



Shared IT Services for Higher Education & Research

# Conference 2017

## Partnerships for New Services

Kaltura, Moodle and Digital Signage

# Presenters



**Clint Lalonde**  
Manager, Education  
Technology, BCcampus

**Wilson Lo**  
Senior Programmer Analyst,  
UBC



**Mike Kelly**  
DevOps Lead & Co-  
founder, SonicCat Studios

**Soha Moosavi**  
Business Analyst, BCNET



# Agenda

For each of the 3 shared services we will discuss:

1. Service Overview

2. Operations

3. Financials

# Kultura



# Kaltura- Service Overview

What is it?

- Video sharing platform that links to your LMS

Background

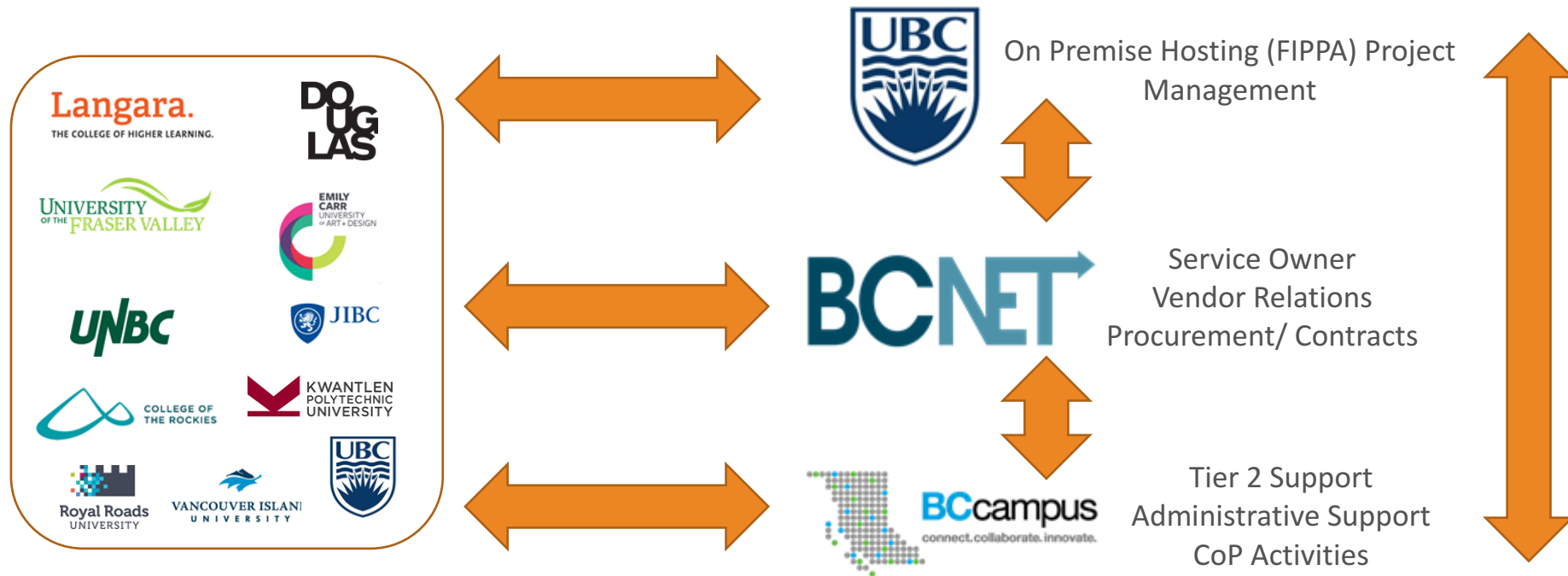
- Pilot at BCcampus for 3 years
- Began with 5 institutions
- Transferred to BCNET in 2016
  - MoU with BCcampus

Members using Kaltura today

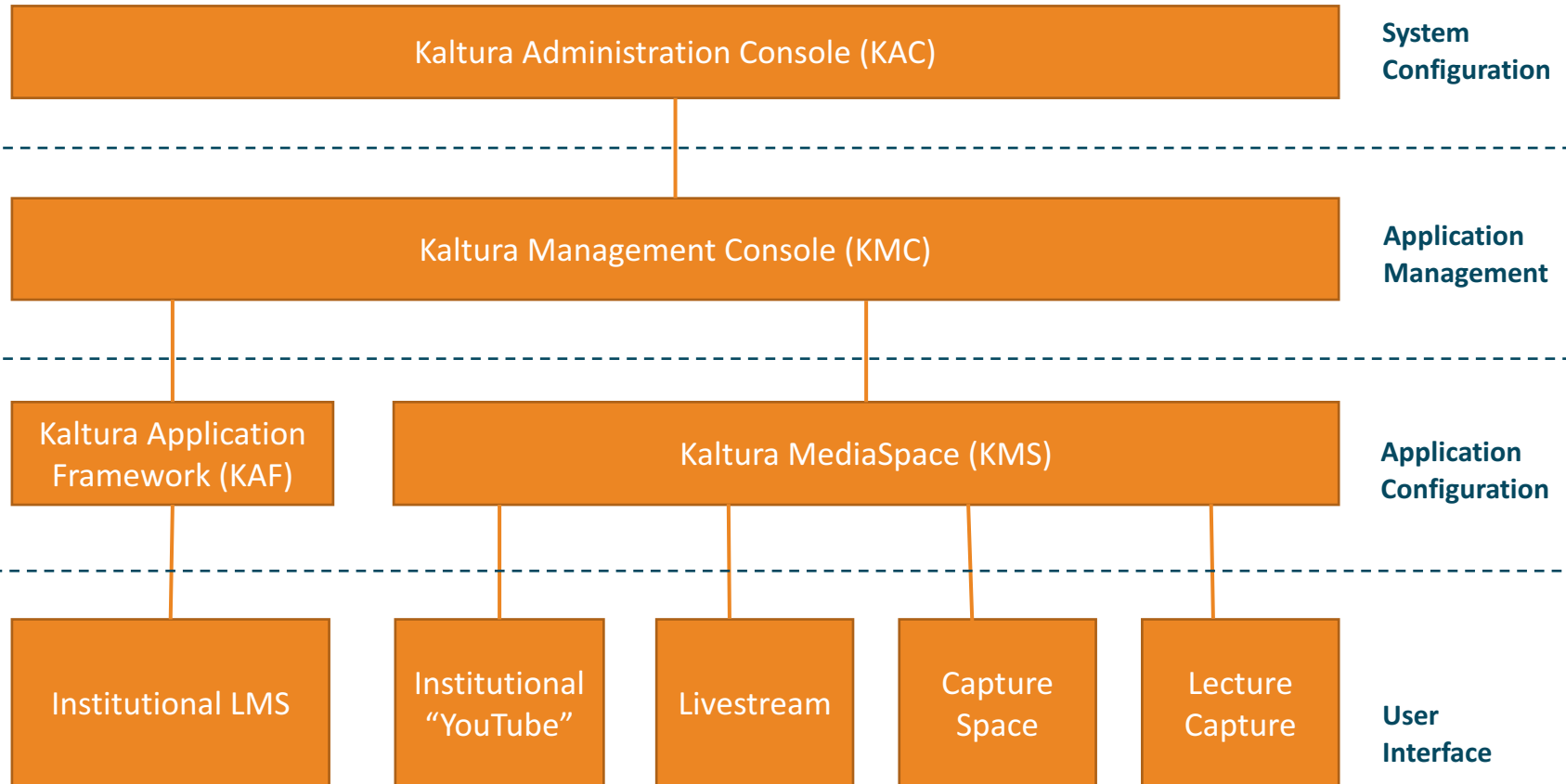
- 12 institutions



# Kaltura- Operations



# Kaltura - Operations- Technical Setup



# Kaltura - Operations - System Support

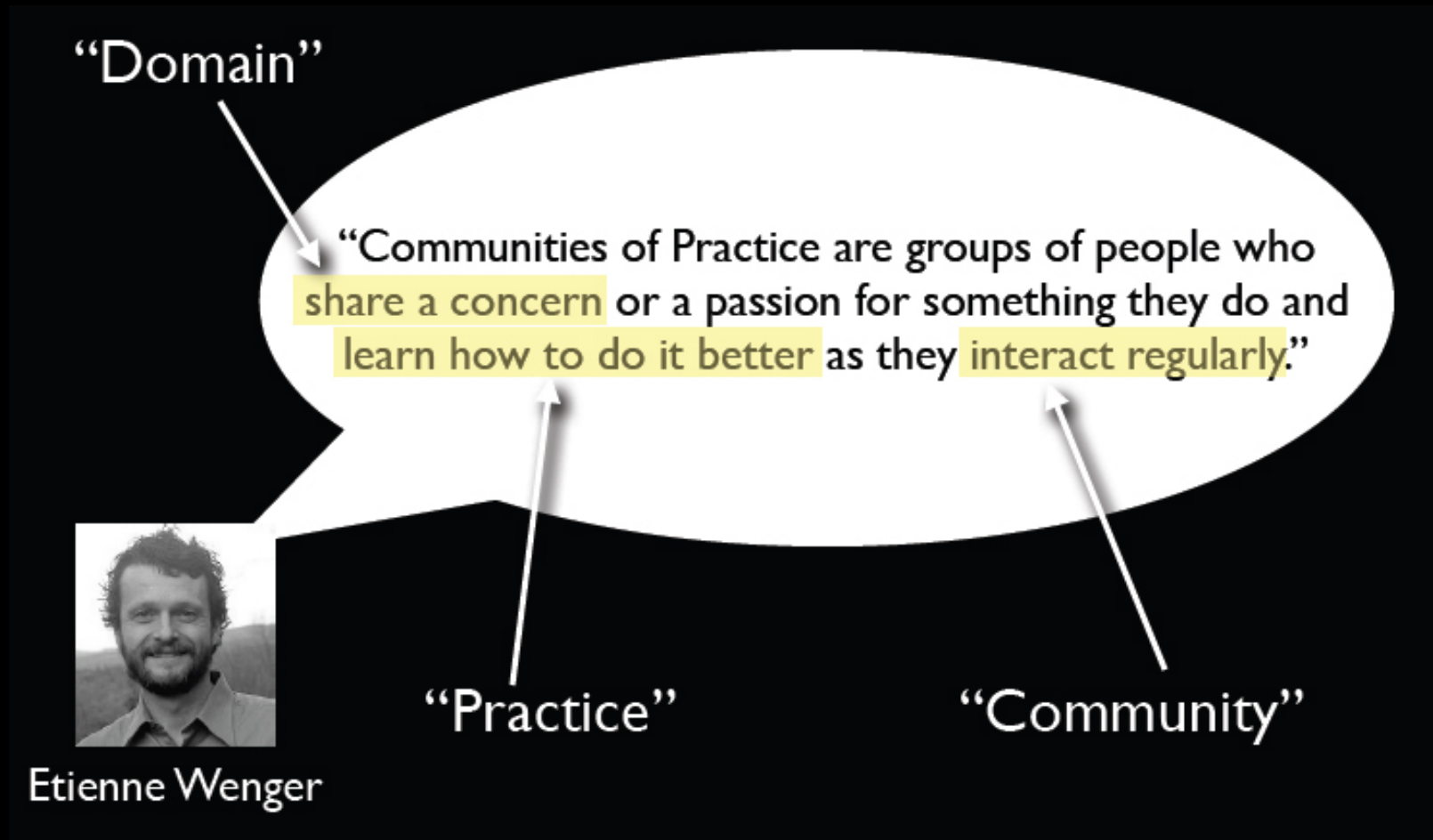
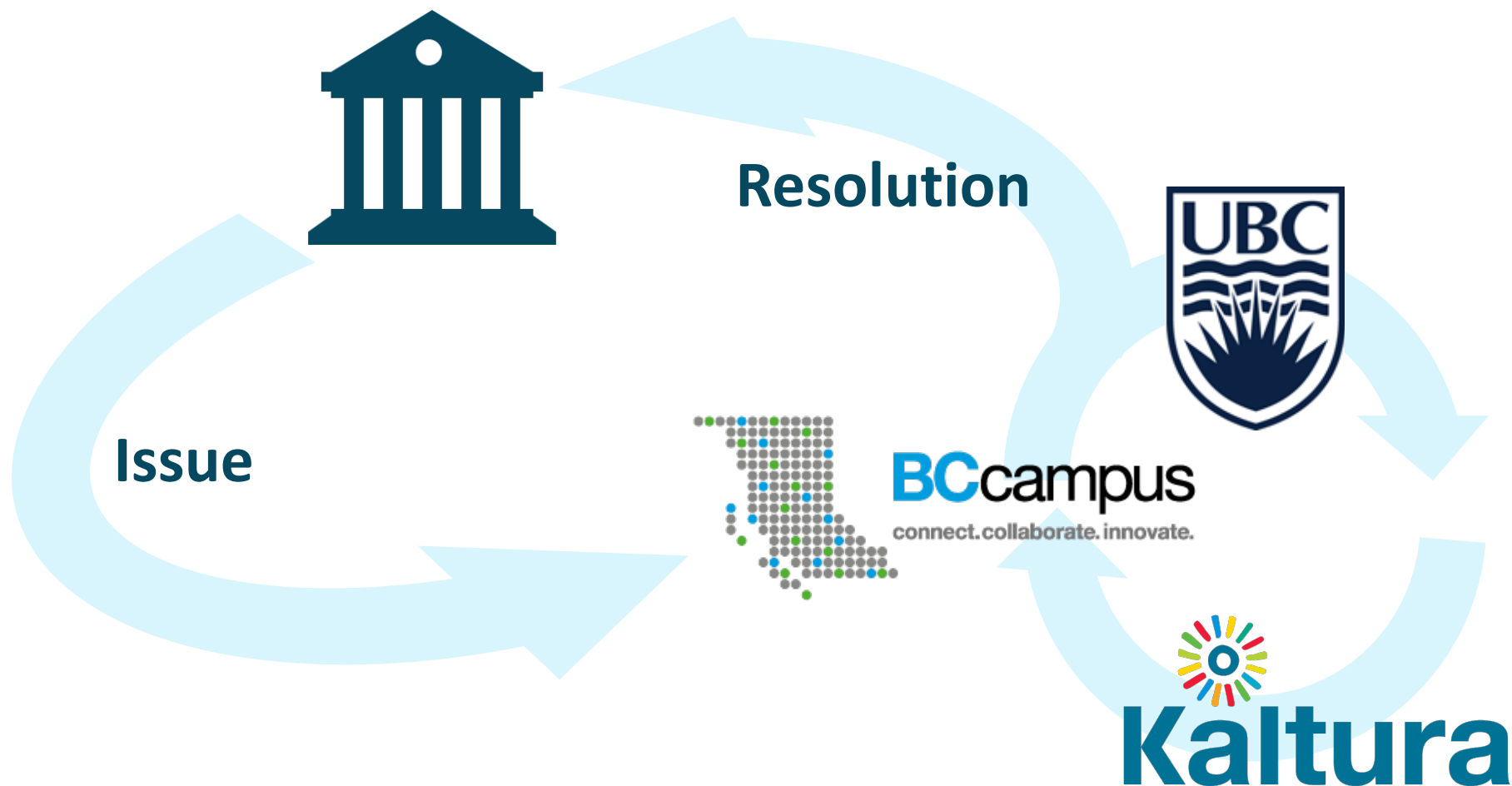


Image: [Communities of Practice](#) by Courtney Bellissimo & Victoria Fear CC-BY-SA



# Kaltura - Operations- System Support



# Kaltura - Operations- Onboarding



**BCNET**

Initial Inquiry  
Pricing  
Contracts



Setup KMC/KAF and KMS URLs



Setup JIRA and Basecamp accounts  
Support consultation



Professional Services

# Kaltura- Financials

## Annual Costs (\$/FTE)

- Hosting
- Kaltura License
- Support
- BCNET Admin

## One-Time Cost

- Kaltura Professional Services

### Example

Service cost for 8000 FTEs=  
\$23,850 + \$13,825 USD  
(one-time)

# Kaltura- Financials

## Kaltura Tiered License Pricing



# Moodle



# Moodle- Service Overview

What is it?

- A collaborative software application for admin, course management, tracking, reporting and documentation (LMS)

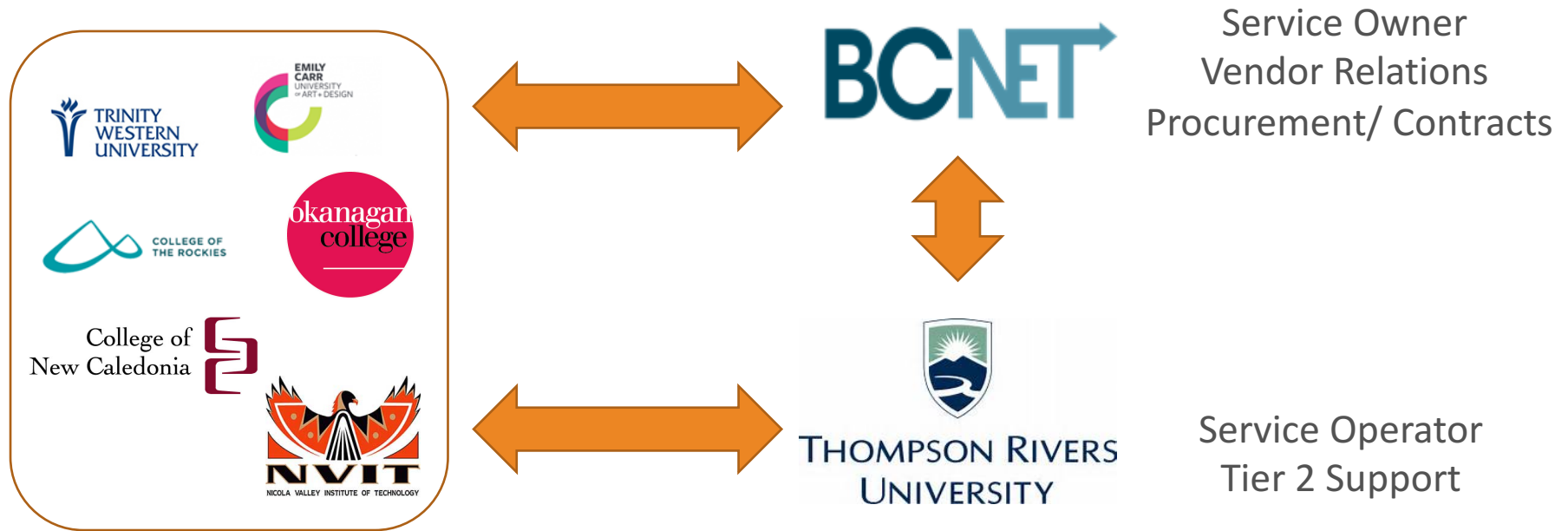
Background

- ~14 institutions in BC that use Moodle
- Pilot at BCcampus in 2007
- Transferred to BCNET in 2016

Members using BCNET Moodle service today

- 6 institutions + 2 in pipeline

# Moodle- Operations



# Moodle- Operations

- Overview of the Moodle Environment
- Getting started: Clean install vs. Migration
- Authentication & Enrolment
- Services & Monitoring



# Moodle- Operations

## Infrastructure

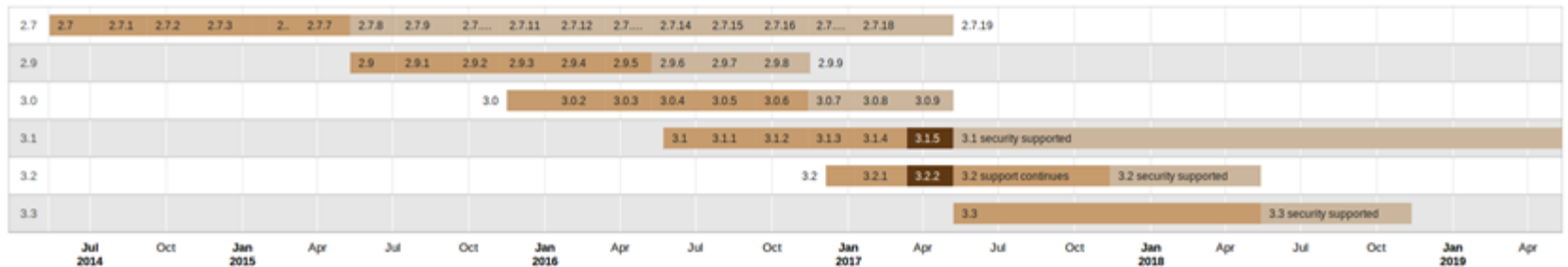
- Linux-based environment
- Production & Development Moodle servers
- PostgreSQL or MySQL database back-ends
- Nginx for high performance & low resource utilization

# Moodle- Operations

## Standard Moodle Environment

- Full administrator access to Moodle
- Command-line access to server when required
- MOOSH (MOOdle SHell - beta)
- Managed plugins and upgrades

# Moodle- Operations



Moodle Release Roadmap

# Moodle- Operations

## Clean Install

- Moodle Long Term Support release

## Moodle Migration

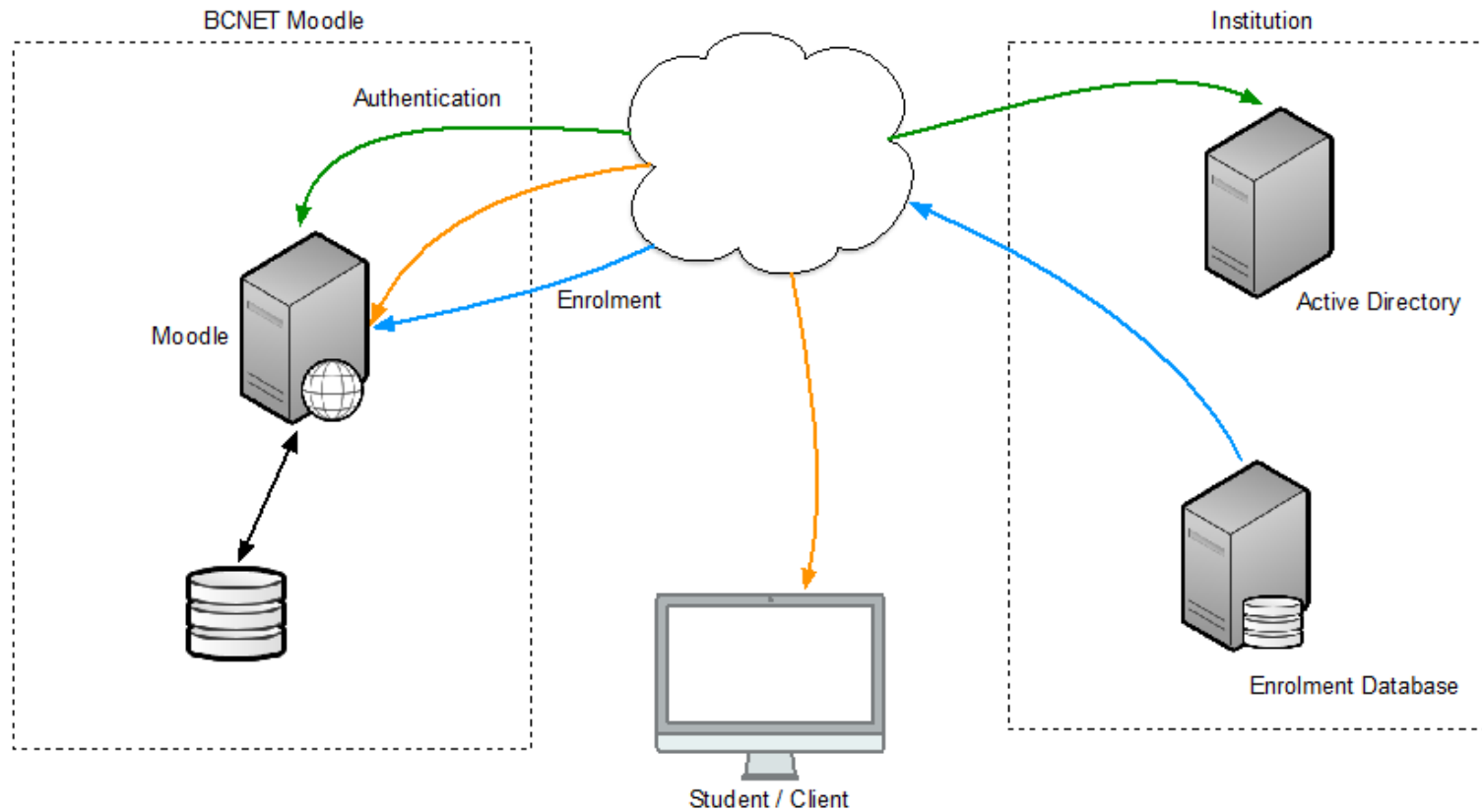
- Migrate existing Moodle 2.x / 3.x installs
- Use Dev environment to test migration
- Synchronize smartly to minimize downtime

# Moodle- Operations

## Authentication & Enrolment

- Local and/or external authentication & enrolment
- Integrate with standard systems: LDAP, Active Directory, CAS, Shibboleth, RADIUS, etc.

# Moodle- Operations



# Moodle- Operations

## Services

- Managed Moodle upgrades
- Validated Moodle Plugins
- Assist w/3rd Party Plugin Validation
- Monitoring

# Moodle- Operations

## Managed Moodle Upgrades

- Track and evaluate Moodle updates
- Test upgrades in Dev environment
- Pre-stage production upgrades to minimize downtime



# Moodle- Operations

## Plugins & Validation

- Not all plugins are created equal
- Validated "known-good" plugin list
- Avoid plugins that modify core Moodle
- Assist w/review of 3rd party plugins

# Moodle- Operations

## Monitoring (Beta)

- Collect service metrics & visualize via interactive dashboards for each institution
- Prometheus: Time-series metric database
- Grafana: Metric visualization tool

# Moodle- Operations



# Moodle- Financials

## Annual Costs

- Base Fee (includes 2 servers- 1 prod, 1 test)
- User Surcharge (\$/FTE)

Example  
Service cost for 4000 FTEs:  
\$10,450

# Digital Signage



# Digital Signage- Service Overview

What is it?

- Digital signage using Haivison's CoolSign software

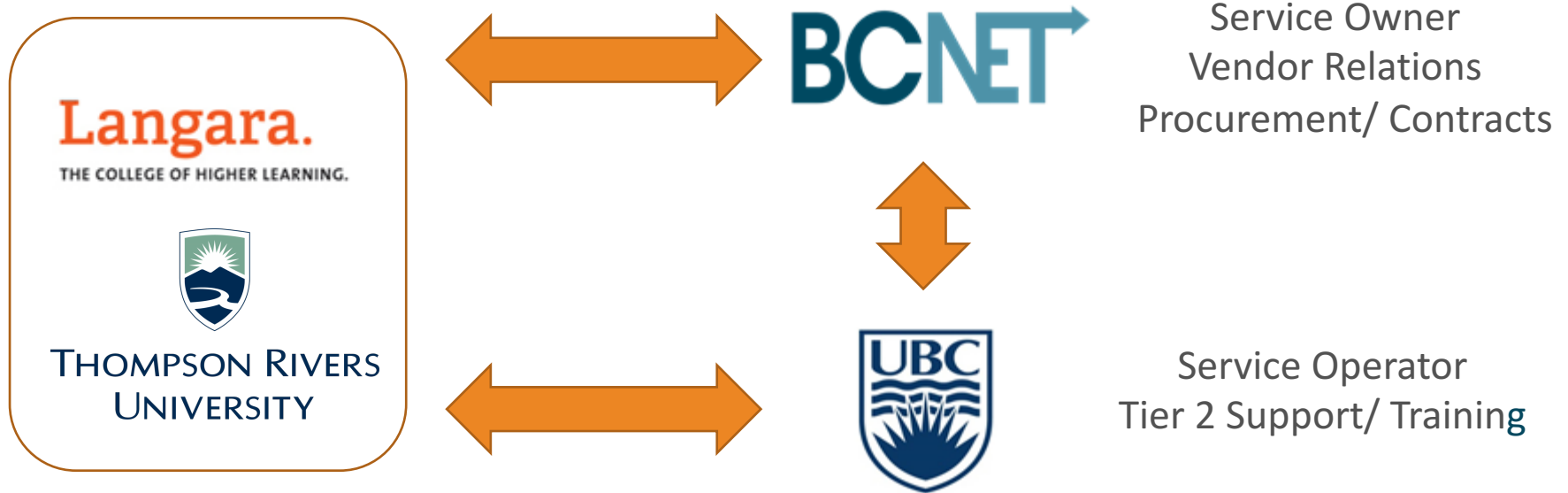
Background

- Service live January 2017

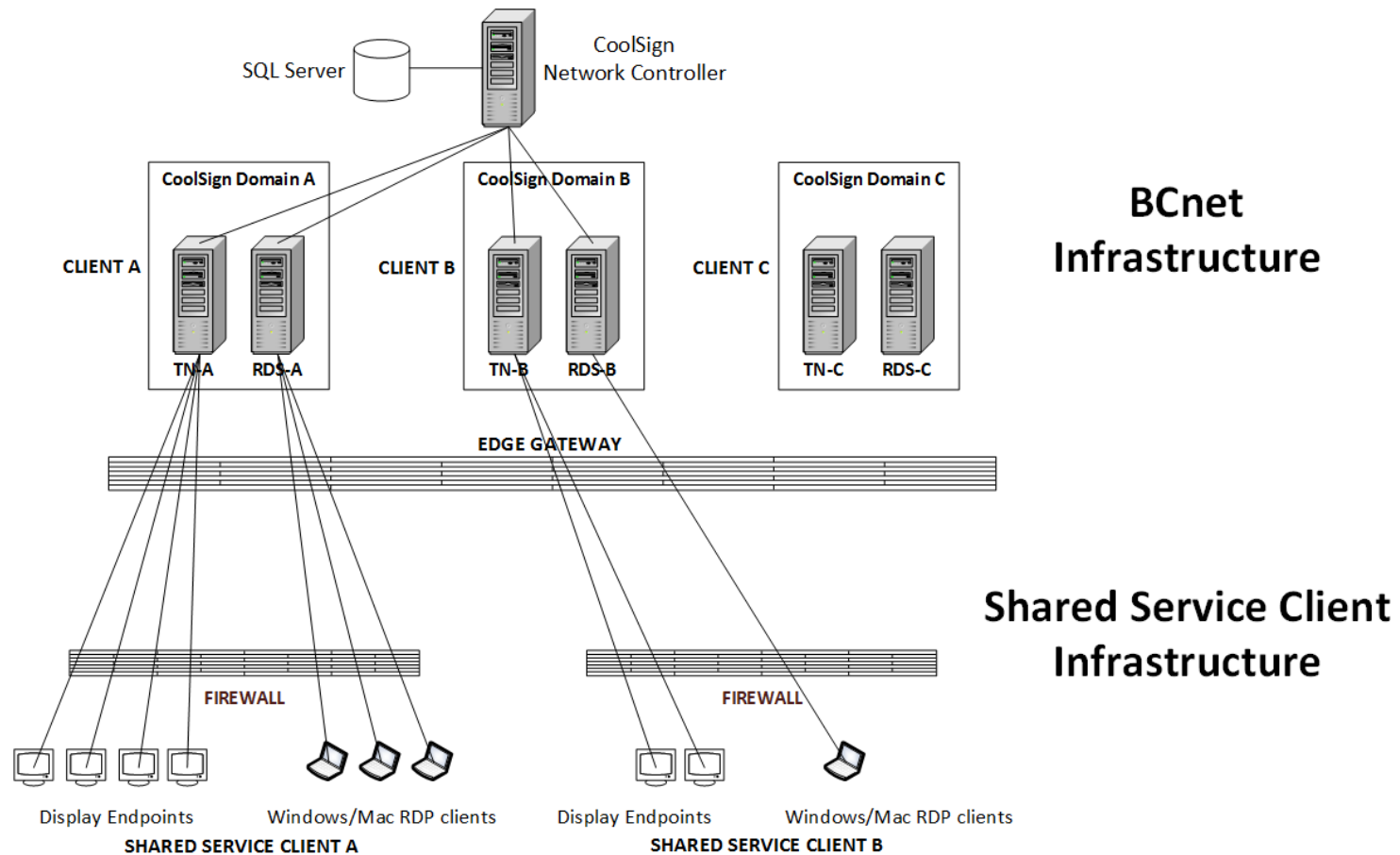
Members using Digital Signage today

- 2 institutions + 1 in pipeline

# Digital Signage- Operations



# Digital Signage- Operations





# Digital Signage- Operations

## Onboarding – Training and Knowledge Transfer

- RDS Server Maintenance
- Display Node Installation
- Display Node Operations Support
- CoolSign Content Management

# Digital Signage- Operations

## Onboarding – Institution Requirements Check-list

- Network Connectivity
- Account Access
- Display Node
- Content Management

# Digital Signage- Financials

## Annual Costs

- Endpoint maintenance
- BCNET admin
- Server maintenance
- EduCloud
- Ongoing support

## \*One-time Costs

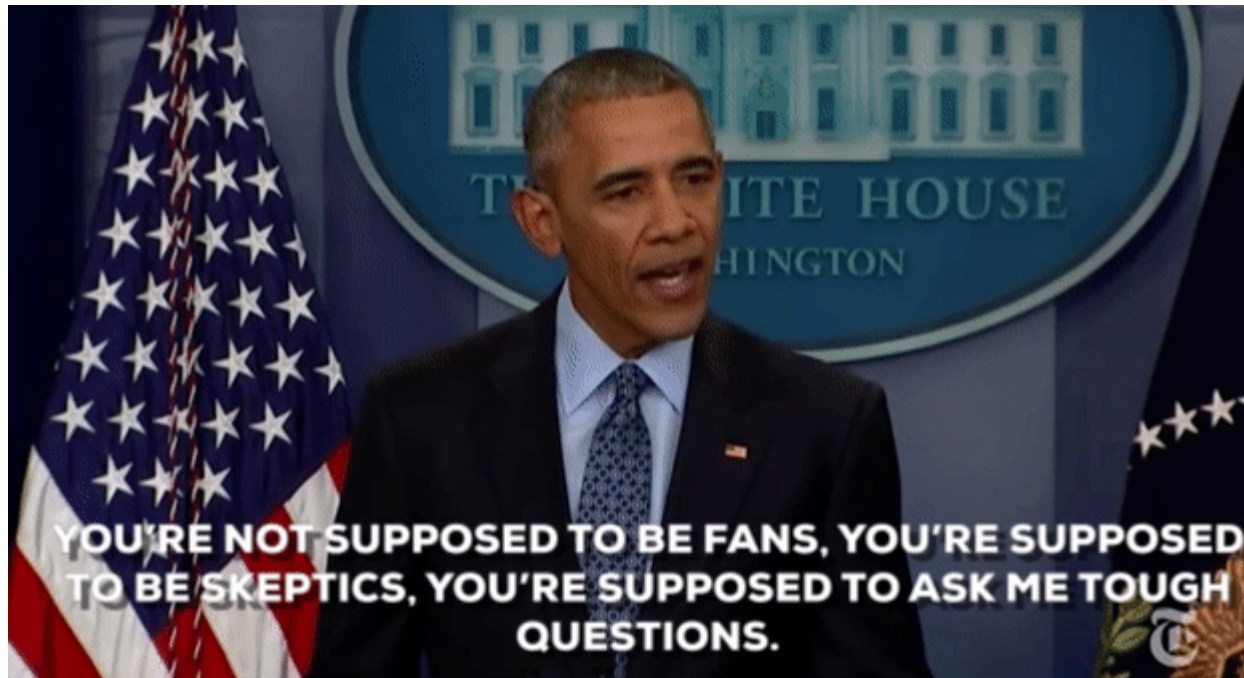
- Endpoint licenses
- Setup / training
- Server license

*\*institutions must supply their own displays and content players*

### Example

Service cost for 10 endpoints: \$24,600

# Questions?



# Appendix 1.0

## Kaltura Professional Services

- MediaSpace Configuration and Deployment: 16 hours @ \$250 USD per hour = \$4,000
- MediaSpace SSO/Authentication Setup: 8 hours @ \$250 USD per hour = \$2,000
- Blackboard Building Block Configuration: 16 hours @ \$250 USD per hour = \$4,000
- Kaltura Account Provisioning and KMC Setup: 10 hours @ \$170 USD per hour = \$1,700
- Training (all at \$250 USD per hour)
  - Kaltura Management Console: 2.5 hours = \$625
  - MediaSpace User Essentials: 2 hours @ \$500
  - MediaSpace Administration: 1.5 hours @ \$375
  - Blackboard User Essentials: 1.5 hours @ \$375
  - Blackboard Administration: 1 hour @ \$250

# Appendix 1.1

## Kaltura- New and Coming Soon

- New UI for MediaSpace
- Gradebook Integration with Blackboard, Moodle & Canvas
- Launch of the Lecture Capture Product
- Accessibility Improvements
  - KAF-based integrations
  - In-Video Quiz
  - CaptureSpace
  - Player
- Localization Enhancements
  - MediaSpace now supports multi-language configuration