



## Esploro Implementation Methodology

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# Table of Contents

|          |                                                          |           |
|----------|----------------------------------------------------------|-----------|
| <b>1</b> | <b>About This Document</b>                               | <b>4</b>  |
| <b>2</b> | <b>Introduction</b>                                      | <b>5</b>  |
| <b>3</b> | <b>Implementation Lifecycle</b>                          | <b>6</b>  |
|          | Implementation Methodology                               | 6         |
|          | Esploro Implementation – A Phased Approach               | 7         |
|          | <i>Phase 1: Onboarding: Preparing for Implementation</i> | 7         |
|          | <i>Phase 2: Define</i>                                   | 7         |
|          | <i>Phase 3: Build</i>                                    | 8         |
|          | <i>Phase 4: Deploy</i>                                   | 9         |
|          | Life in Production: After the Implementation Project     | 9         |
|          | Product Education                                        | 10        |
| <b>4</b> | <b>Esploro Implementation Project Details</b>            | <b>11</b> |
|          | High-Level Sample Project Plan                           | 11        |
|          | Weekly Activity Table                                    | 12        |
|          | Ex Libris and Your institution Responsibilities          | 13        |
|          | <i>Ex Libris</i>                                         | 13        |
|          | <i>Your Institution</i>                                  | 15        |
| <b>5</b> | <b>Implementation Best Practices</b>                     | <b>16</b> |
| <b>6</b> | <b>Research Engagement Program</b>                       | <b>17</b> |

# 1

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## About This Document

This document provides an overview of the Esploro implementation process.

The purpose of this document is to provide you with an understanding of the implementation project and describe mutual responsibilities and expectations during implementation.

The implementation project is an exciting and intense period, requiring full and mutual engagement on the part of Ex Libris and your institution. Working together, you will complete the project with a production ready Esploro.

# 2

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## Introduction

The Ex Libris implementation strategy leverages the extensive implementation experience and technical knowledge of our staff, enabling you to bring Ex Libris solutions into production mode efficiently and effectively.

Ex Libris experts assist with any issues you may encounter during the implementation process. To perform the initial technical work for your library, Ex Libris staff members apply the knowledge they have gained, and best practices they have developed, from hundreds of previous, successful projects.

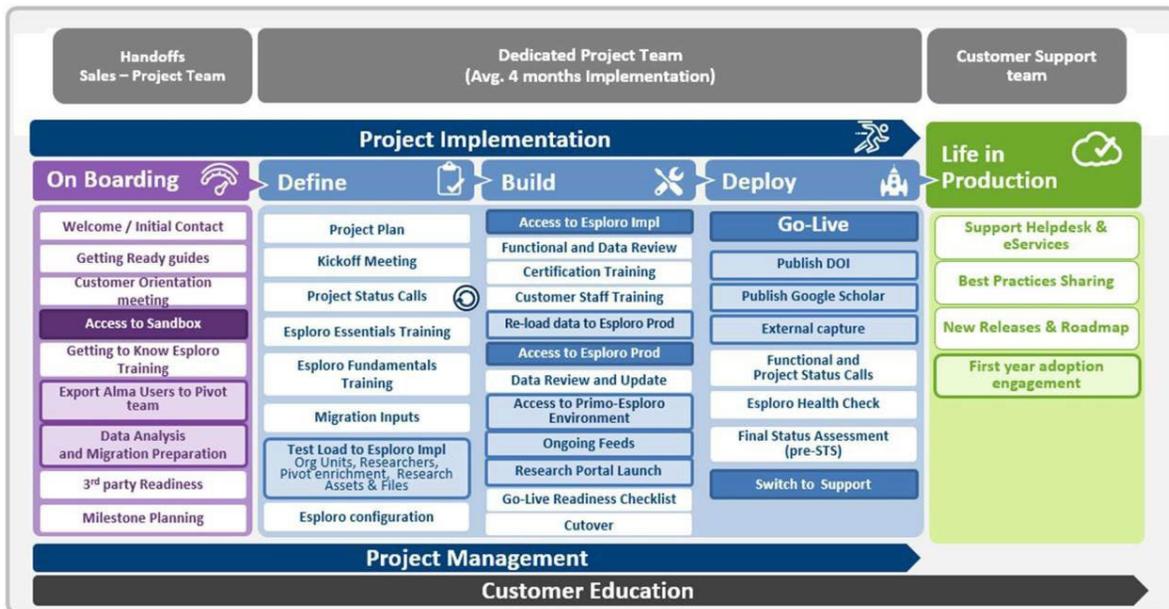
- Ex Libris assigns a project manager as well as implementation and migration experts to guide you through the entire implementation process to its successful completion.
- Ex Libris performs the data migration, configuration, and other implementation tasks, based on your input.
- Ex Libris provides Web-based training throughout the project and ongoing weekly calls, as required. For a detailed list of Esploro training offered by Ex Libris, see the Ex Libris [Customer Knowledge Center](#).

# 3

## Implementation Lifecycle

### Implementation Methodology

The implementation methodology is a framework of phases, tasks, and milestone dates based on best practices and years of Ex Libris Professional Services experience. The methodology enables the management of mutual expectations and responsibilities, which is critical to the success of the Esploro implementation.



**Note:** A detailed Esploro implementation plan indicating the major milestones serves as a commitment for your institution and allows Ex Libris to allocate all relevant resources, complete assigned tasks, and meet agreed upon deadlines.



## Esploro Implementation – A Phased Approach

Ex Libris Professional Services follows an implementation approach that pairs an Ex Libris project team with your institution's project team. The four key phases of implementation – Onboarding, Define, Build, and Deploy – are detailed below.

The key to success is commitment, cooperation, and collaboration between the team members with regards to sharing information, solutions, and challenges.

Project status meetings take place throughout all phases of the implementation to help ensure progress and accuracy and will be coordinated by the Ex Libris project manager.

Typically, a few weeks before implementation starts, the Ex Libris project manager contacts your institution's project leader to schedule next steps (for example, agreeing on a kickoff meeting date), which leads to the first phase of the project.

### Phase 1: Onboarding: Preparing for Implementation

Soon after signing a contract with Ex Libris, you will receive a welcome kit from the Ex Libris Professional Services Team that includes a series of guides, recorded sessions and gettingstarted documents to help library staff prepare for the Esploro implementation.

During Onboarding, you (with assistance from Ex Libris Professional Services) should :

- Identify project stakeholders and define project teams (organizational planning).
- Review your existing workflows and data. Recommendations for specific areas of review are contained in an implementation form document to be provided by your Ex Libris project team.
- Receive your Esploro sandbox environment.
- Become familiar with Esploro (initial training and hands-on experience).

### Phase 2: Define

The Define phase starts with the project kickoff meeting. At the kickoff meeting, the Ex Libris team will review all project stages, roles, and responsibilities as defined in the project plan with your team.

During the Define phase, Ex Libris performs your Esploro environment provisioning on both the implementation and production environments. Unlike the Esploro sandbox environment which your institution will use for testing new release functionality for the duration of your Esploro subscription, the implementation environment is a temporary environment used only during the implementation project.

Esploro Standard sandbox includes Ex Libris' standard Esploro training and demo data and configuration.

Ex Libris will load your Esploro data into the implementation environment, in accordance with migration and configuration inputs provided.

At this stage, Ex Libris requires your project team to proceed with Esploro essentials training which includes a series of recorded sessions. These training sessions provide your institution's team with an introduction to Esploro concepts as well as the background for understanding the main Esploro workflows.

During the Define phase, Ex Libris receives the data from your source system/s for migration to Esploro. Depending on the source system and your agreed scope, data will be provided by extracting from your current system and providing it to Ex Libris.

The Define phase is completed with the implementation environment being configured based on your institution's input and a test load of the migrated data.

### **Phase 3: Build**

The Build phase starts by providing your institution access to your Esploro implementation environment. The Esploro implementation environment is used by the project teams for the source system data migration testing. The Esploro implementation environment is delivered pre-configured, based on input provided by your institution in the structured implementation forms during Phase 2: Define.

In addition to ongoing training, the primary focus of the Build phase is on your testing of data, configuration, and any required workflow refinements and adjustments.

Data migration issues are reported and resolved in preparation for the re-loading of Esploro data directly to your Esploro production environment. In this respect, the Esploro implementation environment serves as a testing ground, allowing you to become familiar with Esploro using a copy of your own data.

In addition, during the Build phase, the Esploro production environment is integrated with the Esploro Research Portal, which facilitates discovery and delivery of your research assets to end users. The Research Portal is setup and released for your institution's testing, review and feedback. It is recommended that your project team involves public services staff to solicit their review and feedback.

Ongoing training review and Q&A sessions take place between the Ex Libris project team and your institution's functional experts.

During this phase, your project team, together with the Ex Libris project team, review the list of ongoing data feeds and other third-party integrations required for Esploro Go-Live. Your institution then proceeds with the setup of these integrations during the Build and Deploy phases of the project, using the Ex Libris project team guidelines, as required.

During this phase, your institution works on the Esploro production environment and production discovery environment with institution-specific migrated data and configuration. The Ex Libris project implementation team works with your institution's project team to verify that Esploro is configured and functions in line with your institution's workflows.

Before the Go-Live date, your team participates in the Esploro administration training sessions, with the goal of taking over the administration of Esploro upon Go Live. Ex Libris requires each institution to have at least one staff member trained in the administration of Esploro. This staff member can then submit support cases relating to configuration issues, following the transition, to Ex Libris Customer Support. Once you are live with Esploro, you are able to perform configuration fine-tuning as required by your institution.

Any identified migration modifications are documented and applied to the cutover data load. During this

phase, your institution is also expected to prepare and perform internal staff training.

The Build phase is completed with a freeze of your source systems followed by Ex Libris performing a final cutover data load.

## **Phase 4: Deploy**

Day 1 of the *Deploy* phase is your institution's Go-Live date on the production environment.

Throughout the Deploy phase, the Ex Libris project team is available to address any issues and support your staff through their first steps with Esploro in production. During this period, office hours and Q&A sessions are available with your Ex Libris project team.

During the Deploy phase, DOI registration agencies are updated with the new location of the migrated research assets to ensure the DOIs point to your institution's Esploro production environment. In addition, research assets are published to Google and Google Scholar.

Upon conclusion of the Deploy phase, your institution is formally transitioned to the Ex Libris Customer Support team for ongoing support. The implementation project is considered complete upon the conclusion of the Deploy phase.

## **Life in Production: After the Implementation Project**

Your relationship with Ex Libris does not end with the Go-Live of Esploro. Rather, Ex Libris is committed to ensuring that your institution's needs continue to be met.

Our dedicated Ex Libris support team is available to assist you with any product-related issues that you cannot resolve on your own. This includes robust self-service online help tools as well as direct interactive assistance using the CRM for logging and receiving updates on cases submitted. The CRM can be accessed from the Ex Libris customer portal.

## Product Education

Training is provided throughout the entire implementation lifecycle and beyond as an integral part of the success and value realization of the Esploro product. Ex Libris provides training to your institution's project team as noted above, in all three phases of the implementation project. Additionally, on-demand recorded sessions are always available before and after Go-Live via the Ex Libris Knowledge Center, Ex Libris' online training and documentation management system. A significant part of the training can be done at your institution's own pace. Training is reinforced with tutorials, comprehensive user guides, and context-sensitive online help.

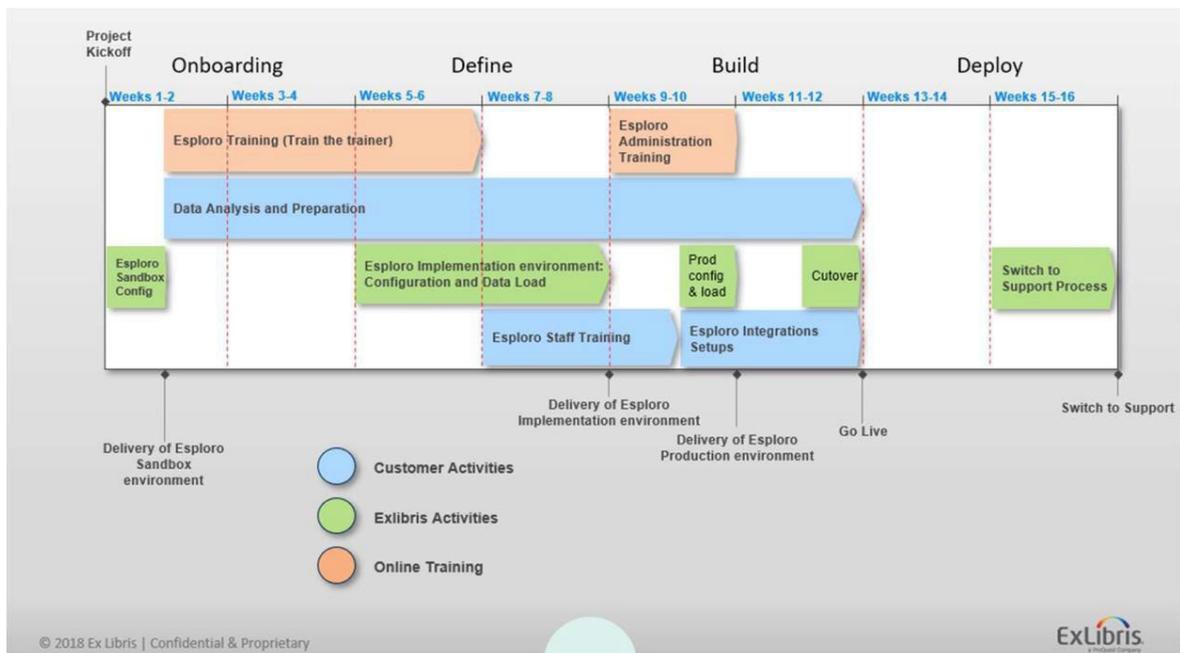
# 4

## Esploro Implementation Project Details

This section provides additional detail regarding typical Esploro implementation timelines and durations.

### High-Level Sample Project Plan

The following diagram presents a high-level time chart of the implementation project flow:



## Weekly Activity Table

The following table provides additional detail regarding typical project activities to help you begin to plan and prepare for your Esploro implementation project. A detailed project plan, including specific start and completion dates for each step, is presented at the project kickoff meeting.

| Week #     | Phase      | Activity                                              | Prerequisites                          |
|------------|------------|-------------------------------------------------------|----------------------------------------|
| Weeks 1-4  | Onboarding | Kickoff (Onboarding)                                  | A welcome kit is sent prior to kickoff |
|            |            | Introduction to Mandatory Project Inputs              |                                        |
|            |            | <b>Data analysis and preparation (Start)</b>          |                                        |
|            |            | Initial Esploro training (recorded)                   |                                        |
|            |            | Delivery of Esploro Sandbox Environment               |                                        |
| Weeks 5-8  | Define     | Ongoing calls (project status; functional review)     | Training recordings                    |
|            |            | Migration inputs                                      | Data analysis and preparation          |
|            |            | Configuration of Implementation environment           | Migration inputs                       |
|            |            | Data loaded to Implementation environment             |                                        |
|            |            | Delivery of Esploro Implementation Environment        |                                        |
| Weeks 9-12 | Build      | Ongoing calls (project status; functional review)     |                                        |
|            |            | Review/approval of data on implementation environment |                                        |
|            |            | Production environment                                |                                        |

| Week #      | Phase  | Activity                                              | Prerequisites |
|-------------|--------|-------------------------------------------------------|---------------|
|             |        | configuration and data load                           |               |
|             |        | Delivery of Esploro Production environment            |               |
|             |        | Review/approval of data on Production environment     |               |
|             |        | Administration training                               |               |
|             |        | 3 <sup>rd</sup> party integrations/Ongoing data feeds |               |
|             |        | Publish to Research Portal                            |               |
|             |        | Cutover                                               |               |
| Weeks 13-16 | Deploy | Go Live                                               |               |
|             |        | Publish DOI                                           |               |
|             |        | Publish to Google and Google Scholar                  |               |
|             |        | Ongoing calls (project status; functional review)     |               |
|             |        | Final status assessment                               |               |
|             |        | Switch to Support                                     |               |

## Ex Libris and Your Institution's Responsibilities

Based on the project scope and approach outlined above, project resources and responsibilities of each project team are summarized below.

### Ex Libris

Roles and Responsibilities:

- Enable your institution to successfully get up and running with Esploro.
- Coordinate all activities related to Esploro implementation and perform all activities that are under Ex Libris' responsibility as detailed in the project plan (for example, configuration, data migration, training Q&A, implementation support, documentation, and so forth).

| Project Roles | Responsibilities |
|---------------|------------------|
|---------------|------------------|

|                                      |                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex Libris Project Management         | <ul style="list-style-type: none"> <li>▪ Maintain overall project plan, including schedule, scope management, risks, and issues.</li> <li>▪ Monitor and report on project status and identify/manage issues.</li> <li>▪ Coordinate involvement of other required Ex Libris resources.</li> <li>▪ Communicate as outlined in the communications plan.</li> </ul> |
| Ex Libris Implementation Consultancy | <ul style="list-style-type: none"> <li>▪ Analyze requirements and map to configuration and functionality.</li> <li>▪ Perform targeted configuration activities.</li> <li>▪ Deliver consulting services and implementation assistance as required to meet all project deliverables.</li> </ul>                                                                   |
| Ex Libris Data Migration Consultancy | Perform data migration from your institution's source system/s to Esploro, in accordance with the scope defined in your Esploro contract.                                                                                                                                                                                                                       |

## Your Institution

### Roles & Responsibilities:

- Implement Esploro within the agreed upon timeframe, according to the agreed upon scope of responsibilities noted below.
- Manage the institution's Esploro project team.

| Project Roles                                             | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Integration/Technology Lead and Supporting Resources | <ul style="list-style-type: none"> <li>▪ Provide information/technical expertise regarding your institution's existing systems and environments, and help develop/validate overall technical solution architecture.</li> <li>▪ Ensure necessary institutional technology resources are involved as needed to support project activities.</li> <li>▪ Support testing and debugging activities.</li> <li>▪ Coordinate technology touch points and processes on a day-to-day basis.</li> </ul> |
| Administration                                            | <ul style="list-style-type: none"> <li>▪ Become proficient in Esploro configuration (participate in Esploro administration training).</li> <li>▪ Open Ex Libris Support cases as needed.</li> <li>▪ Handle day-to-day technology requests after launch.</li> </ul>                                                                                                                                                                                                                          |

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Leader                | <ul style="list-style-type: none"> <li>▪ Manage involvement of customer project team resources.</li> <li>▪ Work with the Ex Libris project manager on work planning/deadline management.</li> <li>▪ Work with Ex Libris to monitor progress and track status.</li> <li>▪ Drive issue resolution and escalation as appropriate.</li> <li>▪ Status reporting to your institution's management and team members.</li> </ul>                                                                                                                      |
| Customer Functional Expertise | <ul style="list-style-type: none"> <li>▪ Provide expert input into all areas of business processes. This is likely to include: Researcher deposit workflows; ETD workflows; Research output management workflows; Public services (Discovery).</li> <li>▪ Facilitate and perform functional review activities.</li> <li>▪ Report issues found during testing to Ex Libris in a timely manner.</li> <li>▪ Provide team updates on testing progress.</li> <li>▪ Actively participate in training, functional meetings and workshops.</li> </ul> |
| Training                      | <ul style="list-style-type: none"> <li>▪ Develop, modify, or re-use training materials provided by Ex Libris as needed.</li> <li>▪ Actively participate in training, functional meetings, and workshops delivered by Ex Libris.</li> <li>▪ Deliver training to your institution's staff.</li> </ul>                                                                                                                                                                                                                                           |

# 5

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## Implementation Best Practices

Based on numerous Ex Libris implementations at a wide variety of institutions, we have identified the following best practices:

- Staffing:
  - Assemble your team and assign roles at the start of the project so that they can gain as much experience and knowledge from the implementation as possible.
  - Build internal expertise in Esploro to support increased adoption and consistency across the organization.
  - Attend training at the start of the implementation to familiarize yourself with Esploro and available configuration options. Prior to Go-Live, make sure to refresh your knowledge.
  - Practice using your Esploro system knowledge in a sandbox environment both during and after the implementation to understand how configuration changes and new features can support your business processes.
- Data:
  - Clean up your data prior to commencement of the Esploro implementation project.
- Execution:
  - Ensure influential executive sponsorship and visibility of the initiative.
  - Ensure involvement of technical (IT) staff in the project.
  - Prioritize the Esploro implementation in the agreed timeline so that other initiatives do not create project delays.
  - Monitor project progress.
  - Promote and encourage adoption.
  - Establish project objectives and assess achievement at the conclusion of the project.

# 6

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## Research Engagement Program

To help meet your institution's needs and carry out research-maintaining processes as smoothly as possible, Ex Libris has developed the Esploro Research Engagement program.

The Research Engagement Program starts as early as the Onboarding phase, with a Success roadmap call facilitated by the Customer Engagement Manager (CEM). This will typically take place prior to the initial orientation call to coach and guide your institution throughout the adoption process during and after the Go-live.

The program is designed to help your institution assess its needs, define its vision for success, and create a customized adoption model that enables achieving those goals.

Depending on local needs, a Customer Engagement Manager (CEM) may engage to actively work with your institution throughout the journey with Esploro.

Collaboration starts during the onboarding phase of implementation and continues to the campus launch. It also extends to post-launch follow-up sessions to ensure success and encourage growth.

Although the Esploro implementation project is under the purview of the Ex Libris Professional Services group, the Research Engagement Team, when relevant, will be kept in the loop, right from the start. The engagement track will play a critical role during the project kickoff meetings and will involve follow-up meetings to discuss adoption, implementation, launch, and post-launch strategies for success and expansion.