D2L

Technical Learning Management

Technical Learning Managers (TLMs) work as hands-on administrators of Brightspace and are also advocates who serve as a liaison between D2L and our small to mid-sized clients. They have a deep knowledge of how to use D2L solutions, and they also develop an on-the-ground understanding of our client's challenges and goals. They leverage this knowledge to provide meaningful guidance on how to best optimize Brightspace. They provide ongoing guidance with technical projects, platform updates, and enhancements, helping with the day-to-day operations of Brightspace.

ONGOING TECHNICAL GUIDANCE	**PROACTIVE PLANNING**	**MOVE FASTER WITH A TLM**	**MAXIMIZED ENGAGEMENT**
Day-to-day guidance with best practice advice, and assistance with technical activities, platform updates, and enhancements	Proactively plan to achieve your future goals with a TLM who understands both the full capability of Brightspace and your business requirements.	Get help connecting the dots by bringing in D2L SMEs to make decisions quickly. Plus, get best practice advice and recommendations to help you maximize the value of Brightspace.	Increase engagement with key stakeholders, bridging the gap between your organization and Brightspace.

ABOUT TLM:

- Technical Learning Management provides a hybrid mix of services traditionally offered by both TAMs and LAMs.
- Ideally suited to small to mid-sized budget-minded clients where TAM or LAM services are cost prohibitive.
- Flexible engagement options are available, from as little as 1-3 hours per week.
- Currently only available in APAC and EMEA regions.

TLMs WILL HELP TO:

- Act as the clients' LMS Administrator or compliment an existing administrative team.
- Perform various administrative tasks on behalf of the client and advise on best practice.
- Work closely with Approved Support Contacts and facilitate discussions with D2L SMEs.
- Assist with day-to-day Brightspace operations, provide guidance and answer questions.
- Share technical product knowledge, resources, and best practices.
- Provide timely, clear, and transparent updates on the status of projects, issues, and cases.
- Keep the client updated with new features and functionalities.

D2L.com