



# Project Shield

## Built-in protection for complex learning projects



Project Shield gives you a built-in moment to refine the work once real people start using it.

Teams change, priorities shift, and feedback evolves. That's all part of building anything meaningful inside an organization.

Project Shield exists to remove the anxiety that often comes with that reality.

For qualifying projects, IDLance includes a structured support window so you're never left navigating changes alone. It's our way of standing behind the work we build together and behind the people responsible for delivering it.



Project Shield provides a built-in adjustment window that remains available for up to 90 days after final delivery.

It gives you one intentional opportunity to refine, align, or adjust the work once it's in real-world use, without renegotiating scope or scrambling for approvals. This might include refining scripts, adjusting flow, or incorporating new stakeholder feedback post-launch.

When something changes, you have a clear, supported way to address it! Project Shield is included with individual projects valued at **\$25,000+**.

### It includes:

- One structured project update to align with new feedback
- Up to three (3) hours of IDLance design/development support
- Support for refinements, alignment updates, and stakeholder feedback adjustments

Project Shield is designed to support refinements and alignment, not major scope expansions or net-new work. Once used, any additional updates are scoped and billed separately.

To activate Project Shield, simply reach out to discuss the update and next steps! [www.idlance.com](http://www.idlance.com)