

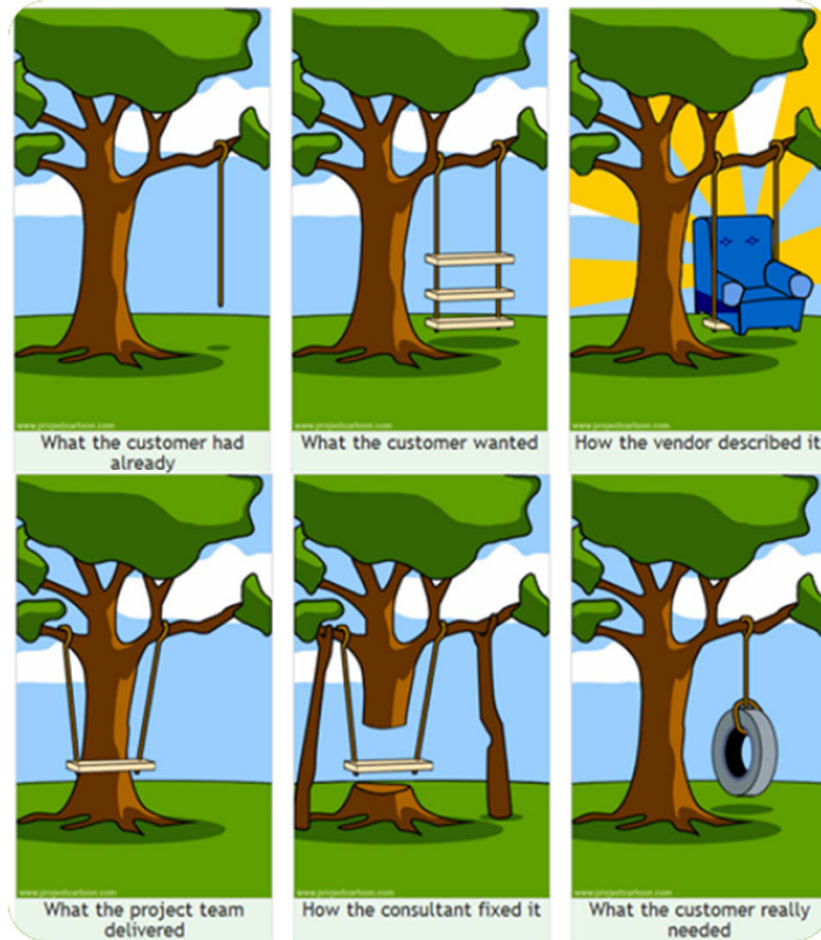
Client vs. Vendor Showdown: On the spot questions from client to vendor and vendor to client about the Analysis of Practice study. Who will survive?

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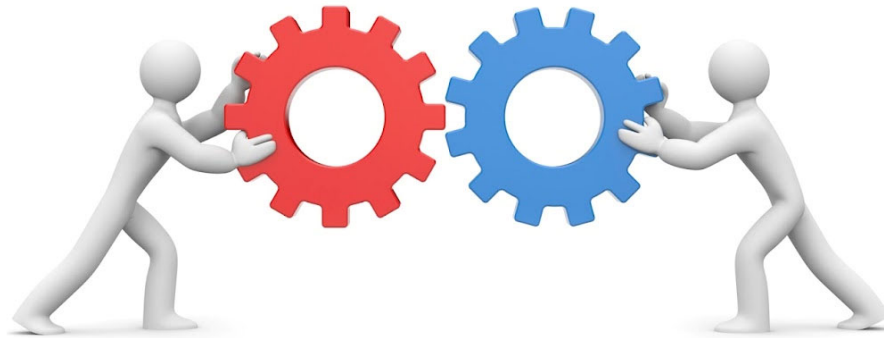
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Background on the Project and Importance of the Vendor-Client Relationship



Client

National Council of Architectural Registration Boards

- Licensure of architects
- 54 jurisdictional boards
- Develop and administer
 - Experience program
 - Examination program
- Professional certification program

Vendor

Alpine Testing Solutions, Inc.

- Test development & psychometric consulting
- Candidate, credentialing, & exam data management
- Comprehensive exam & program security solutions

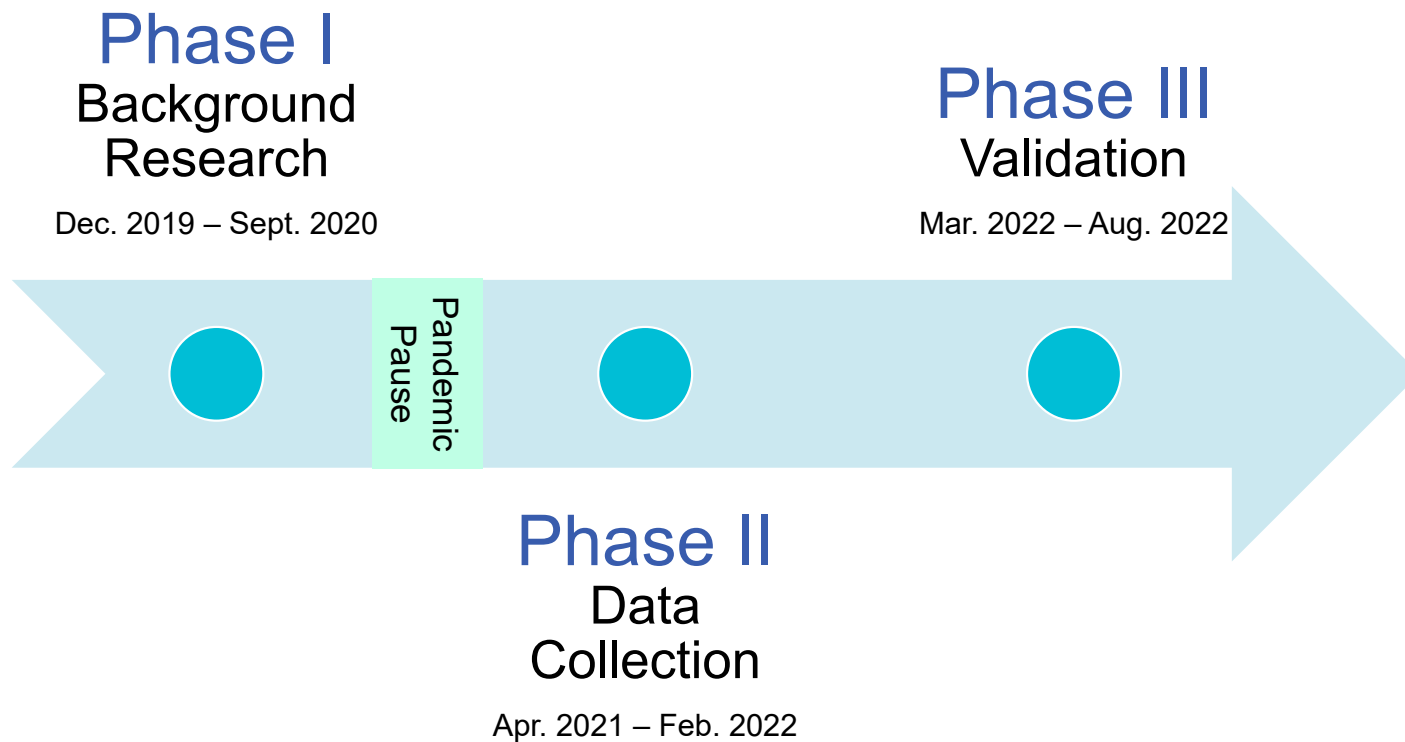
Background on Project



Analysis of Practice (AOP)

A comprehensive analysis of the practice of architecture as it exists today and into the near future.

Timeline of AOP Project

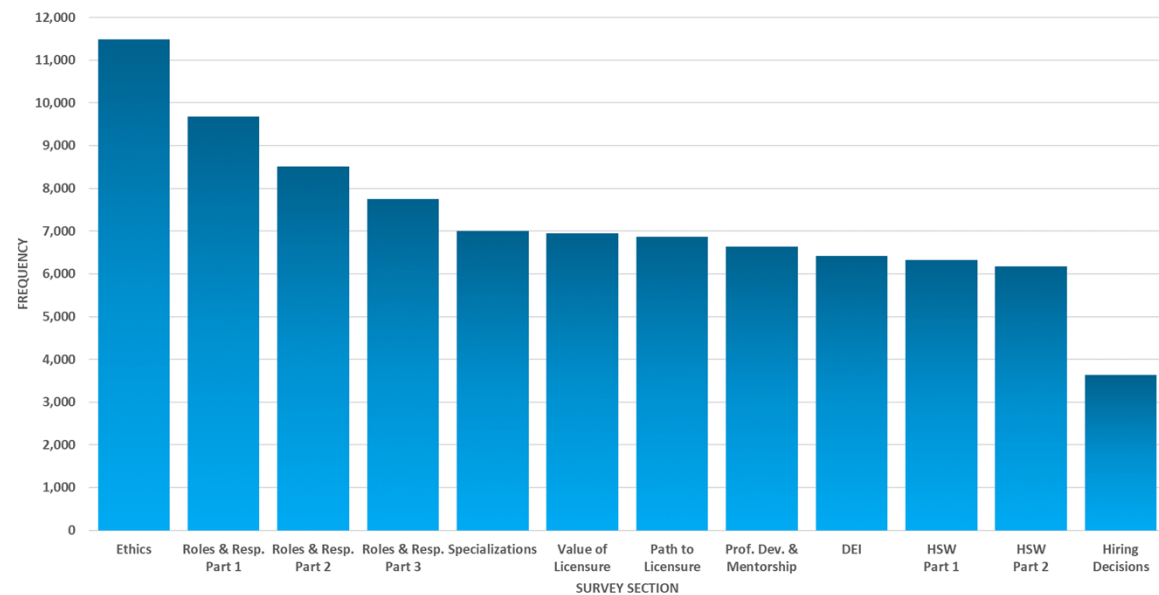


Thousands upon thousands of participants

Number of Participants in Entire AOP Project

Phase	Method	Sample Size
I	Background Research	27
II	Small Group Activities	385
	Large Group Activities	10,909
III	Participants	13,446
TOTAL		24,767

Phase III Survey Participants



Why did we agree to do this show down?

- To demonstrate the importance of building trust in a vendor-client relationship
- To share the perspectives from both the client and the vendor at different points in a very large and visible project that involves many stakeholders

Do we know the questions each other will ask?

- No! Not at all.
- Our moderator has seen all the questions, but has not shared the questions with the speakers

Will there be time for you to ask questions?

- Yes!

Question 1: For the Client

The purpose of the AOP project was to understand the current and near future practice of architecture.

How well do you believe we met this purpose?

Question 2: For the Vendor

Was the scope we provided in the original RFP a fair reflection of the project?

Question 3: For the Client

Did you anticipate a world-wide pandemic happening in the middle of this project?

(As a result of the pandemic, adaptations to the original plans were made. For example, the schedule was pushed, interviews occurred virtually, the validation survey meeting was hybrid, etc.)

How did NCARB feel about this change in direction and scheduling of the project?

Question 4: For the Vendor

Which data collection method was the most disappointing and why?

Question 5: For the Client

Psychometrician vs. Marketing director... Numbers vs. Pictures.

What did you view as the pros and cons of this relationship?

Question 6: For the Vendor

If you had a “do-over”, what would you do differently?

Question 7: For the Client

The initial plan for this project was to take an agile approach—that is, make a plan, but be adaptable and flexible to modifications in the plan.

In reality, was this project agile, or just a constant realignment to find the target?

Question 8: For the Vendor

At what point in the project were you most frustrated?

Question 9: For the Client

When thinking about the purpose of this presentation, what do you feel is one of the most important take-aways for this audience from the client's point of view?

Question 10: For the Vendor

If you had a colleague working with the NCARB team on a different project, what advice would you give?

BONUS: Was there a question I didn't ask that you wish I had?

It's your turn!

What questions would YOU want to ask the vendor or the client?

Thanks for your participation!

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