

Learning Management System (Moodle) Support Service Level Agreement 2014/2015

1. General Overview

The purpose of this document is to establish a two-way understanding between the HSU campus community and Information Technology Services (ITS) regarding (a) how the University's learning management system (LMS) is managed, and (b) the technical support services available to LMS users. The document lays out the LMS principles and practices to which ITS will adhere, and to which the user community is asked to adhere. These principles and practices are intended to deliver a high-quality, reliable LMS environment for the university while keeping costs under control.

HSU's current LMS is *Moodle* so, for the purpose of this document, the terms Moodle, learning management system, and LMS will be used interchangeably.

2. Service Description

This Service Level Agreement specifically describes the LMS-related services provided by ITS. The full range of services provided by ITS across campus is documented at [ITS Services and Solutions](#).

2.1 Scope

This Service Level Agreement applies to all LMS components (browser, external services, plug-ins, servers, technology, etc.) used by staff and faculty for Internet-based course content and activities.

The Agreement applies to both courses developed by individual instructors and those developed by the College of eLearning & Extended Education.

Technical support is provided by the most efficient method available. Usually, this will be by phone but is also available via email, in-person visits at faculty locations or the *Moodle* office, workshops, shared screen online assistance, workshops, and training sessions.

2.2 Services

The services provided in support of Moodle are as follows:

2.2.1 Support

Support of the LMS for the campus community is provided by the Moodle office through the following channels:

- Appointment - any member of the campus community can schedule an appointment to request assistance.
- Drop-in - any member of the campus community is welcome to come to the Moodle office for assistance during business hours; current hours of operation are provided on the [Moodle ITS service page](#). The office is located on the third floor of the library.
- Phone - any member of the campus community may call the Moodle office at (707) 826-3633 during business hours.
- Remote - for those HSU personnel working off-campus, ITS provides screen-sharing support using remote support software and/or web conferencing.
- Regular information and updates - these are provided to the campus community via the Moodle site, Twitter, Moodle News Forum, Moodle in a Minute, and the weekly University Notices.

2.2.2 Training and Workshops

LMS training for the campus community is provided by the Moodle office. Several types of training are offered.

- In-class training - for students taking classes that will be using the LMS
- Drop-in visits - in the Moodle Office at Library 315
- One-on-one training - by appointment in faculty offices or other locations
- Remote - for those HSU personnel working off-campus, training is provided via screen-sharing software and/or web conferencing
- Small group training (2-4 people) - by arrangement in the Moodle office or other locations
- Department and larger group workshops (15-30 people) - hands-on training by arrangement

2.2.3 Support Materials

The Moodle office creates and distributes a variety of support materials for both faculty and student users, including:

- [Videos](#) - How to guides, demos and tutorials
- [Faculty Guides](#)
- [Student Guides](#)

3. Roles and Responsibilities

3.1 ITS Responsibilities

ITS will provide the infrastructure, technology, personnel, processes, and monitoring tools necessary to deliver Learning Management System support as described in this document, and:

- Meet response times associated with the priority assigned to incidents and service requests.
- Appropriately notify users of all scheduled maintenance via [System Status](#).
- Clearly document the LMS services provided in the [ITS Service Catalog](#).

3.2 User Responsibilities

User responsibilities in support of this Agreement include:

- Compliance with CSU and HSU policies and guidelines including:
 - [Accessibility](#)
 - [Responsible Use Policy](#)
 - [Information security policies and guidelines](#)
- Use of standard contact methods (see Section 5) for incident reporting
- Adherence to the practices that work best with the learning management system, for example, using the Chrome or Firefox browser. The Moodle office provides and keeps updated information regarding best practices.
- Avail themselves of the support, training, workshops, and online materials provided by the Moodle office as described in section 3.2.
- Enrolling in, and becoming familiar with, the Faculty or Student guide courses.
- Respect copyright laws.
- Follow accessibility guidelines.

4. Requesting Service

4.1 Moodle Support Requests

HSU offers four ways to contact ITS with requests for Learning Management System support.

4.1.1 Online at www.humboldt.edu/tech-help

This is the recommended method for requesting assistance **unless the issue requires an immediate response or a customer password reset**. When you use the web interface, your request will be logged as a ticket that is automatically associated with your department and campus contact information. Your request will be visible to all appropriate technicians who are available to assist you (rather than just one person), and you can keep track of your ticket progress directly on the helpdesk website. Requests made via the web will be processed during normal hours of operation.

4.1.2 Phone (707) 826-3633

Phone service is available through the Moodle support office during [normal hours of operation](#). Messages left during off hours will be processed the next business day. Due to the requirement for identity verification, password resets can only be processed over the phone or in-person.

4.1.3 In-Person

In-person service is available during [normal hours of operation](#) in Library 315. Due to the requirement for identity verification, password resets can only be processed over the phone or in-person.

4.1.4 Email (moodle.help@humboldt.edu)

Email requests will be processed during regular business hours. Using the [web interface](#) is recommended over email. While both methods are logged in our ticketing system, the web interface ticket will be automatically associated with your department and campus contact information, and it will be visible to the appropriate technicians without requiring manual assignment by the tech help desk.

5. Hours of Coverage, Response Times, and Complaint Resolution

5.1 Hours of Coverage

Standard *Moodle* support is provided Monday through Friday, 8am to 5pm, on regular campus business days. Variations to these hours of coverage are shown on the [ITS website](#).

5.2 Response

ITS will use the following guidelines to prioritize support requests; response time will not exceed the time shown, and will be shorter if possible. The time it takes to resolve the issue will vary depending on what's involved; factors such as vendor hardware or software support are not always within HSU's control. Where appropriate, intermediate steps may be taken, such as a temporary loan or replacement computer for use while awaiting deliveries or repairs from third parties.

Level	Description	Response Time
Urgent	TIME SENSITIVE, requires immediate resolution. The loss of a service, including classroom activities, without a workaround available and where a degraded mode of operation is not available or acceptable. Example: I can't see my gradebook.	Work towards a solution begins within 30 business minutes. These requests should be submitted by phone, (707) 826-3633, or in person at Lib 315.
Critical	Service is necessary but an immediate resolution is not essential. Example: Having issues creating a future assignment for a class.	First response confirming request received is sent within 8 business hours. Work towards solution within 3 business days.

Low	Low impact on end users' ability to work. Example: I would like to have X Moodle plug-in installed for my class next semester.	First response confirming request was received is sent within 12 business hours. Work towards a solution within 10 business days.
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5.3 Escalation

If you are not satisfied with the level of service related to a request, contact user support staff. They will categorize and process your input as appropriate and respond to you with the action taken.

5.4 Other Requests

Requests for features and functions not provided by this service can be submitted through www.humboldt.edu/tech-help.

6. Maintenance and Service Changes

The Change Management process in ITS minimizes unintended service disruptions or other impacts to the campus as a result of changes in the production environment. ITS does this by monitoring, managing, and evaluating changes to maximize service benefits to users while minimizing the risks involved in making those changes.

6.1 ITS Server Maintenance Schedule and System Status

All IT-related service outages are published to the [System Status](#) page or [Server Maintenance Schedule](#). Scheduled maintenance is not included in the calculation of availability metrics. Campus units are responsible for monitoring these web pages and to notify ITS of forthcoming local events with ITS dependencies.

There are three categories of service outage:

- **Planned Outages:** A planned service outage is work that is planned and scheduled as part of system maintenance and updating. These outages are published on the ITS System Status page a minimum of one week prior to the scheduled outage.
- **Unplanned Outages:** An unplanned service outage is work due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority on a case-by-case basis, depending on the type and urgency of the failure. Unplanned service outages will be posted to the System Status page immediately upon ITS becoming aware of the need for the outage.
- **Service Failure:** If a service failure occurs, ITS will post notice of the failure and expected time of resolution to the System Status page immediately upon ITS staff becoming aware of the failure.

6.2 Guidelines for ITS Maintenance Windows

A maintenance window is a defined period of time during which planned outages and changes to production services and systems may occur. The purpose of defining standard maintenance windows is to allow users of the service to prepare for possible disruption or changes. ITS encourages all services and systems to use the planned maintenance windows for the application of non-emergency changes. If a service does not have a planned maintenance window, the following guidelines apply:

- Planned outages should be performed between 5 a.m. and 11 a.m. on Sundays. Limited-impact changes will be scheduled for Tuesday or Thursday evenings from 5:30 p.m. to 7 p.m.
- Planned outages and changes should not be scheduled during [campus peak business cycles](#)

7. Pricing

While no recharge policies are currently in place for *Moodle* support services, the University reserves the option to reconsider such policies with regard to auxiliaries and self-supporting units in the future.

8. Reviewing and Reporting

8.1 System Performance and Availability Reporting

The following annual performance and availability reports will be published for review:

- First-contact response to incidents and service request, based on information from the technology help desk ticketing system.
- Outage metrics measure Planned vs. Unplanned Outages and their root causes; the Change Management metric is the ratio of unplanned outages caused by failed changes to total outages.

8.2 SLA Reviews

The Designated Review Owner (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

Designated Review Owner: Steve Darnall, Director ITS User Support Services

Previous Review Date: 05/30/2014

Next Review Date: 05/30/2015

This Agreement is posted to the following location and made accessible to all stakeholders:

<http://www.humboldt.edu/its/sla-lms-support>

9. Approvals

ITS Senior Managers and Vice Presidents approve this document. This document is then published on the ITS website, along with other service level agreements. Service level information is integrated into the relevant service page(s) in the [ITS Service Catalog](#).