

# Raptor<sup>®</sup> Volunteer Management System 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 Project Coordinators will discuss a high-level overview of the Volunteer Management system and project plan. This implementation kick-off meeting outlines required steps to getting started and confirms goals and expectations.

**Prerequisite Information:**

- ✓ The district has selected a “go-live” date to launch the Raptor Volunteer Management system.

**Key Players:** District Volunteer Coordinator(s) and District Project Coordinator(s)

**Type of Engagement:** Webinar

**Duration:** 30 minutes

**Homework for Next Phase:**

- ✓ Schedule District Volunteer Admin Training
- ✓ Provide Client Services Manager with all required forms and policies outlining your current volunteer management process
- ✓ Compile data required for application pages

## Phase II: District Configuration Workshop

**Description:** Your Client Services Manager will conduct an interactive training workshop on how to configure, set-up, and maintain your Volunteer Module.

**Type of Engagement:** Webinar

**Duration:** 60 minutes

**Homework for Next Phase:**

- ✓ Volunteer module configured
- ✓ Communicate the new online application URL to your IT Department for updating your District's volunteer webpage
- ✓ Optional: Format current approved volunteer list to prepare for import into the Raptor system

### Phase III: District Configuration

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

**Duration:** Dependent on District availability, readiness, and progression

**Homework for Next Phase:**

- ✓ Determine individuals who will need access to Volunteer Module
- ✓ Select training method and dates for those users

### Phase IV: Testing Volunteer Acquisition Process

**Description:** District Volunteer Coordinator will work with their Client Services Manager to walk through the process and identify if all items are finalized and working as intended.

**Type of Engagement:** The District will configure their system settings and test from start to finish. The Raptor® team is available for assistance upon request.

**Duration:** Unlimited

**Homework for Next Phase:**

- ✓ Make applicable changes in preparation for the go-live date

### Phase V: District Training

**Description:** Conduct training for all District representatives involved in the volunteer management process on the following:

- How to become an approved volunteer
- How to manage volunteers
- Where to find tools that will assist with events, options for sign-ins/outs, and reporting

**Type of Engagement:** Webinar

**Duration:** 60 minutes

### Phase VI: Wrap-Up Call

**Description:** Discuss the overall implementation, any outstanding items, support plan, etc.

**Type of Engagement:** Call

**Duration:** 15-30 minutes

**On-Going Maintenance:**

- ✓ Client maintains and supports the system as needed