

# Professional Services

## Migration Services

Migration of Courses / Training Plans / Content Packages / Learning Modules / Quizzes / Question Pools / Additional Course Content / Completion Records

### Service Overview:

This billable Professional Service is for customers wanting to migrate Learn365 content from one tenant to a new tenant. Customer can also request migration of content within the same tenant.

**NOTE: This service requires the customer to authorize access and provide API keys for source and target tenants. The customer will also need to enter accurate source and target catalog information into a migration table.**

## Learn365 Definitions

-  **A Course** is a site page that contains learning content. Learning content within a course can include quizzes, documents, videos, links, embedded items, and Content Packages (SCORM/AICC).
-  **A Training Plan** is a site page that bundles several courses together. These training plans help guide learners through a series of connected courses and can include prerequisites to ensure that courses will only be unlocked when previous course has been completed.
-  **A Learning Module** is a tool used in courses that allows administrators to organize and present course content, resources, and assessments in a sequential order. These learning modules, along with content packages and quizzes, can include prerequisites between them to ensure learners are completing the learning content in a specified sequence.
-  **Content Packages (SCORM / AICC)** are an e-learning industry standard. Content packages can be created in-house by the client or purchased from a content provider like Go1, LinkedIn Learning, Clip Training, and others.
-  **A Quiz** is a tool used in courses that allows administrators to assess a learner's general knowledge and understanding of course material presented through a set of questions, helping to measure progress, compliance, and a general information of course content.
-  **A Training Completion Record** is training record for an individual learner that completed training in the past. A completion record must include the actual issue date, and if needed a certificate or expiration date. A record can be associated to an existing Learn365 course or can be imported as an external training record if the course does not exist in the Learn365 catalog.

Learn like you.

# Migration Service Client Preparation

## Required training to be taken:

To ensure the success of your migration project, and to optimize the interaction between you and our Professional Services team, the **Migration Services training course** will be assigned to you explaining the migration process, etc. This course is required to be completed at the start of the project.

## Migration Preparation:

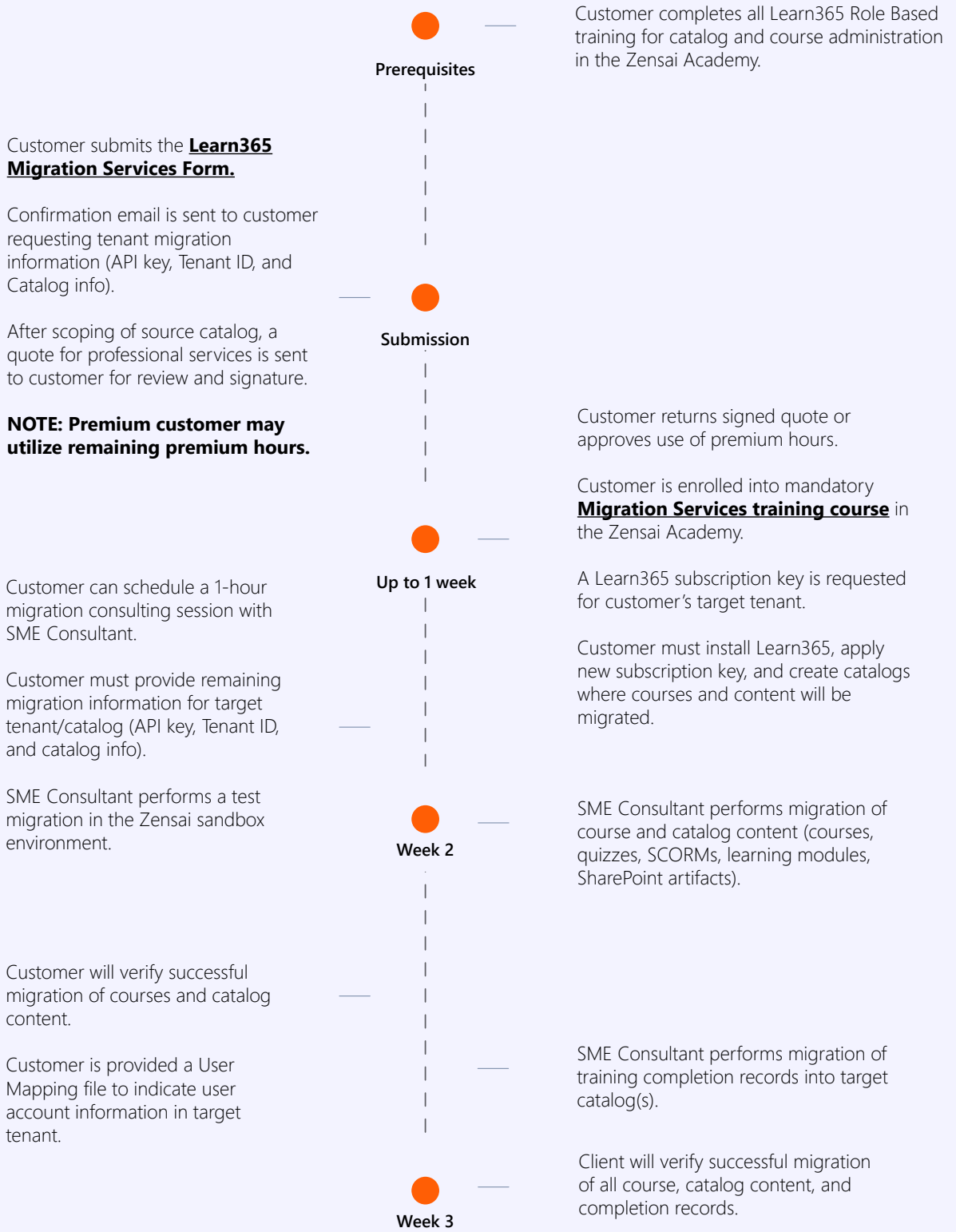
Preparation for any migration is important for many reasons, including different use cases, required client and system preparation, possible data interdependencies, data quality, timelines, and expectations.

## Frequently Asked Questions

-  **How do I request my migration services?**  
After you have informed your Customer Success Manager or Zensai Consultant that you are interested in migration services, you will need to submit a **Migration Services Request Form**.
-  **What is the estimated effort on our side?**  
Hard to say, but it is vital for a customer to provide complete and accurate information in the migration table to validate and scope the source tenant. This will ensure that we are migrating the correct courses, training plans, catalog content, and training completion records to the target tenant.  
  
**The customer is responsible for the installation of Learn365 and preparation of target catalog before migration is processed.**
-  **Will I be able to talk / work with a Subject Matter Expert from your team?**  
Yes, a Zensai SME (Subject Matter Expert) consultant will be assigned during your migration project to answer any questions.
-  **How much does a migration cost?**  
Depending on the number of catalogs, courses, content, and completion records, we will scope your tenant and provide a quote for professional service hours.  
  
**NOTE: Premium customers can utilize any remaining premium hours for delivery of migration services. Average quote for migration services: 12-16 hours.**
-  **What are the limitations?**  
The Migration Service does not include migration of assignments, custom email notifications, custom web parts, and custom homepage look and feel designs.
-  **What are typical timelines from start to finish?**  
Based on past migration projects, a typical migration is delivered 2-3 weeks from the moment that the migration service request is received. This estimated time is based on the migration information provided by the customer, preparation, and resources available.
-  **Do I really have to complete the Migration Services training?**  
Yes, the course we provide is essential for guaranteeing success of the project.
-  **I need to migrate multiple catalogs into a new catalog in a different tenant. How is that handled?**  
The catalogs being migrated will need to be included in the migration table and associated to the new catalog(s) in source tenant.

# Standard Migration Timeline

## Delivery Timeline



**Source catalog:** Current tenant catalog where courses, content, and historical records will be migrated from.

**Target catalog:** New tenant catalog where courses, content, and historical records will be migrated to.

## Pricing

Customers can purchase standardized buckets of either 12, 16, or 25 hours for Migration Services. An estimation of hours needed is made based on the amount of catalog content and training completion records scoped from information provided in migration request and migration table. The hours will be used by the assigned Zensai SME Consultant as stated above in the timeline. Unused hours can be used for any additional engagement needs you have and are valid for 12 month from the start of the project.

Type	Hourly price	Total price
12 hours	250 USD	3,000 USD
16 hours	250 USD	4,000 USD
25 hours	225 USD	5,626 USD

Hourly prices may vary by country and are adjusted based on your location / currency. Quotes will be provided in local currency.