



## A. General Information

<b>Project Name:</b>	LMS Replacement Project	<b>Prepared By:</b>	Rich Meyer, Steve Garber
<b>Date Prepared:</b>	June 30, 2015	<b>Version:</b>	0.1

## B. Performance Baseline

Document how the project performed against each success Measurement (metric) defined in the Project Charter. Explain any variance in the comments section below.

Success Measurement Description	Initial Target for Metric	Actual Value for Metric
All faculty who are currently using bSpace to support their courses will successfully transition from bSpace to the Canvas LMS (bCourses).	<ul style="list-style-type: none"> <li>• <b>bSpace Course sites, Spring 2015 = 0</b></li> <li>• <b>Comparative Course Totals:</b> Total number of bCourses is not a static number but a comparative one. We will compare to previous years and terms to assess that similar total number of course sites are being used compared previous years using bSpace. The total should be +/- 5% of the average.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>bSpace Course sites:</b> <b>Spring 2015 = 4</b> <b>Fall 2015 = 0</b></li> </ul> <p>To validate our adoption rate, we offered Spring instructors an exception allowance to use bSpace in Spring 2015. Only four were requested, and all underlying needs of each those requests has since been met. Finally, each instructor committed to use bCourses in the future.</p> <ul style="list-style-type: none"> <li>• <b>Comparative Course Totals:</b> Spring Course Sites '11 = 2969 Spring Course Sites '12 = 3390 Spring Course Sites '13 = 3604 Spring Course Sites '14 = 3574 AVG (Course Sites 2010-2014) = 3384.25 bCourses Spring Course Sites 2015 = 3438 see <a href="#">Running Statistics</a></li> <li>• <b>bSpace Decommissioning</b> Owner access to bSpace will be disabled in September 2015</li> </ul>

<p>Faculty and students will be able to use Canvas in support of their academic work, with equivalent or better satisfaction than bSpace.</p>	<ul style="list-style-type: none"> <li>● <b>Functional Parity Map</b> to bSpace tools</li> <li>● <b>User Satisfaction Rating</b> There was no baseline for bSpace satisfaction ratings</li> <li>● “We asked faculty to rate their satisfaction with various features and functionalities of the LMS. Three in five (60%) said they were satisfied or very satisfied with their overall LMS experience.” - <i>ECAR faculty study, 2014</i></li> </ul>	<ul style="list-style-type: none"> <li>● <b>Functional Parity Map</b> to bSpace tools</li> <li>● <b>User Satisfaction Rating</b> <i>Satisfied or Very Satisfied</i> Fall 2014, Faculty = <a href="#">62%</a> Fall 2014, Students = <a href="#">87%</a> Spring 2015, Faculty = <a href="#">64.5%</a> Spring 2015, Students = <a href="#">87.5%</a></li> <li>● <b>Scope Change: Course Site Mailing Lists:</b> a top pain point for user satisfaction was inability to create and use a course site email list. We have now added this feature and it should boost our satisfaction scores.</li> </ul>
<p>bSpace project sites will be supported in their transition to an appropriate campus collaboration tool (e.g. Research Hub).</p>	<ul style="list-style-type: none"> <li>● <b>Content Migration Services</b> from bSpace to other data repositories.</li> <li>● <b>bSpace Decommissioning Roadmap</b> with key milestones around decommissioning and content transfer.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Migration Services</b> from bSpace to other data repositories (see <a href="#">Appendix: Tools and Services</a>) <ul style="list-style-type: none"> <li>● <a href="#">600+ course migrations</a> to new collaboration services</li> <li>● 1400+ resource migrations to bCourses</li> </ul> </li> <li>● <b>Defined a bSpace Decommissioning Roadmap</b> with key milestones (see Appendix: bSpace Decommissioning); ETS has met all milestones to date, and transitioned the remaining milestones responsibilities to the service catalog owner.</li> <li>● <b>bCourses Projects</b> offers a project-lite service within bCourses; this was an approved scope change <ul style="list-style-type: none"> <li>● Created 265 bCourses Project sites</li> </ul> </li> <li>● <b>Communication Plan</b> was executed on target to regularly inform the end user regarding decommissioning of bSpace, migration services and alternative services that could host content</li> </ul>
<p>Integration with campus systems (e.g. SIS data, Online Evaluation of Course, CalCentral) will be accomplished with equivalent or</p>	<ul style="list-style-type: none"> <li>● <b>System Architecture and Integration</b> of Canvas were implemented through Junction integrating it with all critical</li> </ul>	<ul style="list-style-type: none"> <li>● <b>System Architecture and Integration</b> of Canvas were implemented successfully through Junction, integrating it</li> </ul>

<p>better functionality, reliability and/or flexibility than what was possible in bSpace.</p>	<p>systems with which ETS integrates</p>	<p>with all critical systems with which ETS integrates. (See <a href="#">Technical Overview for Junction / CalCentral</a>)</p>
<p>ETS staff will be able to support all aspects of the new LMS with less effort and/or greater effectiveness than was required to support bSpace, and will therefore be able to spend more of their time on pedagogy and instructional design.</p>	<ul style="list-style-type: none"> <li>● Lower maintenance cost on core LMS functionality</li> <li>● Increased focus on Berkeley-specific requirements</li> <li>● More efficient integrations with 3rd party tools</li> <li>● Ability to build innovative pedagogy tools off the core LMS foundation</li> </ul>	<ul style="list-style-type: none"> <li>● Lower maintenance cost on core LMS functionality <ul style="list-style-type: none"> <li>○ Can we document an FTE %</li> <li>○ Total bug fixes and feature requests based on R1 leverage and vendor management</li> <li>○ Co-led R1 consortium of CANVAS-using schools and leverage it to change the vendor roadmap</li> <li>○ Built 3 blocks of code that UC Berkeley needed more quickly than the vendor's roadmap allowed; Instructure accepted these into their core code base</li> </ul> </li> <li>● Increased focus on Berkeley-specific requirements</li> <li>● More efficient integrations with 3rd party tools</li> <li>● Ability to build innovative pedagogy tools off the core LMS foundation <ul style="list-style-type: none"> <li>○ Data Cultures</li> <li>○ Collabosphere <a href="#">Tool</a> and Sponsor <a href="#">Presentation</a></li> </ul> </li> <li>● Canvas Peers</li> </ul>

Comments:

**C. Operations and Maintenance**

Describe the operation and the maintenance plan of the system or service delivered by the project.

## **Operations and Maintenance Plan**

The bCourses LMS runs on top of ETS' integration platform called [Junction](#). [Junction](#) integrates all systems feeding CalCentral's student portal and bCourses; these integrations include those coming from the SIS. Operational maintenance and regression testing will be overseen by the Technical Product Manager of Junction.

Incident management and service requests will be overseen by ETS Service Desk, and problem management will be overseen by the Instructional Design Team in Teaching and Learning Services (TLS).

Continual Service Improvements (CSIs) will be submitted by the Service Portfolio Manager of TLS. Campus input for CSI prioritization will come from the ETS User Advisory Group (UAG). Contingent on cost of these feature requests, the appropriate governance structure will be approached for input: CSIs not increasing the operational budget will be approved by the Junction Product Manager and the TLS Service Portfolio Manager; CSIs requiring additional departmental funding will need approval from the ETS Director; and CSIs requiring extra-departmental funds will require approval and funding from the appropriate IT Governance body.

bCourses is Berkeley brand name for a generic service named Canvas. The annual licensing fees for Canvas are \$407,400 a year, which is accounted for in the ETS annual budget.

bSpace content has been reduced to one server, and is only accessible by ETS administrators. ETS' current plan is to house a lite version of bSpace for up to 6 years in it's original format for archival purposes.

The annual operational costs to maintain a single bSpace server can be found [here](#), which is accounted for in the ETS budget. The total cost per year to run this server is \$35,000 per year. ETS will be examining the business case for maintaining the archival service in the coming year for additional cost saving opportunities..





### Operations and Maintenance Cost

List the annual costs of operating and maintaining the system or service produced by the project as listed in the Project Budget, and the actual costs as determined at the end of the project. Please add notes as necessary to clarify what is covered and not covered by the costs.

Category	FY15 Budgeted Cost	FY15 Actual Cost	Notes
Internal Staff Labor	\$722,000.00	\$642,500.00	
Services	\$408,000.00	\$408,000.00	Canvas License Fees
Software Tools	\$0.00	\$0.00	
Hardware	\$3,000.00	\$2,300.00	
Materials and Supplies	\$3,000.00	\$3,400.00	
Facilities	\$0.00	\$0.00	
Telecommunications	\$2,000.00	\$2,300.00	
Training	\$1,300.00	\$1,300.00	
<b>Total</b>	<b>\$1,139,300.00</b>	<b>\$1,059,800.00</b>	

### Operational Funding Sources

List the chartstrings that will be used to fund the operation and maintenance of the system or service.

Chartstring	Amount	Notes
Recurring Funds	\$646,000.00	These are permanent funds used to cover our costs.
Licensing Costs	\$413,800.00	We have had to make cuts in order cover these costs.
<b>Total</b>	<b>\$1,059,800.00</b>	

### D. Project Documentation

Identify all archived project documentation and where they are stored.

Document	Media Used	Storage Location
Project Charter	Google Drive	<a href="#">ITFR Project Charter</a>
Project Funding Milestones	Google Drive	ITFR Funding Milestones ( <a href="#">request access</a> )
Project Sponsors and Steering Committee	Google Drive	<a href="#">Project Governance</a>
System Architecture	Confluence Wiki	<a href="#">CalCentral Technical Overview</a>
LMS Functional Parity Document	Google Drive	<a href="#">bSpace to bCourses Functional Mapping</a>
Custom LTI Tools, Training, Services, and Support Report	Google Drive	<a href="#">bCourses Tools and Services</a>

bSpace Decommissioning Plan	Google Drive	<a href="#">bSpace Content Retrieval Timeline</a>
Interim Deliverable Presentation	Google Drive	<a href="#">Presentation of Interim Deliverables</a>
Interim Deliverable Acceptance	Google Drive	<a href="#">Interim Deliverable Sign Off</a>
Project Closeout Budget Summary	Google Drive	Project Closeout Budget Summary ( <a href="#">request access</a> )
Lessons Learned	Google Drive	<a href="#">Project Lessons Learned</a>
User Advisory Group		<a href="#">User Advisory Group for ETS</a>





## E. Lessons Learned

Identify the lessons learned (positive and negative) from the project.

Statement of Problem and Successes	Recommended Future Actions
<a href="#">Lessons Learned</a>	I need some input on this document particularly around the use of the Steering Committee, Use of MailChimp, Use of Workshops (paradigm shifting) vs Consultations (faculty objective for the meeting), and possibly the choice to offer the exception allowance

## F. Project Close Checklist

Complete the Status and Comments columns.

Item		Status	Comments / Plan to Resolve
1.	Has the project been evaluated against each performance goal established in the Project Charter?	Yes	
2.	Has the actual cost of the project been tallied and compared to the approved cost baseline?	Yes	
3.	Have the actual milestone completion dates been compared to the approved project schedule?	Yes	
4.	Has the operation staff been properly trained to operate the system?	Yes	
5.	Has the operations staff formally accepted responsibility for operating and maintaining the products or services delivered by the project?	Yes	
6.	Has the documentation relating to operation and maintenance of the products or services been delivered to, and accepted by, the operations staff?	Yes	
7.	Has the cost of operating and maintaining the system been determined?	Yes	
8.	Has campus funding been secured to operate and maintain the system?	Yes	
9.	Have the project documents been archived.	Yes	
10.	Has the project close review been conducted and the lessons learned from the project been documented?	Yes	





**G. Approvals**

Have the project manager and project sponsor sign the document to signify the official close of the project.

<b>Position / Title</b>	<b>Signature / Printed Name / Title</b>	<b>Date</b>
<i>Project Manager</i>		
<i>Project Sponsor</i>		

