	FAQ	Response
		NB .These FAQs are work-in-progress and will be updated on a regular basis.

Aims of Vine East

	FAQ	Response
1	**What are the aims of the Vine East project?**	The aims of the project are as follows: • To achieve a regional e-Learning platform – "Vine East" - to drive improvements and efficiencies in e-learning across the East of England; • To promote the sharing and collaboration on e-learning content and provision to eliminate waste and duplication of effort where ever possible; & • To work to become self-sufficient partners in a regional network that can extend to include wider Authorities or appropriate organisations. **We are challenged at all time to ask: "Why duplicate effort in e-learning and development across the East of England?"**
2	**What is Collaboration?**	Collaboration is the key objective of the vine east project. Collaboration across organisations can be very rewarding. "If you have an apple and I have an apple and we exchange these apples then you and I will still each have one apple. But if you have an idea and I have an idea and we exchange these ideas, then each of us will have two ideas."— *George Bernard Shaw* There are different models of collaboration • Write a piece of e-learning content • Collaborate with colleagues within your Authority • Collaborate with colleagues outside of your Authority • Commissioning alone but enabling sharing of e-learning • Commissioning together • **The key aspect is that you share that content with Vine East , and report when reusing other people's content** Collaboration also has its challenges which must be addressed through the project board. We have procured a solution provider and technical solution that fosters collaboration at every stage – in authoring content, in sharing and publishing content and in forming relationships across the region to share best practice and ensure that we collectively benefit from each other's knowledge and experience.
3	**What is Self Sufficiency?**	Another key aim of the project is for participating Authorities to become self-sufficient. We are actively pushing our solution provider to ensure we are all able to support ourselves and each other – we've established a contract that allows us to make informed and flexible choices throughout the lifetime of the contract term – with particular emphasis on the possible exit arrangements in 18 months time. Another example of self sufficiency is running "Train the Trainer" sessions. Those trained can then share their experience and knowledge to colleagues across the East of England. This is to reduce the reliance on external facilitators for e-learning. Another example is how we've procured the solution itself – where Authorities retain the ability to create their own groups with their own defined memberships – based on an architecture where the hub-and-spoke structure of Authority and Central Repository spaces will allow for the first port of call to be within our domain and automatically to an external provider to find answers or guidance.
4	**What is the Vine East concept?**	Vine East is the name given to the programme which has procured a regional solution to provide all participating Authorities with shared ownership and access to a common e-Learning platform. More than just a software procurement however, Vine East is also all about: • Ensuring a coordinated approach to e-learning across all 58 local and fire and rescue authorities in the East of England; • Providing a network for learning and development professionals to share and collaborate on e-learning; • Sharing other resources on the platform and developing online communities of practice; • Demonstrating substantial return on investment when compared to classroom training/individual Authority production or procurement of e-learning content or support; • Promoting Member Development using alternative methods and tools; • Raising standards and access to e-Learning across the region; • Supporting and developing systems for distance and open learning across the region; and • Securing the sustainability of Learning and Development for all our authorities in the long term.

The Successful Supplier

5	**Which company was successful in the delivery of the vine east project?**	After running an open procurement through the OJEU process, the company we have selected at the end of this exhaustive process is Creative Learning Systems. In their own words: *At Creative Learning Systems we have been working with online learning since the turn of the century, helping to shape thinking about what makes effective learning online, and what best practice looks like.* *Whether you want to use a social constructivist approach to learning, or have a suite of SCORM objects that needs to be built, or are looking for ways to combine approaches, we have years of experience working with some of the largest online communities of practice in the world.* *Not only can we help you organise your resources, 'scaffold' the tools you want to use and advise on best practice for facilitating the discussions, we can also build you innovative SCORM compliant content that leverages the very best in learning theory and instructional design.* A key added element of their solution is their partnership with Anglia Ruskin University – who are leaders in delivering Higher Education in the Eastern Region. With over 40,000 students and their state of the art resources across the region, they are a key partner in delivering flexible, on-line and blending learning solutions for professionals. Their work within the public sector includes developing the professionals of the future in the police, local authorities, environment, planning and regeneration health, education and early years settings. Creative Learning Systems will provide the technical and project leadership components, with Anglia Ruskin University and Creative Learning Systems providing the pedagogical expertise with e-Learning and the scalable support systems required to service the contract completely. (www.clsystems.co.uk)
6	**What does each authority receive as part of joining the vine east project?**	Upon signing and agreeing the standard Memorandum of Understanding (MOU) each participating Authority will receive the following: · Access to both the central repository as well as the Authority-specific platform created by Creative Learning Systems. Each will be "branded "for Vine East and the Authority; · Transfer of existing content and e-learning provision to the new platform (subject to legal and technical requirements); · Access to **TalkSpark** – a professional networking tool which wraps the **Moodle** platform into a sharing and collaborative structure that allows users to create groups and share content; · Access to joint training courses to enable the use of the platform and production of E-Learning materials; · Access to the procured authoring tool – Composica - to create e-learning and work collaboratively in sharing and building e-Learning content; · An allocation of Composica authoring tool services based on the size of authority; · Access to a central library of existing e-learning materials from other authorities in the region ready for repurposing; and · Creation of a map of e-Learning from each participating Authority across the region Each participating Authority will therefore be part of this investment programme and will have an input into the strategy and direction of e-Learning going forward on a local and regional level.
7	**What is the vine east platform for the region?**	Creative Learning Systems have proposed a VineEast platform which is based on three core components – Talkspark, Moodle and Composica. These are combined into a hosted web-service from their data centre in Stevenage. There will be a central repository, and a tailored platform per authority. Each Authority will be supported in the administration of their platform and with any issues between the Authority-specific areas and the central hub. Run entirely from the UK and under the oversight of the Project Board, this platform was selected for the flexibility it brings in meeting local needs and objectives and for the scalability – in that it can be quickly and readily extended to include more organisations and services as required.
8	**What is Moodle and what can it do?**	Moodle is a powerful learning management system able to support the delivery of online courses and track the use of each participant. It is used throughout the world in educational establishments and corporate environments to provide a structured learning tool for millions of people. It has been in existence for over ten years, is supported by a worldwide community of developers and is one of the most highly respected tools of its kind. That is not to say it is perfect - there is ongoing and active development to address feature requests and provide bug fixes for example, but it is a powerful, well featured system that performs extremely well in a multi-user environment such as the Vine East project requires.
9	**What are the new features of Moodle 2.0?**	Moodle 2 is the latest version of the Moodle software and has introduced some significant changes to the way the software works at a code level. It operates almost identically to the earlier version of moodle, but has a far wider range of reporting tools built in. More information about Moodle can be found here: http://docs.moodle.org/20/en/About_Moodle Each organisation will be able to customise their 'instance' to reflect the required look and feel of the organisation, allow course leaders to create e-learning content from scratch or upload, deploy existing or pre-built SCORM objects as required. The administration of the system is superbly easy, with full tracking of all activities, management of user accounts and abilities to see what any single person is involved with at any time, should it be necessary.
10	**Will we be able to have Moodle 2.0 in our Authority?**	We will work with each Authority to understand more about your current versions of Moodle (if any) and map through any possible issues or challenges we need to resolve before go-live. It is our intention to get every Authority on Moodle v2.0 as soon as possible.

11	**What is TalkSpark?**	TalkSpark is the professional network tool built and owned by Creative Learning Systems – which is being integrated with Moodle to provide a platform that allows users to collaborate and share ideas, content and learning in a secure and appropriate way. Based on leading social networking designs and principles TalkSpark is geared towards meeting the demands of spatially diverse teams in providing a tool for linking discussions, forums, groups and content into a single, coherent and robust environment. TalkSpark will allow the importing and deployment of SCORM content using the Moodle components developed for this purpose. Additional standards such as AICC are also able to be used. Moodle currently supports SCORM v1.2 and 2004. With the functionality of Moodle and the powerful social learning tools included in the total solution, we are confident that learners in any programmes, no matter how diverse, are able to be included. The TalkSpark platform enables high quality student/tutor interactions, drawing upon Wenger and Lave (1991) principles on developing communities of practice. TalkSpark hosts rich multimedia, enabling rapid prototyping and design. For further information of the types of work we draw upon, we suggest "The Tower and the Cloud" available at www.educause.edu/thetowerandthecloud. TalkSpark is also able to 'plug in' to other systems and throughout the lifetime of this contract, we have committed to working with the VineEast Project Board and the participating Authorities to review, test and build links or upgrades where possible to constantly improve the structure and operation of the platform.
12	**Does the provider have web based forums, blogs and other collaborative functions?**	TalkSpark is a well featured professional networking solution that gives the user access to collaborative tools such as public or private groups, journals and internal communications tools. Each course will be able to set up a TalkSpark group for ongoing dialogue between the group members, sharing of ideas, files and other collaborative activities. There is an instant chat tool for those requiring more synchronous tools, but despite the obvious power of the system it is incredibly simple to use. Throughout the pre-implementation programme, we will work with participating Authorities to define how best to configure the system to meet local needs – matching functionality to security and acceptable use policies and ensuring that the features of the system are closely aligned to
13	**How many user licences will be provided for the platform?**	As the solution is based on a web-service model – where the platform and component elements will be hosted by Creative Learning Systems in their server farm in Stevenage, the concept of "Licences" needs to be carefully explored: All participating Authorities will have sufficient access to the platform to ensure that flexible use, ready access in the office or at home and growth in utilisation are all covered. We will work with each participating Authority to define the user community locally and structure the platform to meet these needs.
14	**What authoring tool will be provided as part of the Vine East project?**	The requirements of the procuring authorities were to find an authoring tool that the easy to use, could output into templates, and does not output solely into Flash. This proved challenging to find but through the procurement programme, and with Creative Learning System's help, we have settled on a tool called Composica. www.composica.com
15	**What functionality does the authoring tool have?**	Composica offers a variety of e-Learning exercises and interactions. These can be easily dropped onto the document, and are immediately functional, without any need for programming or configuring complex dialogs. Interactions aren't limited to a specific look - authors are always free to change and customize any part of the interaction. Interactions are also highly flexible and rich, by simply tweaking a few properties authors can quickly create sophisticated interactive learning experiences. - Multiple choice - single or multiple correct answers, unlimited number of choices. - Drag and Drop - sorting, sequencing, and matching questions. - Fill in the Blank - typing or selecting the missing words/patterns. - Hot Spots - create dynamic time-based or event-based scenarios. - Hot Words - easily enhance textual content. - Point and Click. - Surveys. - And more! A highly configurable feedback element is included with all question types to enable precise and fully customizable feedbacks when required. All interactions can contain any type of media (images, movies, animation, sound), as well as make use of visual effects. Interactions may also be limited in time, using visual timer elements. Assessment creation is easy yet powerful. Every interactive assessment feature imagined can be easily implemented using simple objects and widgets with no programming or scripting. Composica supports single or multi chapter tests with predetermined or randomly assigned questions and includes a sophisticated grading mechanism that allows assignment of different weights per chapter or question. - Questions repository supporting dynamic and self adapting questions. - Immediate test result calculation and presentation. - Immediate feedback per question or a feedback summary at the end of the test. - Optionally allows reviewing and retaking the test when the student fails. *continued overleaf* Courses can be easily published using any of the available delivery methods: · Web Server · Zip File · SCORM 1.2 · SCORM 2004 · Executable Application · Installation Package Composica is a fully featured SCORM authoring application that means any content, including Flash based movies, can be added to a structured learning path with ease. The software makes use of an extensive library of templates that can be adapted to suit all users, and can be amended to include bespoke graphics such as logos and colour schemes. The authoring process is straightforward, with the author deciding the number of e-learning pages they wish to create and adding elements to the pages through a drag and drop interface, with the ability to precisely position items using exact measurements if desired. Content such as images, PDFs, Flash and documents can be uploaded to the system ready to be included in an authoring project. You can even import a Powerpoint Presentation as the start point for your project. Composica will convert each slide into a page within the system for further work as required. Authors are able to create multiple choice quizzes, assign dynamic hotspots, set tests, use branching logic and easily give feedback at all stages of the SCORM object. The resulting content can be exported to a number of different formats, including SCORM, and then uploaded into a learning management system such as Moodle. Composica is unique in that it encourages collaborative authoring processes where different groups of people can take on different aspects of the authoring to ensure that the task is completed on time and to the right standard. Different groups of authors can be involved in each project, and projects can be moved easily between different users. Composica also includes a commenting and tracking system to enable authors to keep up to date with what has been achieved in the project and accept tasks assigned to them. In brief, the software enables teams of people to manage multiple projects simultaneously, and create exciting and dynamic e-learning content. Composica can publish to the following types of file: SCORM 1.2, SCORM 2004, PDF, CD

16	**How many user licences will be provided for the authoring tool?**	We will be allocating the number of these authoring tool licences by size of authority - numbers to be announced. You will be able to purchase more licences over and above your allocation.
17	**Will Creative Learning Systems be providing a catalogue of e-learning resources?**	CLS are not a supplier of e-learning content and do not provide this, but are expert in offering advice and consultancy to clients so that they can understand how to create it themselves. Where required, CLS can author content according to a client's specification. Vine HR have developed e-learning resources across the East of England which we will be able to share with you. We need to coordinate the development and commissioning of e-learning to maximise efficiencies. The project board will need to prioritise where we devote our resources in terms of designing our own e-learning for the region.
18	**Are there restrictions on having partners as users?**	We have procured a service that will support 58 organisations – our intention being to provide coverage for all the authorities in the East of England region. Should further organisations need or want to join in the programme, we have a well defined change control process governed by the programme board which will explore, define and agree any additional organisations in consultation with CLS and the participating authorities.
19	**What is being done to engage authorities who could not attend the launch?**	We will be holding on more events at the end of July. The updated FAQs from the presentation will be emailed to everyone. Heads of HR and L&D can invite their It representative with them to next event. Michelle Kirk and the Project Board are working with Members.

Background to the Vine East Project

20	**What is the background to the VineEast Project?**	Virtual Network East "VineEast" began with a project in Essex. The Essex Strategic HR Partnership set up a collaborative platform called "Virtual Network Essex (vine) which is an innovative strategic project involving all Authorities in Essex where HR professionals can come together to collaborate on projects, share resources and e-learning, and realise efficiencies. The vine enables us to develop e-learning once, and then to share it across the other 15 local authorities. Essex authorities have been using an e-learning platform since February 2009, and our objectives are to save money from our training budgets by leveraging economies of scale. The outcome of this project is that we have saved our authorities thousands of pounds by reducing duplication on the creation of e-learning pieces. We have also used the vine platform for our learners on Essex's joint management and leadership programmes can come together in their cohorts and share good practice. This means that they have gone back to their own authorities with new ideas such as ways of improving services and saving even more money.
21	**Why has it taken so long to get to this point with the procurement?**	The process has been rigorous, exhaustive and challenging. We have been supported throughout by the Essex Legal Service and Essex Procurement Services. As the Essex Strategic HR Partnership already had a model in place for collaborative e-learning in 2010, it was hoped that this could be extended across the region using the "Single Source Waiver" element of the OJEU regulations. Unfortunately in August 2010, Essex County Council, who were leading the project advised that a full procurement process was required under the OJEU regulations. A prior notification notice (PIN) was issued in September 2010. This generated more than 98 expressions of interest. This indicated that there were suppliers in the market place who were able to provide a solution. This confirmed that we needed to go out to market on this VineEast project. The full ITT process in October 2010 resulted in a contract being awarded in Dec 2010, with the supplier deciding to withdraw from the process in Feb 2011. It was agreed to undertake a 30 days procurement exercise due to the capabilities out in the marketplace to deliver the project. After a thorough selection and clarification process, the panel appointed Creative Learning Systems and their partner, Anglia Ruskin University.

Costs for Vine East

22	**What are the costs of the project to my organisation?**	There will be no charge for the platform or for joining the programme in the 18 months of the project. However, participating authorities will need to resource their project teams accordingly and be prepared to work with the Project Board and CLS to get the systems implemented and operational. There is a programme of training days, support mechanisms and aspects like data migration which have been factored in – however, should an Authority wish to purchase additional days support, specific elements of e-Learning content or any additional call on the platform provided, this will need to be scoped, costed and agreed with the participating Authority.
23	**What are the likely annual costs after the subsided**	This has yet to be calculated and discussions / decisions will have to take place with Heads of HR via the PPMA.
24	**If I want to pay the supplier for additional services, what will they be?**	These are the agreed costs agreed by the Project Team for additional work you may commission from the supplier*. · Strategy and solution consultancy - £600 per day · e-learning design - £500 per day · content authoring - £350 per day · Additional data and project support - £300 per day · Graphical interface design - £350 per day · Additional Administrative support - £150 per day All services that can be shared with the central vine east project must be shared (e.g. a piece of e-learning content) as per the Memorandum of Understanding. * NB. Please consult your internal procurement policies before commissioning any additional services.

Requirements of my organisation

25	**What are the requirements of my organisation to join the Vine East project?**	To join the VineEast project · The Head of HR needs to read, agree and sign the Memorandum of Understanding by signing it <link>. · NB. This has been updated from the previous version so every authority will need to complete this latest version. · Complete the information requested in the audit questionnaire (see email from Michelle Kirk) Provide necessary information to set up platforms such as data on staff, and visual images from intranet or website (in order to customise site) After that, work with the Project Board to deliver efficiencies by · Share work with the VineEast platform · Looking for opportunities to collaborate within and outside own authority. · Collaborate with the Project Board by reporting efficiencies, discussing project ideas to see if efficiencies can be realised. · Commissioning jointly where possible to challenge costs and get best deals from suppliers. · Participate and lead on joint events.
26	**What happens if I want to join the project early but I still have an ongoing contract with another provider?**	You can run the two platforms concurrently. You can use the project platform to be able to collaborate and the original platform for specific or contract reasons. However, we do need to prioritise those authorities which are coming up to the end of their contract or which have nothing in place.
27	**Is there a central budget for paying for e-learning content?**	One of the questions on the survey asks what your priorities for e learning are. If there are common priorities the project board will look at how to do this ie. money from a budget, checking if it has already been authored in another region or nationally, or asking a few authorities to share the cost. We need to think creatively about how to use our limited resources. This might mean authorities "clubbing together" to commission e-learning. It might mean authorities writing the e-learning collaboratively. There are many other ways of us working together to realise efficiencies.

| 28 | What are the project timescales? | The project funding is for 18 months and will start on July 31st and finish on December 31st 2012.

The contract can start immediately. The roll out for the first phase of the project will be completed within four months (already agreed as Milestone 1). Priority given to those authorities who need existing learning platforms migrated to the new system before their existing contracts expire.

There is a detailed implementation plan linked to the milestones. This is a summary

June/July 2011
- Contract Negotiations (KPIs, Milestones, Implementation Plan agreed)
- Finalise best price etc for authoring tool
- Audit sent out
- MoU sent out

July to October
- Infrastructure built e.g. support desk etc
- Build central platform – test – migrate data -go live
- Platforms for priority phase 1 authorities built – test – migrate data -go live
- Release authoring tool to participating authorities
- Workshops planned and go live
- Customer satisfaction survey
- Reporting drawn up

Oct to December
- Testing, review, enhancements
- Phase 2 authorities go live (as per phase 1)
  - Customer satisfaction survey 2

Jan to June 2012
- Testing, review, enhancements
- Phase 3 authorities go live (as per phase 1)
  - Customer satisfaction survey 3
- Planning for next steps

June to December 2012
  - Planning for next steps |
|---|---|---|
| 29 | How will you be prioritising authorities joining the project? | We will be prioritising those authorities which are coming to the end of their licences with their existing suppliers, and those authorities which currently have nothing for e-learning in place.

It will also depend on how ready you are to go ahead in the first phase. Please read the technical spec below, MoU and survey. Also your organisational priorities need to be in line with the project. |
| 30 | Timeframe – how long will it take once the MoU is signed and the internal infrastructure | Once the contact has been signed it will be 3 months + to going live. The project is 18 months long so the sooner organisations come on board the more benefit they will get. The priority will be given to those organisations who have no platform or their contract is coming up for renewal. |
| 31 | What happens at the end of the 18 months? | Several months before the end of this initial 18 month contract, we will begin the process of mapping out the requirements of the service for the next period – funding, participation, evolution of the service to meet new requirements and will define what our requirements are going forward. This may require us to go out for external procurement again. Whatever the decision is at that point, all participating Authorities will be invited to share their views and shape the next steps of the service.

We will be working on an indication of the cost to continue after the 18 month contract before signing the MoU. This will be indicative cost only. |
| 32 | What are the likely annual costs after the subsided period? | This depends on a number of factors and is being defined at present as we work through some options for how the whole solution and all component pieces are priced and integrated. We will publish a schedule for all participating authorities to review in due course. |
| | | Authorities can put on the MoU that they would want to understand the costs before they commit to continuing after the 18 month contract but that in principle they would want to continue. |

Migration of existing e-learning courses and content

35	Can the following be migrated from my existing supplier to the new provider? · existing completion records · Moodle Courses · module content · existing user records · Completion records	If your existing platform is a Moodle: The new supplier will migrate all your existing files, data, and records to the new platform. They will set up a test platform before the live version is deployed so that final checks can be made about the content. If your existing platform is not a Moodle platform, then we will need to look at what (if any) technical issues exist about migrating the information over. As part of the pre-implementation programme – we will use the results of the Audit questionnaire (being sent to all Authorities w/c 04 July 2011) to gather information; we will work to understand what materials and content you may wish to migrate to the new platform and ensure that which can be transferred, is ready for your go-live in due course.
36	Do I need to do anything before migrating these items onto the new platform?	Yes. Please ensure you have backed up all your files from your current platform onto your servers, not onto the moodle platform. This will make the migration straightforward. Please see instructions in question below: In order to help the supplier prepare for the migration exercise, we will require some information from you. This is included in the audit questionnaire which is being sent and will be discussed at the launch event on the 5th July.
37	How do I save my existing Moodle courses to my own authority system?	To do this you need to be an administrator within your current Moodle system, and be able to access the Site Administration menu. **Step 1:** Under 'Courses' you will see the option for Backups and within there you will find a number of checkboxes. Please make sure that you tick all of the boxes that you want the backup to include, and as a minimum you should tick the following: · Include Modules · Include Module User Data · Metacourse (if you use metacourses) · Users (Course) · Logs · User Files · Course Files · Site Files · Grade Histories If you also have got messaging and blogs running, and you would like to retain these, please check the relevant boxes. You do not need to turn on automated backups or set up a schedule. Make sure that you specify the folder for the backup to go to. **Make sure that the folder you save the data somewhere on your internal drives within your authority and not back onto the Moodle platform.** **Step 2**: After completing this, you then need to go into each course as a Course Creator or admin user so that you have access to the 'Administration' menu for the course. You then need to run the 'Backup' by clicking on the link in the menu. When prompted to do so, make sure everything is ticked or set to 'yes', and make sure the 'Users' is set to 'Course'. When ready, click the 'Continue' button at the bottom of the page. You then have to give the backup a name - please choose something that is easy to identify what the course is about. Check all of the data to be included has got some numerical value alongside it. NB. Anything that reads '0' tells you that no data is going to be included for that entry. When you click on 'Continue' on this page the backup will run, and depending on the size of your course this could take some time. When complete you should get a message telling you that the backup was successful and you can 'Continue'. You should then see a new backup file listed on your page. This will be stored in the folder that you set at the end of Step 1. You should then move the backup to a local machine, such as onto your own desktop. The backup will appear as a Zip file.
38	We have some e-learning content already. Can we move this over onto the new platform?	Yes – we expect to be able to move all existing Moodle courses* and SCORM content onto the vine east platform, and your Authority's own platform.
39	Can an existing SCORM object be edited in Composica?	However If you want to edit that content, then you will need to recreate the existing content in the new authoring tool so that you can make the necessary changes. This will be covered as part of the workshops in authoring e-learning. This will be included as part of the workshops. *Please also see point on IPR.
40	Can organisations continue to use authoring tools other than Composica?	Whilst technically there is nothing to stop you from using any authoring tool at your disposal, the greatest efficiencies and collaboration will be able to happen if all authorities are using the same authoring tool. Composica was chosen as part of the solution for its ability to facilitate collaborative workflows as well as its excellent feature set. We would recommend that you try out Composica and see if it meets your requirements before purchasing anything else.
41	Have any plans been made for links and migration of data from the e-learning platform to users' in-house HR systems?	This will have to be discussed with you as an individual Authority and the supplier as part of the implementation. What is migrated and how will be dealt with on an authority by authority basis. Everything that is 'owned' and still needed by the authority will be migrated. However the data provided in the Audit questionnaire will be very important in the planning of this migration.
42	What does the project team estimate are the number of days/hours work involved with migrating our Authority's content?	This really depends on just how much content you have got, how it is structured and what issues there are surrounding the content. We have recently migrated several authorities to a new platform within Essex and it was not onerous despite the large amounts of data on vineEssex. Each authority will be given a more definitive estimate of timescales once the scope and scale of the work are known.
43	How are users moved from one platform to another?	Users are uploaded from your database on your current platform. They will be exported from the original platform and imported to the new one. If you do not have a platform at the moment the users can be imported from a CSV file which you can easily obtain from an HR or Payroll data base.

Intellectual Property Rights of e-learning content and courses

44	Who does the Intellectual Property Rights on our existing e-learning content?	IPR belongs to the author or commissioner of the e-learning. So if you have commissioned or authored a piece of content – it belongs to your Authority. If you used e-learning from another organisation, then the IPR belongs to them and it is up to them if they want to share it with you. Although ownership of IPR around content is an important issue, we are asking that all participating authorities choose to work in a collaborative way and share their content on the central repository for all to benefit from.

Reporting and Reporting ROI

45	Why is reporting important for the Vine East project?	Improvement East have set guidelines and want a 5 to 1 return. The project team have been able to satisfy this by using a number of calculations: the value of procuring as a group, value of e learning, downsizing HR departments as not as much face to face training will be required. This was based on the data collected a year ago. Now there is also the saving due to the deal CLS have reached with Composica to add so overall the return will exceed 5 to 1 Every Authority has a role to play in this to ensure that we gather the information on where e-learning is being reused, where savings have been realised (e.g. reduction in consultant costs, employee costs etc). This is part of the Memorandum of Understanding. We are also committed to getting the best possible outcome from the investment being made in the new platform – which means CLS are being closely monitored for performance and their ability to meet our requirements. We have therefore established a clear and robust performance regime which relies on the data and inputs from each participating Authority to help evaluate performance and address any issues which may arise.
46	What reporting will be done?	The new supplier will be implementing Moodle 2 which has enhanced reporting compared to older versions of Moodle. Moodle 2 allows the following reports to be provided as standard: · Grader report · User report · Course completion report · Logs · Activity report · Participation report · Statistics · Overview report We are also commissioning a series of global reports which will track key indicators like utilisation and performance. This will be covered as part of the joint workshops. The reports can be exported into XML and CSV format and can then be used with tools like Excel or Crystal reports.
47	What other reports will we be able to generate?	In addition to the standard reports available in Moodle 2, we will be asking authorities what reports they want designing as part of the programme. Therefore we need to know what reports you need from us as part of the audit questionnaire. The project board will then prioritise what reports are required (i.e. to ensure that we are measuring and demonstrating the efficiencies). The supplier will then develop them as part of milestone one. If the Authority then requires further reports then this is possible at an agreed cost with CLS. We will also be asking CLS to develop some regional reports to provide a clear dashboard of performance across the programme and participating Authorities.
48	What arrangements are planned for the archiving of leavers on a regular basis? Are there additional costs for these type of services?	A key principle of the programme is self-sufficiency; ensuring every participating Authority has the ability to provide training and first line support internally – rather than relying on external agencies or organisations to meet local operational demands. As such, the platform is geared to allow sharing of best practice and learning; to share problems or issues and how they're resolved and to ensure that local operational issues are minimised to ensure a smooth and efficient programme. Where any additional or localised training or support is required, this can be structured, costed and agreed with the programme board and CLS in due course.
49	How long does the Report log hold information?	Technically, the logs can be kept forever and a vast amount of information will be retained. However, you may choose to renew the logs at any time - this is part of the self-sufficiency model giving you control over the management of learning.
50	Is there a way of linking to older databases ie Snowdrop?	The new platform will export data in .CSV format which Snowdrop should be able to import.

Administration and Support

51	What support do the Administrators for the MOODLE platform need?	Our solution is based on the Moodle 2.0 platform - so an upgrade from what most authorities have at present. There may be some new functionality that will need to be covered - but not beyond what your L&D people will have experienced to date (where using a Moodle database). There will be workshops and also "Self Help" resources for all users and we will ensure that teams are supported throughout the contract to ensure that the experience of working on the new platform is both productive and geared towards building self-confidence across the range of functions and features.
52	What are the technical support arrangements that the new provider is offering?	There will be a technical support desk available from Creative Learning Systems operating weekdays 8 am to 5.00 pm. Also, as a key aim of the project, we are working towards becoming self sufficient so the supplier will cover how to help your employees with basic problems, and has developed "self help" resources available to you and your employees and members.

Training for Vine East

53	What training will be offered?	The aim of the training is to make EofE authorities as self sufficient as possible. The intention is that the workshops are 'train the trainer' sessions and the participants will then be enabled to support each other across organisations. Therefore, we will run a series of face to face sessions with key staff from each participating Authority and regional body as a cluster arrangement before the system is deployed, after user testing and acceptance. This training will focus on the administrative functions within the system and the use of the tools to create courses. We would suggest these are run face to face in groups of approximately twenty at a time, and take a day in each case. The purpose is to immerse the trainers within the software so that they can become more familiar with it the more they use it. We will set up short 'refresher' courses covering the core aspects of running the system and deliver these online. Similarly, we will develop an advanced course covering the more in-depth features of the system and deliver this online as well. In addition to the workshops, all users will be provided with a help guide, screen cast tutorials on how to use the system, FAQs, access to unlimited email based support, access to telephone support at agreed times.
54	Where will the training take place?	The intention is to use ARU IT training suites for the workshops wherever possible. However we also need large IT suites throughout the East of England to deliver this training. If you are able to offer such venues please contact Belinda Gray at Belinda.gray@essex.gov.uk with details.
55	Will I be able to organise additional training within my Authority?	If your Authority wants to organise additional face to face training with the supplier in their own setting for just their staff, this will be costed separately from the project and you will be charged at an agreed rate for this.
56	Who will govern the project?	The project board will steer the project at a strategic level, establishing the contractual relationship, agreeing project objectives and resourcing the project according to its needs. The project board will meet regularly and be made up of representatives from · Project Sponsors : Head of Employer Services – East of England Local Government Association*, and Head of HR Essex County Council. Represent the client i.e. the Heads of HR from all local and fire authorities in the East of England – EofE. · vineHR team (formerly Essex Strategic HR Partnership) will be leading the Vine Project and the Project Manager of Vine East project. · One representative from each County Grouping in the region and one representative from the Fire and Rescue Authorities to be determined by each County HR grouping. · Contract Manager from Essex County Council responsible for the commercial performance and contractual adherence. · A representative from Improvement East · The account manager and 1 director to attend the relevant meetings. · Subject Matter Experts as required.
57	Who is responsible for the contract?	The contract is between Vine HR and CLS on behalf of the region.
58	How will the project work?	See the Project Board above. Representative from geographical county: We need a rep from each county group to feed information to represent that county area on the project board. The role will involve coordinating the work of that county group and sharing the results of that with the board, and likewise feeding that information back to the county group. The representative must come from an organisation which is participating in the project.
59	Are there constraints on individual organisations needing to fast-track solo development projects without needing to engage in collaborative projects?	No, we are not policing the work you do. However, we do require your Authority to sign the Memorandum of Understanding which requires sharing of work in return for the Vine East platform and authoring tool. This is because of the significant investment Improvement East is making into this project. We require you to share those courses and content with the vine east project because it might be used by another Authority and therefore a saving will be realised which we can report. We need you to report your savings and efficiencies (which we hope to automate as much as possible) so that we can demonstrate savings to Improvement East.
60	Is there a knock on effect if not all 58 organisations join?	The interest in this project is high. We have a list of organisations who will step in if there are places available. Please let the project board know if you have a partner organisation that would like to join the project. NB. Other organisations will not get the same deal as that being offered to EELGA members.
61	What if some authorities only take and do not give?	All participating authorities must sign up to the Memorandum of Understanding and the requirements therein. Collaboration can take many different forms and it may be that a small authority shares with others to come up with pieces of e-learning. We accept that it is entirely possible for an authority to simply use resources in the system and not contribute any back. There may be a variety of reasons for this, such as the size of the authority and the capacity to develop their own content. However, over time we envisage a growing need for e-learning to take place and more areas will become specialised. It is possible some people may never give, but we believe that a greater proportion will.
62	What are the technical requirements?	Please see the attached technical information. In order to help us plan the setting up of platforms, we will be requesting this information about your Authority as part of the audit questionnaire.
63	Where is the solution hosted?	We have worked with CLS to ensure that all parts of the solution are hosted within the UK for the duration of the contract.
64	Is it likely to require an upgrade of PCs/laptops used for authoring and system admin?	We are not expecting any upgrades to be needed. We made it clear that the IT infrastructure and security within local government was going to be "challenging" for the successful supplier. The supplier will work with each Authority to implement the system and to the best of our knowledge there will be no upgrades required. We have asked that the system is compatible with IE6 as a minimum. There may be some visual differences on older versions of IE. All transfer of platforms will be done via a test platform.
65	We are still using Internet Explorer 6. Is this a problem?	The use if IE6 does require us to spend some more time with you as the participating Authority to understand the implications of this on the platform. It's not a show-stopper in that you won't be able to access the platform or tools therein, but it does place some restrictions on how things will appear and how smoothly we can implement aspects of the solution.

66	**Our IT department has concerns around Government Connect legislation.**	Government Connect has been interpreted in different ways in different organisation. The platform is generally compliant but if an aspect of it causes concern in a particular authority it can be switched off. CLS have been able to comply with this for the NHS.
67	**How will you be informing IT managers about the solution?**	CLS will send the technical specification to the IT specialists and ask for their views. Another event will also be run for IT specialists to attend. Please see technical requirements attached.
68	**Can videos be used and where does video content sit?**	Yes this can be done easily. Any video content you upload into the system will be stored on the CLS servers. If you want to link to other pieces of video (for example on YouTube) you can do this also. In that case the content will be stored in the location it currently exists in.

Particular circumstances

69	We are at a relatively early stage in developing e-learning and particularly our site in terms of content. Should we continue populating our site with content from our existing supplier or not ?	It depends what you are going to do with your current site. If you are keeping your current site then that it fine and you can keep their materials on their site. Please be aware that anything authored by another supplier belongs to them, so the legal advice we have been given is that you would have to get permission to continue to use it.
68 70	Can shared services across authorities talk through the system?	People from different authorities can be added to talk as a group. This will be able to be done as part of managing your own system. This will be discussed on an individual basis.
71	Can the platform be utilised as a classroom training booking system?	The funding from Improvement East, and therefore the spec, was not for this functionality. The system has not been designed for this at the moment. If the project board agree this could be part of the roadmap but additional resources may be required.

Technical Requirements

What are the requirements for the Platform tool?	**TalkSpark System Requirements:** • Browser: Internet Explorer 6 or higher, Firefox 3.0 or higher, Safari 3 or higher. Adobe Flash Player may or may not be required, depending on the features authors chose to use in each course. OS: Any OS capable of running one of the above mentioned browsers, including Windows, Mac OS X, Linux. The more modern OS and browsers will afford a better end user experience. All users need unrestricted access to the Internet on standard ports through any firewalls, proxy servers and other infrastructures.
What are the requirements for the authoring tool?	**Composica System Requirements:** Minimum system requirements for Learners: • CPU: 266MHz or higher. • RAM: 32MB or higher. • Browser: Internet Explorer 6 or higher, Firefox 2.0 or higher.Adobe Flash Player may or may not be required, depending on the features authors chose to use in each course. The following features require Flash: Mind Games, Shapes, FLV/MP3. • OS: Any OS capable of running one of the above mentioned browsers, including Windows, Mac OS X, Linux. Minimum system requirements for Authors: • CPU: 800MHz or higher. • RAM: 128MB or higher. • OS: Windows. • Browser: Internet Explorer 6.0 or higher.Adobe Flash Player may or may not be required, depending on the features authors plan to use in courses. The following features require Flash: Mind Games, Shapes, FLV/MP3.