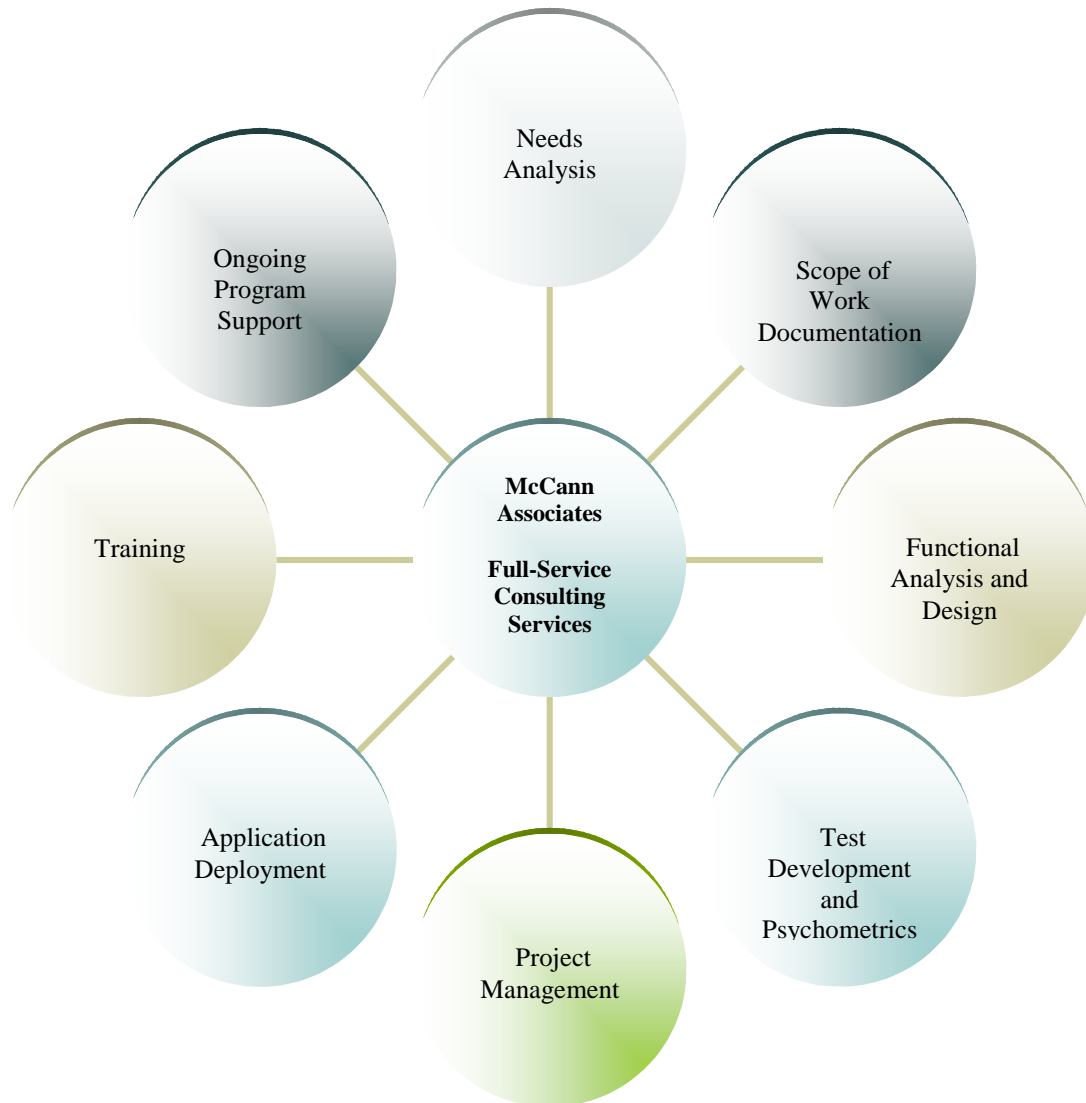


McCann Associates Consulting Services



McCann Associates Full-Service Consulting Services

McCann Associates' full-service consulting services range from conducting a complete program needs analysis to the development and maintenance of a custom software assessment, delivery, reporting, and data management system. McCann Associates has a team of IT developers, item and test development specialists, production specialists, editors, constructed response scoring specialists, psychometricians and project managers to provide clients with the finest in consulting services.



Needs Analysis

McCann Associates professionals will work with you, your stakeholders, and your decision makers to identify and determine needs, goals, objectives, priorities, constraints and risks. Proper delineation of these key elements ensures correct determination of project goals, design, and delivery methods that best meet your needs. This process will also be used to identify expected use, delivery modes, user levels, average daily volume, and peak usage.

Typical deliverables include:

- Needs Analysis Report: Executive Summary
- Needs Analysis Report: Comprehensive Report

Scope of Work Documentation

Using the outcome of the Needs Analysis, McCann professionals will work with the client, stakeholders and decision makers to define and develop the scope of work for the project and to define the roles and responsibilities of both the client and McCann. The resulting Scope of Work document describes the project and its goals, objectives, milestones, constraints, risks and timelines and is used to determine the required project team, preliminary project plan and estimates.

Typical deliverables include:

- Scope of Work
- Project Milestones
- Project Plan

Functional Analysis and Design

Based on the Scope of Work, McCann Associates will conduct a functional analysis and prepare a functional specification. While the Scope of Work describes the project, the functional specifications detail the hierarchy of users, the privileges and rights of each hierarchy level, and the functionality available to each user. It may further describe the application by employing our storyboarding technique.

Typical deliverables include:

- Functional Requirements: Executive Summary
- Application Storyboard



Test Development

McCann Associates offers a suite of test development and psychometric services ranging from job analysis to validation studies and everything in between. Whether you need help in any or all of the following, McCann Associates is available to assist you with your needs.

Services include:

- Job Analysis
- Test Specification Development
- Item Development & Review Workshops
- Test Form Creation
- Adaptive Versus Linear Test Delivery Analysis
- Test Form Rotation Analysis and Recommendation
- Internet Based Versus Paper and Pencil Based Analysis
- Test Review and Test Approval Workshops
- Pilot and Pilot Data Analysis
- Validation Study
- Calibrating Essays for IntelliMetric™ Automated Scoring

Project Management

McCann Associates' project management team will plan, lead and manage the implementation of your project – from needs analysis to product launch. The project manager is an expert who works with the McCann project team to ensure that the project is completed on time and according to scope, while serving as the single point of contact to communicate project updates on a pre-determined schedule. Your project manager will work with you in the planning and execution of your project and get you the answers you need – fast.

Typical deliverables include:

- All Project Documentation, such as Scope Document, Project Plan and Updates, Weekly Reports, Training Plan, Enhancement Plans, Requirements Delineation, Change Order Documentation and more
- Regularly Scheduled Conference Calls
- Regularly Scheduled Project Reports

Deployment

Based on specific project needs, objectives, constraints and risks, your project manager will help you determine the type of application deployment that is right for your project, whether a stress test is needed, and the most favorable network conditions given the deployment plan and forecasted user volume. Application deployment involves network



analysis, network configuration and set-up, and may also include versioning releases, an internal and external staging site set-up and deployment, an alpha release and testing phase, a beta release and testing phase, and full production release and stabilization.

Typical deliverables include:

- Staging Site Released to Client
- Alpha Testing & Report
- Beta Testing & Report
- Stress Test & Report
- Full Production Release & Launch Report
- Application Closing Report

Training

McCann Associates employs dozens of professionally certified trainers throughout the country. Whether your training extends to end users or employees, onsite or virtual training, or application resource documentation, McCann is prepared to create and deliver a training program that best fit your needs.

Typical deliverables include:

- Application Resource Documentation, such as User's Manual, Frequently Asked Questions, Getting Started, Registration Procedures, and more
- Training Implementation Plan
- Onsite and/or Virtual Training

Ongoing Program Support

McCann Associates offers ongoing program support to ensure that you and your end-users receive first class, professional, and timely technical and customer support. Our Help Desk can provide you with services ranging from taking and processing customer orders, invoicing, responding to technical and program questions, assisting new customers with program implementation, and much more. Currently servicing thousands of customers, our Help Desk staff is skilled, patient and professional and can be reached via phone, fax, and email.

Typical technical and customer support options include:

- Ongoing Program Support Report
- Phone, Fax and Email Support
- Regularly Scheduled Reports

Visit us at www.mccanntesting.com!