

# Visitor Management Implementation Overview

Implementation generally takes **6 weeks**, however it is flexible pending district availability and readiness.

## Phase I: Implementation Kick-off Meeting

**Description:** The Raptor<sup>®</sup> team and the district will discuss a high-level overview of the system and a project plan. This implementation kick-off meeting outlines required steps to getting started.

**Prerequisite Information:**

- ✓ District has put together their Raptor Implementation Team (see key players).
- ✓ District has selected a “go live” date to launch the Raptor Visitor Management system.

**Key Players:** Primary project coordinator, Security Dept., Technology Dept., and SIS contact

**Type of Engagement:** Webinar

**Duration:** 30 minutes

**Homework for Next Phase:**

- ✓ The district will schedule district admin training and a tech assessment discussion.
- ✓ The district will identify pilot sites.

## Phase II: District Admin Training

**Description:** Your Client Services Manager will conduct an interactive training workshop on how to configure, set-up and maintain your Raptor system with the applicable modules, as well as, discuss the information needed (ie. your visitor policy) to help.

**Prerequisite Information:**

- ✓ The district has begun working on their policies and procedures.

**Key Players:** Same group as Implementation Kick-off Meeting

**Type of Engagement:** Webinar

**Duration:** 60 minutes

**Homework for Next Phase:**

- ✓ The district will share required data, configure Module Settings, and begin outlining the Support plan.

## Phase III: District Account Configuration

**Description:** The district will become acquainted with the system and will continue the configuration process.

**Prerequisite Information:**

- ✓ Determine which Modules the district will be implementing, and which will be disabled.

**Key Players:** Primary project coordinator

**Type of Engagement:** The district will configure their system settings. The Raptor® team is available for assistance upon request.

**Duration:** Duration pending district availability/readiness, and number of Modules

**Homework for Next Phase:**

- ✓ Select a date/time for weekly status calls as we move into the piloting phase, Starting planning for structure of full district-training.

## Phase IV: Pilot & Technical Assessment

**Description:** The Raptor team will support a pilot install at an actual school(s) to monitor the success of the Raptor installation and a small-scale rollout.

**Prerequisite Information:**

- ✓ The district has selected a school(s) that will help to engage the district with questions on intended use, participate in weekly status calls, and ensure configuration was successful.

**Key Players:** *Install:* District IT project lead and Raptor PS team member  
*Training:* Project Coordinator, School Staff at Pilot Location

**Type of Engagement:** *Install:* GoToAssist session *Training:* Webinar with quick training

**Duration:** 30 minutes

**Homework for Next Phase:**

- ✓ The Project Coordinator will communicate lessons learned to Key Players, adjust Raptor settings if need be, and prepare for full District implementation.
- ✓ The district will communicate the installation schedule to all schools, and training options available.

## Phase V: District-wide Training & Installations

**Description:** All schools will have Raptor® installed and all front-desk staff will be trained.

**Prerequisite Information:**

- ✓ Admin credentials for all computers, Network and Computer Specifications have been met, Users & Contacts and alerts have been configured, Training plan/agenda has been developed and agreed upon, installation schedule has been completed.

**Key Players:** District Technology Dept. and/or Raptor Professional Services

**Type of Engagement:** Variation of training & installation options available.

**Duration:** Dependent on district-size, resources, etc

**On-going maintenance:**

- ✓ Configuration complete. Client maintains and supports the system as needed.

## Phase VI: Wrap-Up Call

**Description:** Discuss the overall implementation, any outstanding items, plans for additional phases of rollout, Client Services communication plan, Support plan, etc.

**Key Players:** Your Raptor Implementation Team

**Type of Engagement:** Varies

**Duration:** 30 minutes

Thank you for your active participation in this implementation. We will now close your implementation case and look forward to working with you as your needs evolve, and Raptor expands their services.