



Integrating imc Express in your imc Learning Suite

Service Description

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1 Preface

A service description provides clarity and communication by clearly defining what the service is, its scope, and boundaries, ensuring a common understanding among all stakeholders. It specifies the service levels and quality metrics, setting expectations for performance and reliability.

Additionally, it details the dependencies and interactions with other services, outlining necessary integrations. The roles and responsibilities of both the service provider and the customer are clearly defined, ensuring accountability.

2 Context

imc provides several enterprise level products, including its flagship Learning Management System, **imc Learning Suite** (ILS), and the AI-driven authoring tool, **imc Express**. In scenarios where a customer has both products licensed, it is possible for imc Express to be accessed from imc Learning Suite. Such a seamless integration allows the following:

- Selected LMS users (controlled by groups) can access their imc Express account, from ILS, without needing to login to imc Express separately
- Content created in imc Express can be published directly in ILS' media library

3 Description of the Service

The following describe the steps imc takes to integrate imc Express into imc Learning Suite (ILS).

Step 1: Integration with ILS

The integration can be started as soon as both the imc Express and imc Learning suite have been setup. The imc Learning suite instance needs to be technically available and have at least users being able to login to the system.

The coordination will be handled by an **imc Business Consultant**, and the scope of the integration includes:

- An integration with single-sign-on (SSO), between ILS and Express, ensuring that your ILS user can access Express seamlessly from ILS
- Creation of a system group '*Express administrators*' in your ILS instance. ILS admins can then use this group to restrict who can access imc Express
- Creation of a navigation item 'imc Express' in ILS. This will be created typically, in the 'Content' menu item
- Enabling Express content to be published and edited from the ILS media library

Step 2: Test and close

Once the integration is completed, the imc Business Consultant will coordinate a call of up to 1 hour with you. During this call the imc Business Consultant will walk you through the integrations described in Step 1, above.

After this call, the integration process is closed and normal support with imc Express can start.

Note: If a customer has ordered both imc Express and imc Learning Suite as part of an LMS rollout project, your imc Business consultant will plan the integration as soon as both systems have been technically installed. The integration will generally be done during the 'Develop' phase of the ILS project rollout.

You can expect the integration of imc Express to ILS to be completed sooner than that of the full ILS rollout.

Consulting services provided for the ILS rollout, including workshops and training are independent of imc Express services.

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