for local training sessions held at locations convenient for persons seeking certification.  Based on Ohio’s small community geography, 360water selected the following eight locations around the state to meet this need: Kent, Athens, Cambridge, Columbus, Springfield, Sandusky, Defiance, and Wilmington.  Original course content was created by 360water for the small system training. 360water worked with veteran drinking water operators, Ohio EPA staff, and its own subject matter experts to build an appropriate curriculum. In addition, the training content included practical information utilized in the field such as monthly operating reports, water quality testing equipment, safety training, and applicable state regulations.  Training was offered in two formats: online and face-to-face. Two different formats allowed the candidates options to learn at their own pace online, and to learn in a classroom setting from expert drinking water operators.  360water based the training course content on the Association of Boards of Certification’s (ABCERT) “need to know” criteria for small drinking water systems. The classroom training included a full day of four sessions given by an experienced Class 4 licensed water operator. After the training session, the small systems examination was given to the candidates. Independent proctors from the Ohio Water Environment Association monitored the examination.  Small systems training was also offered online at <http://OEPA.360water.com> , an interactive training website created by 360water for the Ohio EPA. In addition to the same course content as the face-to-face sessions, the training website provided supplemental information and training workbooks. Users at the online site could download all training course content for further review and study. Access to online course content with downloading features helped those candidates who could not leave work to attend the full day small systems training course. After a candidate completed his online coursework, he was prepared to sit for the small systems examination.  360water provided special training sessions for the Ohio Manufactured Homes Association and the Ohio Campground Association. From September 2006 through June 2007, 360water provided 71 training sessions with a maximum of 35 candidates per session.  Although the original contact specified that the program would end in June 2007, demand for the classes continued. Therefore, 360water requested that Ohio EPA extend the project for 6 months in order to reach more candidates.  The project was extended to December 31, 2007, which allowed an additional 4 training sessions: 3 in August and 1 in October. Attendance was high: each training class was filled to capacity.  After 14 years, the project remains in effect online at <http://OEPA.360water.com>. |  1. Please describe in detail your company’s experience in the utility industry.  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | On December 28, 2016, the State of Indiana awarded RFP 17-017 to 360water, Inc. RFP 17-017 was let to provide a UPPA Training System for the Indiana Utility Regulatory Commission. See, award notice dated 12/28/2016, attached as Appendix - A.  Working with the IURC and Indiana 811 subject matter experts, 360water designed and built 12 customized online training courses over the last 4 years. The table below shows the specific work produced as of August, 2020.   |  |  | | --- | --- | | IURC website address | <https://safedigindiana.com/> | | Number of online courses | 12 | | Number of Indiana 811 users | 1,264 | | Number of online courses completed | 5,609 |   The IURC online training curriculum created by 360water under RFP 17-017 is listed below. Screen shots of the training website: See Appendix – O.   * **Indiana Dig Law**   + Basics of the Indiana Dig Law   + What to Do if Your Site Isn't Marked   + Consequences of Failing to Dig Safely * **811 System**   + Ticket Management 101 * **Safe Digging/Best Practices**   + Know Your Worksite   + Techniques   + Dos and Don’ts When a Facility is Damaged * **Documenting Your Worksite**   + Documenting Your Worksite * **Continuous Improvement**   + Safety Management System Overview   + Tools to Build a Continuous Improvement Culture   + Hierarchy of Controls and Common Error Traps * **Working in Indiana**   + How Working in Indiana is Different From Other States |  1. Please describe in detail your company’s experience in the excavation industry.  |  | | --- | | Please see response to Question 3, immediately above. |      1. Please describe in detail your company’s experience in driving web traffic to online education options.  |  | | --- | | For the last 20 years, 360water has driven web traffic to [www.360water.com](http://www.360water.com) by advertising in industry periodicals, direct mail cards, and blast emails to licensed water and wastewater operators.  In 2006, 360water designed and delivered the state-wide marketing plan for the Ohio EPA small systems drinking water training. The plan included tele-marketing to persons who needed a water operator license. 360water called and solicited persons and explained the requirements for a water operator license and the state-sponsored training.  The plan also included a web-based platform to obtain information about training, testing, and licensure requirements. Further, the plan produced a detailed paper mailer piece that was mailed to all owners of small water systems which provided the information about the state-wide training program. The mailer was also available as a PDF file on the web site.  The plan provided schedules and maps to the face-to-face training facilities. Training was held across Ohio at a variety of sites so that travel was minimized.  The plan provided for attending meetings with Ohio water association members to reach out to their members and explain the availability of the small systems training. The marketing plan was a success. Over 1,000 persons were trained and earned their water operator license. The plan continues to this day and the training sessions continue to be offered by 360water and Ohio EPA. |  1. Please provide in detail your company’s experience in website design and provide examples of your website design experience, in particular, training websites and resources library structures.  |  | | --- | | CONTENT CREATION EXPERIENCE  360water has 20 years of experience creating online course content. We have designed and developed over 4,000 online courses used by over 29,760 users that contain the following types of content, including video and interactive presentations.  **Text**   * customize equipment description per facility: for example, if your facility has two strainers, we note their purpose, location, model, and any modifications to the equipment; if your facility has two strainers of different sizes, we note that. * customize maintenance procedures based on installation: for example, if your pump has an option for grease or oil lubrication, we note which applies for your facility. * customize maintenance requirements and schedules: for example, if installed in a high service factor installation, we note the service factor and adjusted maintenance requirements. * custom test questions: create test questions based on the equipment and operation/maintenance procedures most important to maintaining the equipment. * introduce the course and its material so users have clear expectations for what the course will cover.   **Graphics**   * use site drawings to identify the location of equipment in a facility. * use site drawings to identify flow through equipment in a facility. * use equipment manual drawings to identify components for a piece of equipment. * use on site photos to identify equipment and components. * integrate graphics into the course text; if a procedure says to check the Zerk fitting, we show that Zerk fitting. * plant maps are used to identify the location of equipment in relation to other parts of the facility. * animated gifs are created to show the operation of a piece of equipment.   **Video**   * video demonstrate maintenance procedures, how to operate equipment, or * what the equipment looks like during operation. * if attainable, we will film a procedure to show how it is done; we then edit the video to show the tasks and any information personnel use to accomplish a task that they’ve learned from experience. * videos include voiceover and animation if warranted.   **Voice**   * Professional voice over * IRUC voice over * Subject matter expert voices over * Voice over is an audio file that explains the content displayed on a course screen. For example, a list of steps taken to perform a procedure can be both written as text on the screen, but also projected to the user as voice over content. The audio file can play automatically when the user selects a course page, or the audio file can play on demand by the user by clicking on a button.   **Interactive**   * Simulations are created based on the SCADA screens of facilities; personnel may use these simulations to show how to use their SCADA system without actually using the plant's SCADA system. * 360viewer: a full view of large equipment where the user can rotate around the equipment; "hot spots" are identified on the equipment to show the location of important components or maintenance items. * Maintenance Viewer: identify maintenance items on a piece of equipment or process area; this can scale from the maintenance items on a blower to the maintenance checks for a five story incinerator. * Overall, the content created by 360water increases learning retention and maximizes the transfer of knowledge from those who know the material to those who need to know the material.   PORTFOLIO – WORK SAMPLES  360water has created the following online training portfolio for inspection.  View the current UPPA Training System website, <https://safedigindiana.com/>. Darby Miller, Program Manager, IURC, State of Indiana, has log in credentials.  Also, go to <https://om.360water.com/>. Log in with these credentials:  User ID = Indiana\_IURC  Password = Indiana\_IURC  These courses display the features and functions that meet the specifications listed in the RFP at pages 4-6, as stated below.  360water’s online courseware meets the specifications listed in RFP 1179. The 360water LMS is flexible, so the online courses created can be as long or as short as the project owner decides, and can contain as much or as little content as the project owner decides.  Further, if in the future, any courseware or functionality needs to change, then the 360water LMS readily allows modifications because 360water writes the programming.    360WATER RECOMMENDED TECHNICAL FEATURES / FUNCTIONS UNDER RFP 1179  GRAPHICAL INTERFACE  MAP, DOCUMENT STORAGE AND USER ACCESS  RFP 1179, at 1.4.3.1 Module Creation, page 7 of 35, requires a Reference Library. In order to meet that contract specification, 360water proposes to build a graphical interface featuring a Map icon and Document Storage functionality that provide 811 users access to all of the documents needed to undertake a responsible and lawful 811 dig.  The purpose of the graphical interface is to help the 811 user find the documents and information he needs to safely dig as quickly as possible, 24 hours a day. Displaying a long alpha-numeric list on screen at the 811 training website is not enough. Instead, the material should be grouped together and organized according to 811 duties and tasks.  How it works: A facility locator will go to <https://safedigindiana.com/>. The website will display icons. One icon is a map of Indiana and Indiana counties. The Indiana map icon allows access to all of the documents that an 811 user needs. The documents can be sorted and searched and downloaded as PDF files. See Appendix - O.  Further, 360water can build the functionality for the 811 user to complete a dynamic PDF file online for business purposes, such as recording information onsite about a dig, or submitting other information to the IURC. For example, the map icon can become the map of all 92 Indiana counties. Clicking on a county can display the specific documentation needed for that 811 excavator to work in that county.  The price for the graphical interface is approximately $33,000. See the Cost Summary, Non-Personnel tab, “Other Costs” category, submitted by 360water. |  * + 1. **Account Management & Reporting**  1. Please describe in detail your company’s proposed account management team structure including names and contact information where possible, and services each individual or group will perform.  |  | | --- | | PROJECT MANAGEMENT - TEAM STRUCTURE  **Project Team**  The project team includes employees of 360water, Inc., and the subject matter expert to be designated by the IRUC.  Organization  This section describes the organization of the project team. First, the job descriptions are defined. Second, key staff are identified. Third, resumes are included listing the qualifications, experience and abilities of each person on the project team.  Job Descriptions  There are five main job positions for the project team. The description of each position  follows:  1. Project Administrator: Manage the project scope with the Indiana Department of Administration / Indiana Utility Regulatory Commission (IURC); develop innovations for the 360water Learning Management System to best fit the needs of IURC; courseware design; and managing work with subconsultant Excavator Subject Matter Expert selected by IURC.  2. Project Manager: Manage the overall project; determine the learning objectives, audience, and channel for each course; implement training on IURC training websites or in a classroom.  3. Technology Manager: Manage the 360water Learning Management System. Tasks include maintaining servers and software; updating training websites to latest web standards; maintaining course creation applications, programming custom features and functionality to courseware, quality control for online training platform; and creating automated training reports for IURC.  4. Senior Writer: Develop the overall course content for courses and manage writers; interview staff and visit IURC facilities to discuss course content and gather multimedia for courses.  5. Writer: Create online, classroom, and video training courses from content approved by Senior Writer and Project Manager; assist Senior Writer and Project Manager in creating content for courses; integrate text and multimedia in creating courses, and assist in reviewing the course with IURC staff.  Key Staff  This section proposes these persons to perform these roles. Each person’s resume is included at the end of the response to the RFP.  Laura T. Raish, 360water - Project Administrator   * 27 years experience in online training for the water and wastewater industries. * Assignment on project: Project Administrator responsible for managing the UPPA Training System project scope with the Indiana Department of Administration and/or Indiana Utility Regulatory Commission administrator. See Appendix – E.   Todd Raish, 360water - Project Administrator   * 20 years experience in online training for the water and wastewater industries. * Assignment on project: Project Administrator responsible for managing the project scope with the Indiana Department of Administration and/or Indiana Utility Regulatory Commission administrator to develop the UPPA Training System. See Appendix – F.   Gordon Baugh, 360water - Project Manager   * 16 years experience in online training for the water and wastewater industries. * Assignment on project: Project Manager responsible for managing the overall project; determining the learning objectives, audience, and channel for each course; and implementing training on the UPPA Training System training site. See Appendix - G.   Niki Kaufman, 360water, Writer   * 8 years experience writing and developing online training for the water and wastewater industry. See Appendix – H. * Assignment on project: Writer responsible for creating online, classroom, and video training courses from content approved by Senior Writer and Project Manager   Hollis Davis, 360water – Senior Writer   * 10 years experience in online training for the water and wastewater industries. * Assignment on project: Senior Writer responsible for creating online, classroom, and video training courses from content approved by SME and Project Manager. Integrate text and multimedia in creating courses, and assist in reviewing the course with Indiana Department of Administration and/or Indiana Utility Regulatory Commission Staff for the UPPA Training System training website. See Appendix - I.   Shivan Barwari, 360water – Technology Manager   * 8 years experience in online training for the water and wastewater industries. * Assignment on project: Technology Manager responsible for managing 360water’s Learning Management System, including the current UPPA Training System website, <https://safedigindiana.com/> . Tasks include maintaining servers and software; maintaining training websites to adhere to latest web standards; maintaining course creation applications; programming custom features and functionality to courseware; performing quality control of the online training platform. See Appendix - J. |  1. What is your company's standard process for problem resolution, including standard response times? What is the escalation process if the standard resolution process cannot resolve an issue?  |  | | --- | | 360water’s standard process for problem resolution is as follows:   * Identify the problem. * Communicate directly with 360water Project Manager by telephone and email as soon as possible. * Identify possible remedies in person over the telephone between owner and vendor. * Decide on acceptable course of action to remedy the problem. * Implement remedy. * Obtain written acceptance of remedy by project owner. * Document each of the steps taken for the problem resolution.   The escalation process involves an in person face-to-face meeting with all relevant parties, including the IURC Program Manager, to discuss the issues and decide the appropriate remedy. Further, the vendor may request a meeting with all IURC members to address the issues with finality.  A sample of the written problem notification procedure is found in every invoice submitted to the IURC Program Manager. A copy of an actual invoice is included in the Appendix – N. |  1. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which are available online.  |  | | --- | | Project Progress Reports are made available to customers. Every month, 360water reports on the project’s scope of work. Data in this report include:  1. Current progress of each task in the project’s scope of work in narrative and tabular format.  2. Actual percent completion of each task.  3. Issues and concerns related to the project.  4. Planned work for the upcoming month.  See also, 360water Invoice #18 at page 5, Appendix - P.  All Project Owners, in this case the IURC, have online access to all training data at all times. The LMS allows the IURC to view the training data, prepare reports, print to PDF, and of course, email the reports to the proper recipient. |   **2.4.3 Integration, Information Technology, and Security**   1. Can the proposed product or solution integrate with the State’s local Active Directory or Azure AD for single sign on?  |  | | --- | | Yes, Single Sign-On can be implemented with either SAML for Active Directory or Oauth2 for Azure AD. This is currently not an automated process but we would work with your IT personnel to implement the proper solution for your organization. |  1. Will your planned LMS be Sharable Content Object Reference Model (SCORM) compliant?  |  | | --- | | Each online training module is standalone and exporting in a SCORM wrapper can be implemented. A SCORM module consists of the content and a manifest file that is packaged into a ZIP file. We would allow for the ability to export each course which is already in HTML as the content file, plus any supporting images or Flash files, use Javascript to report progress and completion to the hosting LMS, and a manifest.  However, each IURC learning module is customized and exclusively hosted in the 360water LMS which means it is not exportable in a sharable format such as SCORM, but can be with a wrapper. |  1. Will your LMS integrate with SAP SuccessFactors specifically?  |  | | --- | | Yes, the 360water LMS can integrate with SAP SuccessFactors. 360water has done this before and completed integrations with other leading LMS systems such as Cornerstone for the City of Columbus, Ohio. |  1. Please provide the measures you take to protect personal information, including but not limited to, data encryption and two-factor authentication.  |  | | --- | | All customer data is stored in a database that is contained in a virtual private network with no public access and full contents encrypted. All passwords are hashed and not stored in plain text. Multifactor authentication is not currently implemented but can be added if required. |  1. Please provide the measures you take to prevent digital extraction, also referred to as ripping.  |  | | --- | | All online training content is protected by roles-based permissions on an individual level. At any time, a site administrator can revoke access. The IURC has full administrative access to the site.  Please understand that, if someone with administrative access really wanted to, they could steal content. No online content is totally secure because common screen grab software allows any user to take a screengrab of any content displayed on a monitor.  Further, nothing prevents a user from taking photos or video using a smart phone and reverse engineering the online learning program. This would take years to accomplish, but it is possible.  If a vendor claims to make your content totally secure from all bad actors in all circumstances, they are either not telling the truth, or they misunderstand how online training functions. | | |