

CYBER RECRUITER IMPLEMENTATION

METHODOLOGY

Visibility Software uses a methodology for implementation and training which has evolved over years of successful client implementations. In our experience we have noticed a few trends.

- Most companies do not have the resources to put ongoing recruiting activities and projects on hold for an extended time period in order to dedicate days/weeks of uninterrupted time to set up a system and perform training.
- Most people can only absorb or assimilate about 2-3 hours of new information during a single session and often need time to discuss changes in process and decisions on configuration.
- Many times, the IT department availability for installation and implementation of a software package does not coincide with the HR resources to work on the project.
- Many companies need examples of how to use various features in the software (even if they are not implementing that feature immediately).
- Some companies, but not all, want to examine their current recruiting process and to merge the historical company process with the new tool.

In response to these observations, we have developed a unique implementation methodology which strives to solve for the challenges our clients face.

- 1) First, we host our implementation projects on Visibility Software servers.
 - It allows the client's IT department time to set up infrastructure without delaying the project.
 - Implementations can be more flexible in scheduling since a consultant does not have to be on-site to conduct training or assist with setup.
 - It allows for decisions to be made through the process instead of at the beginning of the project.
- 2) Second, we start our project with a pre-configured "Best Practices" system
 - This system is built and maintained by our consultants based on feedback from clients, trends in the market and updated when new features are added to the software.
 - The "Best Practices" system is designed to allow a client to jump right in and start using the system without a lot of configuration. However, the system is very flexible and can be quickly modified to adjust for company specific needs and processes.
- 3) Third, we offer two levels of fixed-cost services for the implementation process which allows each organization to determine their budget and level of need for services to get the software up and running.

We have structured an implementation which works for both large and small clients, clients with one location or many, clients with one recruiter or several.

PROJECT OVERVIEW

STARTING THE PROJECT

Each project starts with the licensing of software and sign-off on agreements ((1) Professional Services Agreements and (2) Statement of Work for the project). Payment for services and the sign-off of the agreements triggers our Professional Services team to contact the Project Contact and assign a consultant to the project who will then schedule the first call for the implementation team.

Visibility Software uses a web-based project management tool to track all the project milestones, task items, timeline and documents. Each project team member is added to the system information and project goals can be shared and accessed in 'real-time' for better productivity during the project.

PROJECT DETAILS

Each implementation involves several 2 hour weekly meetings held remotely via conference call and web meetings, and assignments between each meeting. The meetings and training sessions are designed for the "Power Users" (Recruiters, HR, and/or Administrators) of the system and allow the implementation group to continue on with daily work responsibilities while implementing a new software solution without being overwhelmed by the implementation project.

During each weekly web meeting, the group will review any previously tasked items, address new topics and allow for a question and answer session. This standardization and breakdown of meetings by topics allows for the content to be covered gradually during the implementation to ensure understanding and allow for setting up of the options during the implementation process. If significant sections of tasks slated to be complete as client homework are not accomplished before the next session the meeting may be rescheduled, allowing the overall project to stay focused.

PROJECT OPTIONS

Two options are available for implementation services. Both options are fixed cost and leverage our "Best Practices" preconfigured system as the starting point instead of starting with a blank database.

- 1) **Daily Use Only.** The "Training" option. It focuses on using the software on a daily basis and is designed for those organizations that want to start with our Cyber Recruiter Best Practices recommended configuration for our software and don't plan on making changes to the configuration during the implementation.
- 2) **Daily Use & Configuration.** The "Consulting" option. This option starts with Daily Usage training using the "Best Practices" configuration of Cyber Recruiter. But, during the training session, your consultant will work with you to determine if any of the base configurations need to be adjusted for your organization's environment. Several sessions are dedicated to modifying the configurable views in the administrative section of the software. Not sure if you want to or have the time to be trained on the administrative functions? Not a problem, we can make the changes for you based on your feedback instead of training you on how to make the changes.

Topics for Meeting/Training Sessions	Daily Use Only	Daily Use & Configuration
Typical Project Length	30 - 45 days	45 – 60 days
System hosted on Visibility Software servers	60 Days	90 Days
Implementation starts with “Best Practices” configuration	✓	✓
Creation of a Careers site using a template provided by the client	✓	✓
Assistance in installing Cyber Recruiter	✓	✓
Assistance in the final placement of Cyber Recruiter and the Careers pages	✓	✓
“Power User” Training		
Requisition creation & modification	✓	✓
Searching for Applicants	✓	✓
Evaluating Applicants (Routing, Interviewing)	✓	✓
Hiring Applicants (Making Offers, Hiring into HRIS systems)	✓	✓
Administrative Configuration (or “Admin” Training if Desired)		
Organizational structure	✓	✓
Product Security and users	✓	✓
Building drop-down options		✓
Requisition creation process		✓
Job Browsing and Online Application process		✓
Importation of Historical Data		
Configuration of the import tool for file mapping		✓
Review spreadsheet prior to importing Requisitions		✓
Review spreadsheet prior to importing Users		✓
Review spreadsheet prior to importing Codes		✓
Review spreadsheet prior to importing Applicants and/or Employees		✓
OR		
Import of one windows folder of resumes for “Professional” or “Enterprise” clients		✓
Options Available at Additional Cost		
On-site implementation rather than web meetings	\$	\$
Hosting of Cyber Recruiter longer than the days specified above	\$	\$
Assistance in developing internal training documentation	\$	\$
Assistance in conducting internal training (manager level)	\$	\$
Importing of items NOT available via the import tool	\$	\$
For “Express” clients, one-time import of resumes	\$	\$
Creation of custom pages, scripts or complex custom criteria	\$	\$
Building custom integration (screening companies, job boards, etc.)	\$	\$
Training on any areas of the software not specifically listed above	\$	\$