

## Introduction

With the popularity of the Learning Technologies Interoperability (LTI) standard, an increasing number of educational technologies vendors are integrating support for this standard within their products, making it easier for UNSW to integrate external tools with Moodle. As such, there has been an increasing number of requests from the faculties, schools and divisions requesting the addition of LTI compliant tools at the Moodle system level.

This document solely outlines proposed guidelines that individuals must accept to add a tool to the system level on a technical level. It does not address the overarching need for an educational design policy on the overall strategy and governance needed to cover the use of centrally unsupported external tools.

## Assumptions

This document assumes that the tool being requested is fully LTI v2 compliant. In some cases tool vendors request additional requirements, such as LTI + web tokens/web services. In these cases, additional guidelines may be imposed and PVC(Education) or Blackboard (our Moodle Hosting provider) reserves the right to refuse the addition of these tools where potential risks exist.

## Definitions

1. Tool – the LTI enabled external tool is requesting to be integrated with Moodle
2. Requestor – the faculty, school or division requesting the tool
3. Representative – the TELT Advisory Group member requesting the tool on behalf of the requestor
4. Support contact(s) – the contact(s) who will be responsible and accountable for supporting the tool on behalf of the requestor
5. Users – end users of the system, which can include TELT administrators, instructors, tutors and students
6. TELT – technology enabled learning & teaching
7. External TELT Support – the level 1 support team for Moodle enquiries at Blackboard

## Considerations

By adding a tool at the system level, users should consider the following:

1. License agreement – are there restrictions to the number of users who may use the tool
2. Data governance considerations – are there appropriate backups, localisation, storage and protection of user data should there be an audit of instructor and student activity in the tool

3. UNSW Support – who is the support contact should users experience issues with the tool and what are the escalation paths should External TELT Support or UNSW IT receive enquiries
4. Vendor Support – what is the support agreement with the vendor and what are the service level agreements
5. Training – can the user contact the representative or support contact to receive training on the tool
6. Support documentation – are there help resources that users can review to use the tool
7. Faculty/School availability – is the tool widely available across UNSW, or is it restricted to specific areas only

## Guidelines

In general and unless agreed separately with the PVC(Education) TELT team, to add a tool to the Moodle system level, the PVC(Education) TELT team are proposing the following guidelines:

1. The Requestor must have ADE approval (if Requestor is in a faculty) or Division head (if Requestor is in a division) prior to submitting the feature request.
2. The Requestor of the tool will take all responsibility for negotiating and managing contracts with the vendor including procurement, legal and payment.
3. The Requestor understands that by adding the tool at a system level, ALL Moodle users with the role of TELT Administrator or Moodle instructor will be able to add the tool to their Moodle course and license arrangements take this into account.
4. The Requestor understands that should any user experience support issues, appropriate support scripts will be defined and shared with the PVC(E) TELT team so that users who contact External TELT Support or UNSW IT can be appropriately triaged to the appropriate Support contact(s).
5. The Requestor understands that if Moodle changes are required to ensure the LTI tool works appropriately, that they will be required to fund these changes
6. The Support contact will be responsible for providing and maintaining the appropriate settings for configuring the LTI tool in Moodle.
7. The Requestor understands that the designated Representative will be responsible for testing and approving the tool on the Moodle UAT and Moodle Staging environments prior to the tool being added to Moodle Production.
8. The Requestor understands that the designated Representative will be responsible for testing the tool to ensure compatibility and functionality at designated times of the year including but not limited to the yearly Moodle upgrade and as required during Moodle monthly upgrades.
9. The Support contact will be responsible for responding to queries related to auditing instructor and student activities within the tool.

## Submission/Approval Process

1. Request approval from your ADE or Division head.
2. Ask your [TELT Business Advisory Group](#) member to [submit a feature request](#) stating that you have read and agreed to the above LTI Tool Guidelines.
3. Feature will be discussed in [TELT Business Advisory Group](#) for final approval.