

# Resource Planning Guide

Pulling together the right people is one of the most important things you can do to prepare for converting to a computer based testing program. We've outlined the roles and expertise needed on your internal and external project teams to ensure a successful conversion process.

## Resources Needed at Your Institution:

- 1. Institution Project Manager:** This role is key to your success. The project manager serves as the project "champion." S/he oversees all interaction between ProctorU resources, department administrators, and faculty and keeps the project on track.
- 2. eLearning or Online Assessment Leader:** This individual assists in the organization of the exam conversion work plan and coordination across the campus responsibility matrix. S/he may plan an active role in helping decide which assessments are transitioned to online delivery.
- 3. LMS Administrator:** To ensure a smooth transition and exam delivery, the LMS Admin assists in the technical setup and LMS access for ProctorU resources.
- 4. Faculty Liaison:** Faculty training is critical to success. This individual assists ProctorU's Product Training Specialists in engaging, scheduling, and training all activated Faculty
- 5. Security Officer:** Ensures all aspects of the project, technology and personnel meet campus security requirements. Please see the [Security Q&A](#) for more detailed best practices on security requirements.

## Resources Needed From ProctorU & 3rd Party Partners:

- 1. Project Manager for Exam Conversion:** We need to be ready when you are. This role is critical in leading and coordinating all aspects of the exam conversion project.
- 2. Project Manager for Proctoring Planning:** Our Project Manager will lead and coordinate online proctoring readiness and capacity planning efforts.
- 3. Exam Conversion Specialist:** These individuals will be responsible for all data entry for exam conversion.
- 4. Exam QA Technician:** This individual will review exams for quality to ensure the delivery and grading functions properly within the LMS.

5. **Exam Customer Success Managers:** Our Success Managers will meet with faculty to train them on the online testing software and help them refine their exams for online delivery as needed.
6. **Implementation Specialist:** Our Implementation Specialist will oversee the technical setup and LMS integration to prepare for online proctoring success. We have a proven [implementation process](#) that s/he will follow to get you up and running as quickly and smoothly as possible.
7. **Product Training Specialist:** Our Product Training Specialist will meet with faculty members to activate proctoring user accounts and configure exams for proctoring. S/he will make sure the exams are entered properly and train faculty on how to administer the exams.

For more information, visit [proctoru.com/coronavirus-support](https://proctoru.com/coronavirus-support) or call **1-866-935-3105**.