Services Catalog

Communications

Wiki

A Wiki is a Web site developed collaboratively by a community of users, allowing any user to add and edit content. UMassOnline currently provides Confluence as the Wiki/Knowledgebase for the university system.

Status Page

UMassOnline utilizes many different technologies from different vendors around the globe. In order for us to provide the best, most up to date information to our user community, we offer this page for public consumption and subscription as a way of notifying you, our users, when a service that we provide has either degraded or is unavailable.

Web Content Management

UMassOnline provides Web Content Management Support and Development for Drupal for the UMassOnline team and various other departments throughout the university.

Chat

UMassOnline utilizes HipChat internally to discuss issues and have short conversations.

Application Management

Application Administration

- Blackboard Learn
- Drupal
- Confluence
- JIRA

Data Reporting

UMassOnline provides a variety of scheduled and ad-hoc reporting, as well as raw data, to campuses using the systems supported by UMassOnline.

Identity Management

UMassOnline supports authentication from Blackboard Learn to externally hosted Active Directory/LDAP systems.

Confluence and JIRA are also currently federated with UMPO LDAP.

Application Integration

UMassOnline supports the integration between Blackboard Learn and our and third-party tools.

- Blackboard Building Blocks allow third-party applications to integrate with the Blackboard Learn platform.
- Blackboard Learn Integration Framework

Support

End User Support

UMassOnline has a partnership with Pearson Embanet Help Desk Support Services to provide 24x7 Technical Support for Blackboard Learn for: UMass Amherst, UMass Boston and UMass Worcester. UMass Dartmouth and UMass Lowell only receive off-hours, holiday and weekend support.

UMassOnline Technology Team provides advanced technical support to campus administrators for Blackboard Learn and related technologies.

Academic Technology Support

UMassOnline provides campus support from 8AM to 5PM - Monday - Friday, and after hours support on an emergency basis.

- Blackboard Learn Technical Support

- UMassOnline provides Technical Support for Blackboard for advanced Blackboard LearnSupport issues (such as Service Pack releases, upgrades, product bugs, installation issues, etc.), UMassOnline serves as the liaison between all hosted campuses and Blackboard.

Administrative Technology Support

UMassOnline provides campus and internal team support from 8AM to 5PM - Monday - Friday, and after hours support on an emergency basis.

- Atlassian Confluence
- Atlassian JIRA
- Drupal
- Pearson Help Desk Support Services

Backups and Archives

Backups of archived materials are provided to campuses close to the end of each semester based on the filters that they provide via JIRA. The backups are provided to each campus on a hard drive (stripped of all student data, but includes all course data). Once the campus copies those files locally, the drive is then sent back to UMassOnline in order to prepare for the next semester (or the campus can choose to keep the drives and will be assessed the fee for the drive).

Systems Monitoring

Transaction Monitoring

Systems monitoring is traditionally deployed to assess infrastructure (bandwidth utilization, CPU utilization, storage, etc.). However according to Uptime Software, "74% of all application problems are reported to the IT department by the end-users (through the Service Desk)." As a service provider, the responsibility for notifying clients of degraded or interrupted service lies with UMassOnline. Transaction monitoring emulates the end-user's experience through scheduled scripts that replicate the click-by-click activities within the application. Included in each script are thresholds for various performance metrics such as availability and response time, if these thresholds are surpassed a notification can be sent to the IT staff, campus staff or even the entire user community.

Professional Memberships

UMassOnline is belongs to many professional memberships. Please see our Tech Team Professional Memberships page for our list.

User Groups and Special Interest Groups

User Groups and Special Interest Groups provide the opportunity to collaborate on future discussions stemming from the UMassOnline Speaker Series, day-to-day operations, or out or professional and personal interest.

Course Evaluations

OWL

UMassOnline provides intermediary support between hosted campuses and the OWLET Course Evaluation system.

Hosting Services/Managed Hosting/Vendor Management

UMassOnline supervises the relationship for managed hosting with various vendors. To view a complete list of these relationships, click here.

Productivity

Issue Reporting and Tracking

An issue reporting and tracking system (sometimes called, "bug tracking" or "help desk ticketing") is a software application designed to help technical staff provide quality assurance by allowing end-users and stakeholders report issues and monitor, contribute to and verify resolutions.

Knowledge Management

Knowledge management (KM) comprises a range of strategies and practices used in an organization to identify, create, represent, distribute, and enable the understanding and adoption of insights and experiences. Such insights and experiences comprise knowledge (captured and distributed as artifacts),

either embodied in individuals or embedded in organizations as processes, practices or policies. Knowledge management efforts typically include organizational objectives such as operational understanding/alignment, improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organization.

Service and Systems Catalog

In order for both UMassOnline and the campuses we serve to understand the various services and technologies we support, we offer a Services and Systems Catalog.

Online Forms

UMassOnline provides forms integrated into Confluence which are developed using an online application called Wufoo. These forms are used to gather data, provide a help desk ticketing system, testing service packs and patches, event planning, polls/questionnaires and may other services as well. Click here to see an example.

Training

UMassOnline provides end-user functionality training on a supported academic and/or administrative systems. UMassOnline also coordinates vendor-led training for these systems. Please see a system of interest for more specific details regarding training.

Web Content Management

Web Content Management is a software system that provides website authoring, collaboration, and administration tools designed to allow users with little knowledge of web programming languages or markup languages to create and manage website content with relative ease.

Glossary of Terms

Looking for a definition, find one add one...