SIS Vendors: This experience map includes the Student Information System (SIS) vendors serving Indiana schools. The purpose of this map is to articulate the desired vendor certification experience among those involved. The IDOE aims to design the experience for the best possible experience and outcome. The activities outlined in the chart below represent the ideal state of the certification process and how IDOE intends to support vendors each stage of certification. Some resources and modalities list below will be piloted first before public release. Elements marked by an (*) denote that it will be provided at a future date.

Stages	Awareness	On-Boarding	Certification	Post-Certification	Promotion
Experience (Desired experience along each stage of the implementation process)	Vendors are given clear, realistic expectations for certification.	Vendors have access to test environments and have successfully piloted select schools.	Vendors will undergo a validation and certification process for the data elements required by the state.	Vendors will be acknowledged as Indiana Ed-Fi Certified.	Vendors provide feedback to IDOE to improve the vendor experience and encourage schools to align with Data Exchange.
Resources (IDOE provided resources)	• Ed-fi Initial Data Integration Set-up* • Collection of FAQs • Technical documentation re: bulk upload • Bulk upload file templates • Data Elements Breakdown by Complex	• Survey to collect any reporting elements not supported by core offerings • Pre-Certification checklist* • Scenarios • Developer resource package • Key & secret assignment* • Escalation & communication plan*	• Ed-Fi errors/codes for vendor vs. IDOE business rule error* • IDOE support plan*	• Publicly recognized as 'Indiana Ed-Fi' certified • Post-certification survey • Maintenance resources & announcements* • Continued IDOE support	• Collaborative peer network • Advisory group
Modality (Platforms or sources for information sharing)	• LINK Initiative webpage (updates and timelines) • Regular webinars with IDOE • Searchable resource library* • Google+ Community	• LINK Initiative/Data Exchange webpage • Regular webinars with IDOE • Google+ Community • Moodle courses	• Webinars with IDOE	• LINK Initiative webpage (updates and timelines) • Regular webinars with IDOE • Google+ Community	• LINK Initiative webpage (updates and timelines) • Regular webinars with IDOE • Google+ Community

Revised 4/20/2020