

ULCC e-Learning Service Definition

Moodle and Mahara plug-ins

1 Core modules

The University of London Computer Centre (ULCC) standard service includes almost all of the functionality provided as part of the core releases of Moodle and Mahara. The exception is Moodle statistics which is disabled for performance reasons. This functionality is supported across Moodle and Mahara upgrades, subject to any change in specification as part of new releases. Functionality status may be changed including potentially being removal from the standard service.

2 Community contributed plug-ins as part of the standard service

The ULCC standard service also includes additional community contributed plug-ins. The additional plug-ins are, either installed automatically through the use of the ULCC standard builds or on request.

The plug-ins on the accompanying matrix have been evaluated by ULCC and considered of value across our customer base. They are supported as part of our service at no additional cost for supported versions unless otherwise stated. However they will be re-evaluated before Moodle upgrades and where they still meet the evaluation criteria, continue to be included in the standard service. ULCC reserves the right to remove the plug-in or change its status if it no longer meets the evaluation criteria.

3 Community contributed plug-ins for specific customers

Where a plug-in is only of interest to one or a small number of customers, it may not be included in the ULCC standard service. If it otherwise meets the evaluation criteria then it will be made available to customers on request. In this case there will be an annual support charge to cover re-evaluation before Moodle upgrades and where the plug-in continues to meet the criteria it will continue to be provided. ULCC reserves the right to remove the plug-in or change its status if it no longer meets the evaluation criteria.

4 Plug-ins for integration with other products

Where the plug-in provides integration with another product hosted by ULCC the plug-in will be provided as part of the standard service. Where the plug-in provides integration to a third-party product that is hosted elsewhere (including the customer site) then the plug-in will be evaluated in the same way as community contributed plug-ins, except that it is assumed that customers configure the integration themselves and support for the plug-in is provided by the supplier of the product and that the supplier will test the plug-in with new releases of Moodle.

5 Plug-ins developed by ULCC

Where a plug-in is developed and maintained by ULCC it is fully supported by ULCC as part of the standard service or a customer specific addition, subject to the general constraints of the support for Moodle as an open-source product.

6 Evaluation process

Customers may request the provision of plug-ins not currently supported. There will be no charge for initial evaluation of a plug-in, though there may be a charge for further review if the initial evaluation does not conclude that the plug-in can be supported by ULCC.

The evaluation is usually a two stage process. The first stage being a review based on published information on moodle.org and elsewhere. The second stage will include installation on a test server at ULCC, where the customer will be given access to the plug-in with minimal support effort from ULCC required. In some circumstances a third stage may be required where full functionality can only be tested on the customer's live server or a dedicated test server and require substantial ULCC work. The third stage would only be carried out if the evaluation at the first two stages was satisfactory.

The evaluation criteria are:

Criteria	Brief Description
Functionality	The plug-in should add significant value to Moodle and also do what it claims.
Uniqueness	The plug-in should add distinct functionality to that already provided by the standard service. This may include a significantly different way of providing functionality.
Security	The code should be secure and there should be no potential vulnerabilities.
Sustainability	The code should be stable and well supported by the community or a supplier of a third-party product. This would be evidenced by recent updates, an active discussion or a statement from the supplier of a third-party product.
Upgradability	A risk assessment of the likely impact for Moodle upgrades (code and data).
Documentation	Adequate documentation is available.
Stability	The code for the plug-in is well written to Moodle standards stable and well developed.

ULCC will involve the customer in the review process. Experience is that the conclusions are usually mutual and that quite a number of plug-ins, whilst they look interesting on first sight, are actually very poorly implemented.

Where the evaluation shows a plug-in to be potentially valuable, but fails the evaluation criteria, ULCC can provide a quotation for enhancing the plug-in to make it supportable.

No new version will be installed until it has been evaluated by ULCC to be compliant with the evaluation criteria.

7 Request Dates

Plug-ins to be evaluated can be requested throughout the year however, requests for new plug-in evaluations will only be approved ready for January and April installs unless otherwise stated. Plug-ins already on the matrix lists can be requested and installed at any time throughout the year, adhering to service level agreements and at risk periods.