G-Cloud Service Definition

Mahara ePortfolio

Mahara Implementation, Integration, Customisation and Support Services

Version 1.0

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Commercial in Confidence
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Service Summary

Mahara is an open source web application for building electronic portfolio (ePortfolio) – an online collection of reflections and digital artefacts that enable users to share and demonstrate learning, skills and professional development over time.

Mahara is a customisable and flexible personal learning environment that allows users to collect, reflect on and share achievements in an online space they control. Users can create web pages incorporating journals, uploaded files, résumé information and social media resources from the web, and collaborate with others in groups and communities of practice.

Mahara has been designed for learners to maintain lifelong and lifewide portfolios allowing them to repurpose learning evidence in different contexts and display their progress over time.

Mahara started as a collaborative venture in the New Zealand tertiary education sector in 2006. Since then, its application has expanded across the education sector globally and into continuous professional development for healthcare and other sectors.

Catalyst – a multi-skilled global team that specialise in developing, designing and supporting enterprise grade systems using open source technologies – has been the technology partner from the start and is the primary development company and the project maintainer. Since 2010 the project oversight has also been with Catalyst.

Catalyst offers a full range of services in the software development life cycle and is capable of supporting clients from the start of the project through to the implementation and support of the ePortfolio solution. Scalable cloud hosted aaS platforms, custom branding, training and bespoke development services as well as business analysis, usability design and testing are all provided. We can help you deploy your Mahara instance and integrate it with existing eLearning platforms, student management and identity management systems.

Features and Benefits

As a user, Mahara allows you to:

• Collect, reflect on and share personal and professional achievements;
• Develop web pages, journals and résumés from your content;
• Upload existing learning evidence, or embed live content from social media sites;
• Control who has access to your content to review and provide feedback;
• Demonstrate requirements met in continuous professional development or compliance certification;
• Use mobile devices to capture, upload and interact with your portfolio on the go;
• Personalise the look and feel of your portfolio;
• Transfer your portfolio from one organisation to another.
As a learning and development practitioner, Mahara allows you to:

- Develop, monitor and feedback on professional development / compliance requirements for individuals and groups;
- Encourage collaborative learning communities through controlled sharing of individual learning content;
- Support social networking at a controllable organisation level;

As a business systems owner, Mahara allows you to:

- Operate a stand-alone ePortfolio platform or integrate it with existing LMS or talent management systems;
- Deploy as fully hosted SaaS or on your own infrastructure;
- Manage the requirements of multiple organisations (business units or geographic locations) on a single site;
- Forget about costs associated with user licenses;
- Control the terms and conditions under which your portfolio is shared;
- Customise your platform to your functional and branding requirements.

**Catalyst Mahara Services**

Our staff know Mahara inside-out and are able to provide a wide range of services.

**Implementation**

We've been using and working with Mahara since its inception, so we have the expertise to give you advice and support on implementing and using it in your organisation.

**Installation and optimisation**

We can help provide a secure, stable and scalable ePortfolio site for your organisation, no matter what its size. We have experience in large, multi-tenant and high-performance installations of Mahara.

**Business requirements analysis**

We can help you capture what you need and want to accomplish with your Mahara site. With experienced business analysts and Mahara users on staff, Catalyst can offer top-quality requirements analysis and documentation services.
Configuration

With experience working with Mahara since its inception, our team of site administrators have a few tricks up their sleeves to tweak, change and configure your site to work for you and your users.

Custom development

We have core Mahara developers on staff who have the expertise and experience to write customised code or help you design and implement new features for Mahara.

Integration, Single Sign On and Shared Authentication

Do you want to integrate your Mahara site with your existing LMS? If you want to create a seamless link between your HR system or other platforms such as Moodle, Totara LMS and Drupal, Catalyst can help.

Quality Assurance

Our testing and quality assurance team works throughout the development to ensure Catalyst built systems that meet your performance and functional requirements.

Branding

Our team of experienced and dedicated designers understand that if the end user struggles with the interface, it won’t matter how well the back-end technology has been implemented. We take the time to understand your organisation’s goals for the platform and work with you to develop an innovative look and feel for your site while retaining your organisation’s brand and identity.

Managed hosting

Catalyst offers fully managed cloud hosting for organisations of all sizes. With around-the-clock monitoring, proactive security measures and scheduled backups, we offer a safe, stable and scalable cloud hosting environment for your Mahara site.

Training services

Catalyst has experienced trainers available to create custom online and face-to-face training programmes for your users and help you get the most out of your Mahara site.
**Ongoing support**

We can provide tailored second and third-level support packages for your Mahara site for stakeholders, administrators and technical staff. Our online work request management system allows you to log issues with us at any time and receive updates as we have them.

**Backup and Restore**

Your Mahara site will be hosted on highly resilient Catalyst infrastructure, providing full fail over capability across two isolated data centres. In addition to our resilient platform, Catalyst protects client data by ensuring that:

- Mahara and all documents stored within the site are backed up daily;
- The service and all backups are encrypted and stored within the UK and the Republic of Ireland;
- In the event of the loss of a single data centre there would only be a brief (<5 minutes) interruption of service;
- In the case of disaster the service could be restored to the Federal Republic of Germany;
- Specific and custom restoration targets can be negotiated as required.

In the event a data restoration is required, Catalyst will begin the restoration process with a restore point objective of the previous day’s backup. As completion time will be dependant on the size of the data store, Catalyst will provide an estimate on the time required to complete this process.

**On-boarding**

On receipt of a confirmed purchase order, Catalyst will confirm your nominated URL and then install and complete base configuration of your Mahara ePortfolio instance on our cloud hosting infrastructure. Lead time on this process will be 2 – 5 working days.

The Catalyst on-boarding team will provide the foundation administrator training / configuration support as described in the service offer and the core platform will be handed over at this point. The contracting of further support (data migration, systems integration, plug-in management, custom theme development) may be negotiated (under Lot 3 – Cloud Consultancy and Professional Services) at this time.

For services beyond the core aaS platform, Catalyst employ a consultative approach, working closely with the client to fully understand their requirements, audience, expected outcomes and preferred ways of working.
Off-boarding

As Mahara is an open source product, you own your Mahara site and all the information it. If you wish to move your hosting and support services to a new supplier or to an in-house service, Catalyst will provide you with copies of your Mahara data, usually comprising of the database(s), site data and code base. Catalyst will charge its normal hourly rates for this service.

Where requested Catalyst will take all practical steps to return or destroy all client data.

Service Management

The Catalyst Mahara service includes the implementation of maintenance releases (sub point releases) to the application that include security updates. Maintenance work can be scheduled within regular windows or on request.

Any branding, customisation and integration work will be warranted for the scoped major point release only.

Service Levels

Catalyst commit to 99.95% per annum uptime targets. Catalyst also aim for no more than 4 hours a month of scheduled downtime for pre-arranged maintenance work.

Your Mahara ePortfolio site will be monitored 24/7 via health checks at the platform layer and critical incidents (part A in the following table) resolved as part of the service.

Application support packages (covering parts B – D in the following table) delivered within standard UK business hours can be negotiated as an additional service.
<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Response</th>
<th>Definition of response</th>
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<tbody>
<tr>
<td><strong>A - Critical</strong></td>
<td>Issues that render Mahara or critical functions of Mahara as completely unusable to all users.</td>
<td>Response within 2 business hours</td>
<td>Catalyst will acknowledge receipt of the service call and begin work on a resolution (or create one where an issue is detected).</td>
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<td><strong>B - Urgent</strong></td>
<td>Functionality unavailable to many users or a whole business function; Serious issue affecting a business critical task; Requires prompt corrective action.</td>
<td>Response within 4 business hours</td>
<td>Catalyst will acknowledge receipt of the service call and begin work on a resolution as soon as possible.</td>
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<td><strong>C - Normal</strong></td>
<td>Issues that affect one or few users and do not significantly impair the functioning of Mahara or interrupt the users’ core functions; Requires managed restoration.</td>
<td>Response within 8 business hours</td>
<td>Catalyst will acknowledge receipt of the call and negotiate a resolution time frame with the designated SLA manager(s).</td>
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<td><strong>D - Low</strong></td>
<td>Issues with no impact to Mahara user functionality; Requests for information, hardware and software support questions, and anything else; Requires managed restoration or response.</td>
<td>Response within 16 business hours</td>
<td>Catalyst will provide a response to the request within 2 working days and will negotiate a resolution time or delivery date with the SLA manager(s).</td>
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<tr>
<td>Support Level</td>
<td>Definition</td>
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<td><strong>Level 2 Support: Administrative Support</strong></td>
<td>Level 2 support staff provide in-depth technical and administrative support and are experienced and knowledgeable in Mahara. Level 2 specialists undertake advanced technical troubleshooting and analysis methods and will seek to employ solutions to the issue via configuration changes. Level 2 staff are responsible for raising this issue to the Level 3 and/or Level 4 technical support group where required and will thoroughly investigate the issue to ensure adequate information is provided to Level 3/4 staff prior to escalation.</td>
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<tr>
<td><strong>Level 3 Support: System Administration</strong></td>
<td>Level 3 support staff provide specialist technical support on server and network management and are experienced and knowledgeable in Mahara hosting environment requirements. Level 3 specialists undertake advanced system troubleshooting and analysis methods and will review system logs, check the server software, hardware and automated processes are all working as required. Level 3 staff are responsible for establishing and responding to monitoring on the hosting environment(s), performing backups and system updates, ensuring all processes are executed as designed and the system meets the required level of performance and security.</td>
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<tr>
<td><strong>Level 4 Support: Customisation and Development Support</strong></td>
<td>Level 4 support staff provide back-end support and are Mahara code and database schema specialists. Level 4 specialists will undertake investigation at the back-end of the product and will troubleshoot for code or database related errors or system bugs. Where applicable Level 4 staff are responsible for designing and developing one or more courses of action (typically a code change) and evaluating each of these courses in a test case environment before implementing the best solution to the problem.</td>
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**Training**

Mahara has a comprehensive, free-to-access online manual, a wiki for technical documentation and user-contributed help guides. Contextual help is available throughout the application.

On request, Catalyst can provide on-site or virtual training sessions, tailored to meet the expertise and prior knowledge of the trainees from basic beginner introductions to advanced usage and site administration. Trainings are designed to be hands-on and are facilitated by an experienced trainer for groups no larger than 8 attendees.

For organisations new to Mahara ePortfolio, Catalyst recommends an initial 2 day training program (over and above the foundation support provided with the service) with Content Manager (basic/intermediate user) training on Day 2 and Site Administrator training on Day 2.
Other training groups can be accommodated including online training for remote users and support for help desk staff.

**Ordering and Invoicing**

Enquiries and orders can be placed by contacting Catalyst IT Europe at info@catalyst-eu.net or 01273 929 450.

On execution of a Call off Contract (with accompanying Statement of Work for additional services) and on a receipt of a Purchase Order, Catalyst will schedule the work required against the agreed deliverables.

The Call off Contract will state terms of payment and invoice(s) raised accordingly.

The due date for payment is either the due date specified on the invoice or 14 days from the date the invoice is rendered.

**Termination**

Either party may terminate a support or service agreement with 90 days written notice. Upon termination or expiry of an agreement Catalyst may, if agreed with the client, continue to offer to the client services under the terms of an agreement as the client may request, while the client makes the transition to alternative service providers, and Catalyst shall be entitled to charge the client the same rates charged by Catalyst immediately prior to termination or expiry of the agreement.

The customer acknowledges that it has purchased the services for the minimum period and any renewal term(s), as defined in the contract or Statement of Work.

**Data Processing and Storage Location**

Mahara ePortfolio data is stored within the European Union, specifically in the UK and the Republic of Ireland.
Mahara ePortfolio services will be managed from the United Kingdom and Australia.

**Data Restoration and Service Migration**

A backup of the service will be restored to UK / Ireland in the case of disaster. Suitability of this process will be determined based on the estimated time of restoration of service to the primary data centre region in the Republic of Ireland at the time the restore is initiated.

**Customer Responsibilities**

Catalyst's standard Terms and Conditions ([https://www.catalyst-eu.net/contact-us/terms](https://www.catalyst-eu.net/contact-us/terms)) apply to all service and support contracts unless otherwise negotiated.

**Technical Requirements**

There are no specific client side requirements for our hosted Mahara solution other than a high speed internet connection and access to a supported browser – as given below.

**Language Support**

Mahara currently provides translation support for around 40 languages and includes basic right-to-left language display. The primary language of Mahara is English. The following lists the most complete languages (70% or more translated):

- Basque
- Catalan
- Dutch
- French
- German
- Greek
- Japanese
- Portuguese (European)
- Slovenian
- Vietnamese

Language packs may be installed, edited and customised on each Mahara instance.

**Accessibility**

Mahara is compliant with WCAG 2.0 AA and partly compatible with AAA web accessibility standards. For further information on Mahara's stand on accessibility, please see [http://j.mp/maharaaccessibility](http://j.mp/maharaaccessibility). The Mahara project works continuously on improving the accessibility of the application as new functionality is added and existing functionality revised. Current outstanding items relating to accessibility can be viewed at [http://j.mp/maharaaccessibilitytodolist](http://j.mp/maharaaccessibilitytodolist).
Browser Support

Mahara supports the latest versions of Firefox, Google Chrome, Apple Safari and Opera. Mahara 16.10 also supports Microsoft Internet Explorer 11 and Edge, Safari for IOS and Chrome for Android.

Previous versions of Mahara are able to support older browser versions however will not provide all functionality of the latest version.

Trial Service

On request and without obligation, Catalyst will provide content manager access to a Mahara demonstration site for up to 4 users for up to 2 weeks. Catalyst can also provide a free guided tour of the application if required.