4.2.2. Technical and Administrative User Stories

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UMassOnline Functional Requirements

Please Note

This page serves as a working document for the development of user stories by the UMassOnline Tech Team. The finalized stories have been aggregated with other non-functional requirements collected from the campuses at 4.3.2. User Stories Defining Technical Requirements.

Systems Administration

Application Administration

As an LMS administrator, I want...

- access to individual user accounts (profiles/attributes) within the LMS, so that I can make manually view and update users, information, roles, sections, courses, enrollments.
- to create individual user accounts (profiles/attributes) within the LMS, so that I add users, information, roles, sections and courses outside of the batch process.
- system-wide access to UID, groups, courses, sections, so that I can manually resolve issues.
- access to LMS vendor-sponsored/supported technical training, so that I can stay abreast of the technical developments required to support the LMS.
- to participate in peer-to-peer communities of practice, so that I can learn from and communicate with other LMS users.
- to send announcements to users of the system so they can be informed of system outages, issues or scheduled maintenance events.

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Identity Management: Authentication & Authorization

As an LMS administrator, I want...

- the LMS to authenticate against external LDAP sources, so that hosted campuses can manage their own users and credentials.
- to set user authentication independently of, and in addition to, external LDAP sources, so that I can set local access.
- to pass authentication and authorization from the LMS, so that courses can include third-party tools.

Course, Section, User Batching

As an LMS administrator, I want...

- a secure FTP directory that multiple unique campuses can upload batch files to, so that the LMS can access and create courses.
- a secure FTP directory that multiple unique campuses can upload batch files to, so that the LMS can access and create users.
- a secure FTP directory that multiple unique campuses can upload batch files to, so that the LMS can access and create roles (instructional designers, instructors, students, LMS administrators, teaching assistants, auditors, help desk staff).
- batched users to be enrolled in their courses by the LMS, so we and the campuses do not have to do it manually.

Backup

As an LMS administrator, I want...

- to back up individual active sections on a weekly bases, so that UMassOnline can restore individual courses and course content on demand.
• to archive individual sections on a semester bases from the LMS, so that UMassOnline can distribute courses/sections/content to the campuses for archiving.
• a back-up of the entire database, so that UMassOnline can restore our implementation for disaster recovery.

Continuity
As a technical operations manager, I want...

• to be notified when LMS service interruptions occur, so that I can notify our stakeholders.
• to be notified when LMS service is depreciated, so that I can notify our stakeholders.
• users to fail over upon a service outage to a redundant environment, so that I can ensure continued availability of the LMS.
• to sync my production and disaster recovery environments, so that I can ensure data continuity at the time of a disaster.
• to stand up a new primary production environment in the event of a disaster within one day, so that we will have minimal down time.
• a pre-defined maintenance and upgrade schedule, so I can coordinate with multiple campuses maintenance windows and upgrades in a consistent manner.
• real time notifications, so I can communicate with users immediately of system issues while they are logged in to the LMS.
• to emulate the user experience (all roles), so that I can monitor the health of the LMS periodically.
• to monitor LMS resource consumption (CPU, bandwidth I/O, data base I/O, etc.), so that I can ascertain health of the system and its resources.
• to review LMS resource consumption (CPU, bandwidth I/O, data base I/O, etc.), so I can diagnose service degradation and interruptions.
• to monitor user activity (active users, http requests, sessions open, etc.), so I can assess systems performance based on demand.
• to access feature by feature comparisons related to functional upgrades so that I can train and support end-users in a context that is familiar to them.

Systems Integration
As an LMS administrator, I want...

• to expose available third-party tools through the internal LMS tool set, so that faculty can find available tools within the LMS itself.
• to pass course/section attributes (user identity, section enrollment, course information, etc.) from the LMS, so that courses can include third-party tools.
• to include contact information (email, chat and phone) within each page of a course section, so that users can connect directly through the LMS to support services.
• to integrate with campus student information systems frequently, so UMassOnline that can ensure the timely transfer of data.
• to create courses, sections and users (all roles) in real time, so campuses can provide on-demand enrollments.
• to provide access to third-party tools (Helix, Wimba, SafeAssign, Scholar, Respondus, Voice Tools) from within the LMS, so that users can move seamlessly between UMassOnline's current portfolio of systems.
• to transfer files between the LMS and third-party tools (Helix, Wimba, SafeAssign, Scholar, Respondus, Voice Tools), so that content can move seamlessly between UMassOnline's current portfolio of systems.
• to integrate the internal email of the LMS and the email address of record in the student information system (or another preferred email address), so users can manage a single email account.
• access within the LMS to all data fields published by the student information system, so I can create standard or customized levels and points of integration.

User Activity and Performance Reporting
As an LMS administrator, I want...

• to query the number of logged in users via the LMS, so that we can assess current and historical load measurements.
• to query the frequency LMS specific tools are used, via the LMS, so that we can understand user activity and potentially needs (training, technical, 3rd party tools, etc.) for enhancements.
• to access course/section attributes (user identity, section enrollment, course information, etc.) from the LMS, so that courses can include third-party tools.
• to pass course/section attributes (user identity, section enrollment, course information, etc.) from the LMS, so that courses can include third-party tools.
• to assess LMS activity (time on task/page), student activity (enter/exit page), enrollments, sections, and tool/item use via the LMS, so that we can generate general utilization reports and specifically determine if access has been attained by users.
• to search sections and users based on the LMS’s attributes/criteria, via the LMS, so that we can build ad hoc reports.
• to participate in beta and cohort programs so I can evaluate patches and fixes alongside a community of peers.
• to query LMS generated schema/data via an open database, so that I can run reports via a third party reporting tool.

Testing & QA
As an LMS QA technician, I want...

• to access a test environment that emulates our production environment, so I can assess reported issues/bugs, updates, patches, enhancements, etc. without affecting the production environment and our active users.
• to view the LMS as multiple user-types in the same login session without logging in and out, so that I can emulate our user's experiences and test functionality across the system.
• to participate in beta and cohort programs so I can evaluate patches and fixes alongside a community of peers.

Training
As a system-wide trainer, I want...

• to provide campuses with training materials that focus on side-by-side feature comparisons with Blackboard Vista, so that UMassOnline and our supported campuses can train campuses in the new LMS environment.
• to modify vendor created training materials, so I can address UMassOnline's unique service environment that campuses have up-to-date, authoritative reference materials per patch, dotX version, service packs, etc.
• to modify vendor created training materials, so I can address UMassOnline's unique service/support environment.
• access to LMS vendor-sponsored/supported training related to pedagogical (teaching and learning) affordances, so that I can educate local campus trainers and faculty on how to support unique teaching styles.
• access to LMS vendor-sponsored/supported functional training, so that UMassOnline can educate local campus trainers and end-users with point and click functionality.
• to participate in peer-to-peer communities of practice, so that I can learn from, and communicate with, other campuses using the same LMS.
• access to LMS vendor-sponsored/supported technical training, so I can stay up to date on administrative, integration and technical issues.
• in-line contextual help, so that users can resolve their own usability/feature/functionality issues.
• prompts/hints when users mouse-over objects, so that users can learn about previously, or infrequently, used tools/features.
• to provide users access to tips and tricks, so that users can become more proficient with the LMS.
• access for all users to a community of practice, so they can learn from peers.
• user to have access to subject-matter specific tutorials, so that users can become more proficient.

Technical and End User Support

As an LMS administrator, I want...

• to contribute our local technical and user support discoveries to the support provider, so that their knowledge base reflects current issues /understanding/resolutions of the user community.
• to download release notes from a secure web site to create testable scripts, so I can assess production readiness for hotfixes, patches, service packs and upgrades.

As a support analyst, I want...

• access to a ticketing system, so that I can report to, update, search for, etc. issues directly with the service provider.
• issue status (eg: bug tracking/resolution) communications through the ticketing system, so that I can document and communicate to my end-users.
• to include multiple user types from our community in service requests/tickets, so that affected users are communicated regarding status updates and during issue resolution.
• to participate in peer-to-peer communities of practice, so that I can learn from and communicate with other LMS users.
• to access the system under different roles in the same login session, so I do not have to log out and back in several times to assess issues.
• to reach a support technician immediately, so I can report system outages 24/7.
• to reach a support technician within 30 minutes, so I can report performance degradation that falls below the SLA.
• to reach a support technician within 30 minutes, so I can report when major components (content/activity) are unavailable/unusable.
• to reach a support technician within 1 hour, so I can report when minor components (formatting/functionality) are operating abnormally.
• to reach a support technician within 30 minutes, so I can report performance degradation that falls below the SLA.
• to propose product enhancements/feature requests, so I can help direct and shape product development to meet our users’ needs.

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