



# The Learners Lab Foundation

## [p]HCAAM™ Service Desk Portal & Operations Process Flow



([p]HCAAM™ portal design mirrors TLLFs self-serve registration & subscription shopping cart that the customer sees)

[Hyperlink](#)

**MUST BE UPDATED WITH NEW ORGS, PROGRAMS, LOCATIONS FORMED IN 2021-2022**

**Estimated Cost of Requested Services**

**\$ 00,000.00**

[Click to Save/Create/Update Profile](#)

[Email Thank You w/Confirmation](#)

Default template to customize for each recipient

### PROGRAM SERVICES PANEL

Details supports, listing fees, registration terms & options, subscription plans & rates

#### VPL™

##### Virtual Private Library/Lab™

- Vendor/School: Training Product Provider
- Subscribers: Training Product User
- Software Lab: OEM Software for Subscriber use | Product Hosting & Development Clients

#### New, Young, & Future 501c Supports

- Fiscal Sponsorship Services
- Technical Assistance Service
- Center (TASC)™
- InfoXchange™ Newswire
- Business Service Access
- The 501c Starter Funder Finance &
- Financial Management Access
- Program & Infrastructure Services
- Tech Hub: Technology Access

#### Executive Management Fellowship Academy (EMFA)™

- PhD: Cross-Disciplinary Doctoral Program
- Executive Fellowship Programs
- Premier Careers & Workforce Connection

#### Cross-County Public Partnership (CCP<sup>2</sup>)™

- AWE Training Sites in all MD Counties

#### Corporate Partnership Training

(TLLF's 50 Acre Brick-n-Mortar Training Facility)

- Onsite Training Headquarters & Hiring Events
- MSTC™ (Math+Science=Technology)
- AWE (Auto-Mechanics, Welding, Engineering)
- DC/NOC Training
- Heavy Equipment Training

Item Name

Item Description, Terms, & Details

Quantity/Adjustments

Unit Price

Subtotal

**This is a Service Desk Client/Program/Resource Management Tool. The Client Self-Serve Portal will mirror it.**

**How it works:**

- List item info and rate will auto-populate here based on the users selection below. The program selected will display and remain here with buttons for each program product/service asset underneath. When the user clicks a button, that resources description, components, appear below
- Items will auto-list and cost (rates, fees, discounts, et al) will auto-calculate and populate the field above.
- Users will be able to select one or navigate to and in between as many panel items as they wish in order to select additional items for review and hopefully purchase. it should as simple as using an online catalog. Their profile should look similar with live selections colored to distinguish products and services they have selected.

#### PROGRAM ITEM LISTINGS w/PRODUCT/SERVICE, FEE, TERMS

(this content changes based on the Users Panel Selection.)(see forthcoming pages)

## Instructions for Program Service/Product Display

- List item name, with description, rates, terms, go here.
- The background for the selection changes color to match its Panel selection so users will know which program product is active; the other Panel items will be active but grayed out until selected, then this panel content changes.
- List items populate this section based on the users Panel selection from the left (Prg1, Prg2, etc.)
- Selection will populate product description are above and the estimated cost populate the shopping cart.
- Users should be able to select and edit one or as many panel items as they wish.

*Ideally, since there are really big ticket items, I want users to be able to save their cart content for at least 24 hrs. we need to accept ACH, Credit Cards, Money Order, eChecks, Cashier Checks, as well approved Purchase Orders & Vouchers for government clients.*

#### Policies:

[Link to Foundation Subscription Policy & Terms](#)

[Link to Foundation Refund Policy](#)

[Link to Foundation Usage Policy](#)

[Link to Foundation Privacy Policy](#)