



1. Overview

This document clarifies Cornerstone’s LMS VHSS service offering as described in the CDT Service Catalog. The objective is to strengthen the EntHR program’s success by ensuring that all stakeholders (e.g., CalHR/CDT, Departments, Vendor) clearly understand the scope of service, capabilities, and expectations offered when a customer contracts for Cornerstone’s VHSS LMS services via CDT.

2. Service Catalog Part Number Definition and Description

CSOD-LMS 0-5000 Users: Learning Management System:

CSOD Learning Management System/ Professional Support included. EntHR integration included. 0-5,000 Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-LMS-Suite 0-5000 Users: Learning + Learning Management Suite:

CSOD Learning, Competency management, Certifications, Connect, Insights/ Professional Support and EntHR Integration included. 0-5,000 Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-LMS-EPM Suite 0-5000 Users: Learning Management Suite + Performance Management Suite:

CSOD Learning, Competency management, Certifications, Connect, Insights, CSOD Performance, Succession, View/ Professional Support and EntHR Integration included, 0-5,000 Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-LMS-ENT 5000 Plus Users: Learning Management System:

CSOD Learning Management System/ Professional Support included and EntHR Integration included. 5,000+ Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-LMS Suite- ENT 5000 Plus Users: Learning + Learning Management Suite:

CSOD Learning, Competency management, Certifications, Connect, Insights. Professional Support and EntHR Integration included. 5,000+ Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-LMS-EPM Suite- ENT 5000 Plus Users: Learning Management Suite + Performance Management Suite:

CSOD Learning, Competency management, Certifications, Connect, Insights, CSOD Performance, Succession, View. Professional Support and EntHR Integration included. 5,000+ Users. Annual subscription that includes Professional Support and software updates (See Section 3).

CSOD-Grovo Content Compliance and Competency Bundle: Grovo base package of e-learning content which includes Compliance E-learning titles. Per User/Per Year. Annual subscription that includes Professional Support and software updates.

CSOD-LCMS – Learning Content Management Authorizing Subscriptions: Per User. Allows for up to 3 Named Care Administrators, 1 Super Administrator, and 3 Grovo content create licenses. Annual subscription that includes Professional Support and software updates.

CSOD Train – 2 Day end user training (Virtual Training): Virtual training via Webex for end users of the Learning Management System. Covers login, training request, CA Statewide data elements, Catalog search, etc.



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CSOC-EXE – Extended enterprise LMS subscription – External Users: Per User/Per Year. CSOD Learning Management System/ Professional Support for non-department (external) employees (e.g. contractors, etc.). Annual subscription that includes Professional Support and software updates.

3. In Scope

- Departments will receive the following service through Cornerstone’s LMS VHSS via CDT.
 - **Base Product** – Departments will receive the Base LMS VHSS components including:
 - ✓ **Cornerstone’s LMS-VHSS Annual Subscription:** User and Admin access to your Cornerstone portal.
 - ✓ **Enterprise Human Resources (EntHR) Data Integration and Support:**
 - Integration is conducted remotely by a Cornerstone certified LMS Implementation Consultant and Integration Consultant responsible for the technical project.
 - This includes the Contractual data sharing requirements and data elements to support the exchange of training data to/from a centralized EntHR data set and vendor solution.
 - User integration with the State’s employee tracking number: Unique Employee Identification (UEID).
 - Continual support of data exchange solution between EntHR and the Cornerstone system.
 - ✓ **Welcome Page:** Your department’s branded homepage, or landing page, for the Learning Management System.
 - ✓ **Department’s Organizational Structure Buildout and Feed:** Setup and implementation of the ongoing feed for the Department’s organizational users and structure including staff, managers, supervisors for users and appropriate approval processes.
 - ✓ **Authentication using Single Sign-On (SSO) Integration:** Single Sign On (SSO) Integration from an outsider portal to Client’s Cornerstone Portal
 - **Department Onboarding/Kick-Off Meeting**
 - ✓ Note: Onboarding is a requirement of the Client before/during implementation and is conducted within the Cornerstone Success Center (CSC).
 - **EntHR Department On-Boarding** – 1 to 1-1/2 hour introduction to EntHR and how it works within Cornerstone. For example, topics covered may include: additional EntHR elements in the system via EntHR, what is UEID, why is UEID important.
 - **High Level TimeLine** – Cornerstone will provide the Department a high-level timeline for the integration and implementation of the Base Product and EntHR Integration including deliverables.
 - **Status Meetings** – It is recommended that the Cornerstone and Department’s meeting cadence is twice a week. Meetings are contingent upon the Client completing the Cornerstone Success Center (CSC) training so implementation can move forward to the next phase.
 - ✓ Training - Training is delivered via Cornerstone Success Center.
 - ✓ Note: The timeline for Go Live will vary by Client. For example, if the Client is not keeping-up with the Client-side deliverables such as data validation or completion of the Cornerstone Success Center (CSC) training, this delay may impact the implementation from moving forward to the next phase.
 - **Professional Support** – During system implementation and after Go-Live in production, Departments will receive Professional Support services.
 - ✓ The Professional Support Package is geared to support and enable the Client to successfully meet their business objectives via use of the Cornerstone application.
 - ✓ Professional Support is included in the annual Cornerstone subscription fee.
 - ✓ The Professional Support features include:
 - Application Functionality: Providing general guidance and ensuring the effective use of the Cornerstone application
 - Access to Cornerstone Global Product Support (GPS) via the included Professional Support Package
 - Access to Customer Success Center
 - Application Issue Management: Providing a mechanism where production related application issues are analyzed, tracked, communicated to the appropriate party, and resolved



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- Service Request Management: Managing the scoping, tracking and delivery of Service Requests, which are requests for standard engineering services
- 24/5 Live Phone Support and 24/7 access to our Knowledge Base and Cornerstone Success Center [CSC]. The features include:
 1. Around the clock access to self-service resources such as the online Knowledge Base
 2. Access to our customer community in the Cornerstone Success Center [CSC] where they can self-assist or seek best-practice advice from Cornerstone Subject Matter Experts and peer organizations
- At the conclusion of system implementation, the Department’s LMS shall be integrated with the State’s data exchange architecture through EntHR.
 - Note: Departments moving from Go Live (integrated with EntHR) to production is controlled by the Client and not Cornerstone. The system provides Departments the capability to configure their system which they can learn through the trainings provided through the Cornerstone Success Center (CSC). Furthermore, the timeline for Go Live will vary if the Client is not keeping-up with the Client-side deliverables such as data validation or completion of the Cornerstone Success Center (CSC) training. This delay may impact the implementation from moving forward to the next phase.

4. Out-of-Scope

The following services are outside of the scope of the LMS VHSS. Should a Department need additional services outside of the LMS VHSS offering, it is the responsibility of the Department to have a separate professional services contract. The items below are examples of features, functionality, and services that are outside of the scope of the LMS VHSS.

- Outsourced Administration + Administrator Support
- Custom Login Page (CLP)
- 2nd Inbound Data Feed (IDF) or Outbound Data Feed (ODF) – Additional data feed inbound or outbound other than the initial data feed from EntHR [e.g., Legacy LMS, HRIS, POST, Master agency]
- Master Data Load (MDL) – Set up of the Department’s Training (e.g., Courses, classes)
- Historical Data Load (HDL) – Load of employees’ training including documentation and templates
- Edge Import Tool - Intuitive data load tool for clients to manage their data loads in a self-service manner
- Upload any type of data in bulk [e.g., transcripts, additional eLearning, and additional transcript data]
- Department specific business requirements, functionality, and capabilities
- Training – On-site training or live virtual trainings are not part of EntHR Integration. Additional Administrator Support is included in Cornerstone Enhanced Support Subscription.

5. Pricing Model

- Departments receive a subscription to the LMS VHSS delivered via software-as-a-service (SaaS). This annual software subscription also includes EntHR Integration, access to Cornerstone Success Center [CSC] and Professional Support.
- Cornerstone subscriptions begin at the signing of the contract and not at Go Live.
- Implementation cannot begin without the SaaS subscription being active.
- Client portals (e.g., Live, Pilot & Stage) must be provisioned prior to implementation or the configuration beginning, and this is part of the annual subscription service fee that begins at contract signing.
- The subscription service fee includes access to Cornerstone Success Center [CSC], which is essential to Client development during implementation. This is an intricate part of the Cornerstone subscription service fee and a crucial component for implementation continuity and timeline accuracy for Clients keeping up with their development/training in CSC.
- Software as a service licenses are paid up front Net 45 from the Work Authorization Date. Year 2 and subsequent year renewals will be due on the anniversary date. These licenses are due regardless of Go Live status.