



Session Details

Real-time Multi-vendor Integration for Exam Management - Visible Benefits and Hidden Challenges

Breakout Session
Session Level:

Session Date: Monday, February 28, 2011
Time: 04:00 PM - 05:00 PM

Speaker(s):

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Session Abstract:

When putting together an exam management program, often Associations have to partner with multiple vendors to get the job done. It is not uncommon having vendors for at least three distinct platforms - candidate application, test development and delivery, and credential maintenance. Partnering with multiple vendors can have huge benefits such as an enhanced customer experience for the candidate as they progress to credential holder and then to credential maintenance. For the Association, benefits of partnering with multiple vendors often include accuracy of data - because when you integrate data across platforms you need to make sure that the data is clean, and collaborating with the best and most experienced programmers in the field. However, the challenges that are inherit to working with multiple vendors are many and can be daunting. How to develop the IT architecture, how to interface and integrate different systems, how to manage security and how to manage the project are just some of the many questions that need to be answered when two or more vendors of varying software applications unite to create the best customer service software application. This presentation will inform the listener of the many issues present when creating an exam management program through multi-vendor integration. Many of the issues will be illustrated with real life examples and suggestions as to how to realistically troubleshoot and resolve these challenges will be presented.