Credential Engine Services for States and Regions

Credential Engine offers an annual package for states and regions, described below. Additional, customized services and supports, including in-depth technical services, are also available to address specific circumstances and needs of states and partners.

Project Management, Strategy, and Outreach

- Kickoff meeting for all involved in the project to introduce the work at a high level
- Support state definition of roles for stakeholders
- Convene regular progress meetings with the state team; generally one 60 minute check-in weekly, with additional meetings added as necessary
- Contribute to development of the state's work plan & timeline, and utilize these to make sure the project is on track. Help team identify potential barriers and ways to address them
- Assist with identifying, expanding, and/or clarifying priority use case(s) and relevant opportunities to consume data from the Registry
  - Identify minimum data that is needed for end goals
  - Develop plan for implementing use case(s)
  - Identify technical requirements and developers
- Work with state to identify sources of data & strategies for publishing
  - Work with state to develop Trusted Third Party publishing workflows, where applicable
  - Track publishing process & update states throughout
  - Make connections to publishing partners, if applicable, and help define the scope of work for those third party publishers
- Work with states to connect publishing to other related efforts, such as Learning and Employment Records (LERs), digital credentials, pathways, supporting and describing quality credentials or credential of value, and data about other national certificate and certification bodies that publish information using the Credential Transparency Description Language (CTDL)
  - Support publishing digital badges

- - Connect learning opportunities to assessments, competencies, and credentials issued by third-parties
- Work with state to create minimum and benchmark data policies for the project
- Support development and implementation of stakeholder engagement plans, and involvement with outreach, both before the project is running and ongoing
  - Review engagement plan & help strategize how/when/with whom to work
  - Join calls and webinars with stakeholders to provide Credential Engine context and answer questions
- Provide communications documents and help state communications staff develop their own documents for outreach, at start of project and ongoing as necessary
  - Provide guidance for using documents and templates developed by Credential Engine
  - Review and help draft documents created by states, including documents that depict successful completion of the use cases
  - Support with drafting language for communications tools
- Join in-person meetings, where appropriate
- Assist with identifying opportunities to expand the project, including connecting to other agencies or projects

Technical Assistance
- Provide overview and resources that explain Credential Engine's mission and technologies, to ensure the project team is equipped to carry out the project and explain it to others, as work is getting started and ongoing as necessary
  - Review the minimum and benchmark data policies
  - Explain the Credential Transparency Description Language (CTDL), Registry, and open applications marketplace to technical and non-technical stakeholders
  - Help explain current terms in the CTDL and demonstrate how CTDL can describe data on outcomes, ROI, support services, equity, and credentials of quality
- Demonstrate different publishing options for state and credential organizations (this can happen several times) and respond to questions throughout the process
  - Set up meetings with all relevant team members to review the API publishing process and/or to demo the bulk and manual processes
  - Provide written publishing guidance (API, bulk upload, and manual)
- Review data mapped to the CTDL for publishing and consuming

- Work with the state's technical team to troubleshoot any issues that come up throughout the publishing process
- Assist with the process for applications and services that use data from the Credential Registry to improve programs, services, and policies within the state.
  - Help identify opportunities to consume Registry data
  - Help make connections to app developers, if necessary
  - Provide app developer toolkit & any additional resources
  - Basic support for developers from the technical team

Collaboration Across States
- Convene working groups of all states to discuss best practices and troubleshoot issues, and assist in collaborative learning and sharing across state partners.
  - Monthly virtual meeting for state partners, and other special webinars on timely topics
  - Make connections, set up meetings, and inform states of each others' work where relevant
- Provide guidance and support as states consider developing legislative, executive, and/or regulatory policies that promote credential transparency.
  - Policy tracking and insights into policy landscape
  - Templates, examples of enacted policies, and other materials
  - Support outreach to and meetings with key policymakers
  - Sharing policy briefs and state case studies that support credential transparency