

# PROJECT MANAGER



# Certified Digital Adoption Project Manager

## Learning Outcome

Lead cross functional teams through designing, building, and managing digital adoption solutions over time.

## Program Overview

**Certification Level:** Advanced

**Time commitment:** 15 - 30 hrs

**Length:** 4 Weeks

### **What's Included:**

- 4 On-Demand Workshops
- 4 Live Remote Learning Labs (*recommended*)
  - Hands-on exercises
  - Q & A
- Advanced case studies
- Final Exam

## Requirements

- Complete all self-paced courses
- Watch all On-Demand workshops
- Attend Learning Labs or watch them on-demand
- 80% + on Final Exam and Final Project

## Certification Details

- Certification is good for 3 years
- Certification Maintenance module required at 18 months

## Cost : \$1,999

- Customer pricing available
- Partner pricing available
- Volume pricing available

## Syllabus

### ● **Pre-requisites**

- ❑ WalkMe Orientation → Publishing Basics

### ● **Unit 1 | Book of Work**

#### **Week 1**

- ❑ Project Intake Overview → Basic Technical Configuration
- ❑ On-Demand Workshop 1
- ❑ Learning Lab 1/Case Studies

### ● **Unit 2 | Designing & Building**

#### **Week 2**

- ❑ Opportunity Discovery → Impact Scoping
- ❑ On-Demand Workshop 2
- ❑ Learning Lab 2/Case Studies

### ● **Unit 3 | Managing**

#### **Week 3**

- ❑ Build and Review your WalkMe Solutions → Release Cycle Management
- ❑ On-Demand Workshop 3
- ❑ Learning Lab 3/Case Studies

### ● **Unit 4 | Reporting**

#### **Week 4**

- ❑ Insights → Project Management Summary & Next Steps
- ❑ On-Demand Workshop 4
- ❑ Learning Lab 4/Case Studies

### ● **Unit 5 | Certification Exam**

- ❑ Project Manager Final Exam

# Project Manager

## On-Demand Workshops

1

### Book of Work

- Creating a Digital Adoption Book of Work
- Digital Adoption Excellence
- Project Intake Channels

2

### Planning WalkMe Solutions

- Selecting a project from your Book of Work
- Opportunity Discovery
- Solution Discovery
- Impact Scoping

3

### Managing WalkMe Solutions

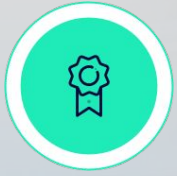
- Manage the Build of WalkMe Solutions
- Manage the Testing of walkMe solutions
- Managing the Deployment of WalkMe Solutions

4

### Analyzing DAP Projects

- Developing the Value Narrative
- Reporting Structure
- Insights
- Tools for Analysis

# **PARTNER ON-PROJECT EVALUATION**



# Certified Digital Adoption Project Manager

## ON PROJECT EVALUATION

Upon obtaining the Project Manager certification, Consultants lead a full WalkMe implementation for real end-users.

The On-Project Evaluation consists of the following deliverable requirements:

- **Partner Build Checklist Submitted and Reviewed**
  - Best practice timeline is asap after Technical Call, prior to starting building.
  - Note that this document is required for the On Project Evaluation project, but optional for all future projects
- **Value Validation Call**
  - Assesses the ability to successfully conduct the Problem Discovery and Solution Design aspects of a project on your own with the [Problem Discovery + Solution Design Scorecard](#)
  - Best practice is for the call to take place before building starts.
- **Project Planner or Equivalent**
- **Solution Checkpoint + Adoption Score Estimate**
- **Project Go Live <90 days from Project Kickoff**
  - Unless an alternate timeline is agreed upon between Customer, Partner and WalkMe at Project Kickoff.
- **Complete Effective Project Debrief Activities**
  - Project Debrief Call with Customer and WalkMe Customer Success Manager
  - Completion of Project Completion and Handover Survey

For questions about the On-Project Evaluation, please contact your WalkMe Partner Consultant.