

Enterprise Deployment SOP

The Cognition Factory — HAL-E and AAE

1. Purpose

This document defines the standard process for deploying HAL-E (Hyper Accelerated Learning Engine) and AAE (Adaptive Assessment Engine) in enterprise and institutional environments. It ensures consistent implementation quality, clear accountability, and measurable outcomes across different organizational contexts.

2. Scope

This SOP applies to mid-to-large organizations deploying HAL-E and/or AAE for internal upskilling, competency validation, or knowledge architecture; educational institutions integrating the systems into existing programs or certification pathways; and consulting and professional services firms embedding the systems into client delivery models. It does not cover individual or very small team deployments (under 10 users), which follow a lighter implementation process.

3. Deployment Models

We support two primary enterprise deployment models:

- **Managed Deployment:** Best for organizations wanting full implementation support. Typical scale: 50–500+ users. High level of customization with a dedicated success manager.
- **Guided Self-Deployment:** Best for organizations with strong internal technical capability. Typical scale: 20–150 users. Medium customization with shared support and training.

4. Implementation Phases

Every enterprise deployment follows a structured five-phase process:

- **Phase 1: Discovery & Alignment (1–2 weeks)** — Stakeholder interviews, current-state assessment, definition of success criteria, mapping of target domains, technical environment review, and finalization of deployment model.
- **Phase 2: Configuration & Integration (2–4 weeks)** — Domain and competency model configuration, cartridge development, identity provider integration (SSO), data import strategy, and pilot environment setup.
- **Phase 3: Pilot & Validation (2–3 weeks)** — Limited rollout to a pilot cohort, telemetry collection, friction identification, validation against success criteria, and Go/No-Go decision for full rollout.
- **Phase 4: Full Rollout & Enablement (3–6 weeks)** — Staged expansion to the full user population, administrator and end-user training, establishment of internal support processes, and knowledge transfer.
- **Phase 5: Handover & Ongoing Partnership** — Transition to steady-state operations, definition of review cadence, access to ongoing updates, and established escalation paths.

5. Roles and Responsibilities

Clear ownership is essential. The client retains accountability for business outcomes and internal coordination, while The Cognition Factory provides technical leadership, integration support, and methodological guidance throughout the engagement.

6. Success Metrics

Deployments are evaluated against a combination of leading and lagging indicators: adoption (active usage rate and session frequency), mastery (improvement in assessment scores and reduction in error rates over time), retention (stability of performance on re-assessment after 30/60/90 days), business impact (reduction in time-to-competency where measurable), and operational health (support ticket volume and time-to-resolution).

7. Common Failure Modes & Mitigation

Common risks include low adoption after rollout (often caused by poor change management), over-customization early in deployment, weak integration with existing systems, treating the system as “set and forget,” and unrealistic expectations around time-to-value. These are mitigated through strong executive sponsorship, disciplined scoping, thorough technical discovery in Phase 1, defined internal ownership, and clear communication of realistic timelines.

8. Change Control

Any material changes to scope, success criteria, or technical requirements after Phase 1 must go through a formal change request process. Minor configuration adjustments during pilot and rollout are handled through the standard project cadence.

9. Version History

- Version 1.0 — July 2026 — Initial release