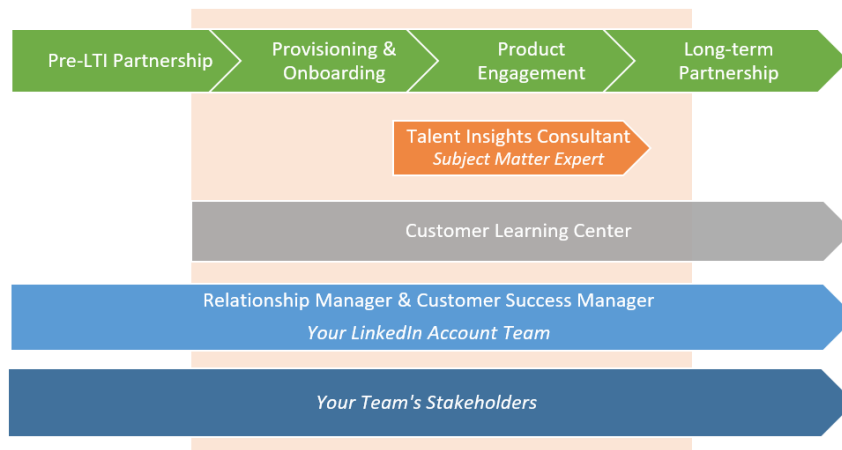


WELCOME!

We are thrilled that you are exploring leveraging LinkedIn Talent Insights to support data-driven decision making at your organization! The purpose of this document is to define the support model of your Talent Insights (LTI) investment.

HOW WE PARTNER



STAKEHOLDER ALIGNMENT

In order to lay the foundation for long term success, stakeholder participation across multiple levels is critical.

Executive Sponsor



- Build awareness and support for Talent Insights
- Review program value and success.

Program Manager



- Align on business challenges and create milestones.
- Manage communications and educate internal stakeholders.
- Manage license assignments and transfers.
- Track and measure success.

LinkedIn Relationship Manager



- Oversee LinkedIn partnership to ensure all components of solution are in-line with your organization's business objectives.
- Facilitate business reviews, inclusive of reviews of Talent Insights.
- Involve account team members to support your business needs across your suite of Talent Solutions.
- Support your usage of LinkedIn Talent Insights and answer questions.

Customer Success Manager



- Primary point-of-contact for LinkedIn Talent Insights
- Partner with Program Sponsor to ensure licenses are appropriately assigned and develop onboarding and education plan.
- Provide change management resources to promote license activation, onboarding completion and product engagement
- Support your usage of LinkedIn Talent Insights by answering questions and providing hiring strategy use cases

Talent Insights Consultant



- Subject-matter-expert on Talent Insights.
- Engaged by Customer Success Manager to deliver consultations based on business focus areas

WHAT TO EXPECT DURING YOUR TALENT INSIGHTS LEADER INVESTMENT PERIOD

The LinkedIn team will ensure your new solutions are provisioned, your licenses are assigned, & help develop an onboarding and education plan. The Talent Insights Consultant will also partner as a subject-matter-expert to deliver consultations based on use-cases to optimize LinkedIn adoption.

Activity	Frequency
1) Provisioning & Welcome Welcome email will be sent to designated Program Sponsor containing instructions to assign licenses, access Talent Insights and access onboarding curriculum. Format: Email	Within 3 business days of contract start date
2) Onboarding Education strategy which entails self-paced curriculum available to all new users of tool. Format: Learning Center	On-demand
3) Advanced Education Self-paced, advanced learning tracks, live webinars and more. Format: Learning Center	Unlimited access to available offerings
4) Talent Insights Consultation Talent Insights Consultant-led workshops based on use cases and questions provided by users in advance. Format: Virtual Call	Up to 6 hours of calls (Recommend utilizing consultation sessions spread over the duration of contract)
5) Program Reviews Conducted in partnership with your LinkedIn team. Format: Virtual Call	Semi-annual or as agreed with Relationship Manager

