think learning

FLEX LEARNING CONTENT MANAGEMENT SYSTEM (LCMS)

G-Cloud 12 Service Definition

Think Learning
Commercial in Confidence
info@think-learning.com
T: 0 117 407 0237

totara platinum partner

CONTENTS

1 FLEX LCMS

Flex LCMS (Learning Content Management System) can manage and host elearning content for access within any Learning Management System (LMS) or Virtual Learning Environment (VLE) using SCORM and AICC. There are also elearning player options available.

2 ABOUT US

We're delighted with the innovative solutions we have created in partnership with our group of forward-thinking clients, to meet the everyday challenges their teams face. You can read more about some of our standout stories and experiences on our website.

FLEX LCMS

Manage and host your elearning

SERVICE SUMMARY

Flex LCMS (Learning Content Management System) can manage and host elearning content for access within any Learning Management System (LMS) or Virtual Learning Environment (VLE) using SCORM and AICC. There are also elearning player options available.

KEY FEATURES

INTEGRATE WITH YOUR EXISTING SYSTEMS

- Supports all e-learning standards (SCORM, AICC and xAPI).
- Has APIs that are interoperable with external systems.
- Integrates with the Oracle Learning Management (OLM).

INFORMATION SECURITY MANAGEMENT

Think Learning are certified for the ***ISO 27001:2013 Information Security Management Standard*** (as are our hosting partner). We are also Cyber Essentials certified, and we carry out regular penetration testing on our client environments (included with our hosting package).

Think Learning have a board level Director as the designated Information Security Manager, who is responsible for ISO27001, GDPR, cyber security and data protection. And we have a separate DPO registered with the ICO. GDPR implementation has been tracked across all company departments. Our Cyber Security and Information Security policies are communicated to, and signed by, all Think Learning employees. Staff training around GDPR is a key element of our On-Boarding process. To maintain 'GDPR compliant' status, we have conducted DPIA on all our systems, and we undergo bi-annual audits for ISO27k, and an annual audit for Cyber Essentials.

Your data is stored, managed and recovered within the UK. Flex LCMS is securely hosted by us (in UK data centres), and we maintain and support Flex LCMS to ensure it remains stable and up-to-date. We can also add system developments behind the scenes easily and securely. Our technical team can manage all of your hosting requirements: servers, backups, updates, patches, performance and maintenance.

A backup of the service will be restored in the case of disaster. Suitability of this process will be determined based on the estimated time of restoration of service to the primary datacentre region in the UK at the time the restore is initiated.

What does this mean for you? Working with a trustworthy provider maintains the company's own integrity to the safeguarding of its data. Instils confidence further down the supply chain resulting in stronger customer-supplier relationships.

SERVICE MANAGEMENT AND SUPPORT

WE'RE COMMITTED TO SUPPORTING YOU

We aim for no more than 0.1% of the year of unscheduled downtime where there is total inaccessibility to your site. We also aim for no more than 4 hours a month of scheduled downtime for pre-arranged maintenance work.

Your Flex LCMS site will be monitored via health checks at the platform layer.

We offer 2nd and 3rd line support service within UK business hours as standard and respond to critical support issues outside of business hours. By negotiation we can offer a temporary 1st line support service.

Support is accessed through an online ticketing system and support services can be online, via email, by telephone and optionally onsite.

OUR STANDARD RESPONSE TIMES WITHIN UK BUSINESS HOURS

Critical	High	Medium	Low
1 Hour	4 Hours	8 Hours	16 Hours

1st line (Client)

Local support to organisational users.

2nd line (Think Learning)

Think Learning consultants will be available to answer queries from client administrators, which the administrator would not, in our judgement, be reasonably able to solve themselves.

3rd line (Think Learning)

The Think Technical Team will deal with all software bugs and problems.

ABOUT US

WHY PARTNER WITH US FOR YOUR FLEX LCMS IMPLEMENTATION?

We're delighted with the innovative solutions we have created in partnership with our group of forward-thinking clients, to meet the everyday challenges their teams face. You can read more about some of our standout stories and experiences on our **website**.

Crown Commercial Service *Supplier*

QSL ISO 27001 Information Security Management Certification

CYBER ESSENTIALS

OUR VALUES

Responsive

You're not just buying a product, you're investing in people who care just as much as you about your learners and your organisation.

Collaborative

We collaborate and build communities of like-minded people who care deeply about safer, better places to work, and about learning organisations.

Solution focused

We deliver practical solutions that meet your learning management requirements from the user experience and the organisational compliance perspective.