



Service Schedule

eLearning team service timeline

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Introduction

The purpose of the service schedule is to define the processes that take place during the academic year, to ensure that essential tasks take place, and that bottlenecks are reduced.

The timeline identifies key events in the college that may impact service delivery

Service Delivery

Routine Tasks

Routine tasks are those the eLearning team would expect to perform daily or weekly, as part of normal service delivery. Examples are given below. Routine task delivery is supported by the knowledge base information and relevant procedures (starter, leaver, etc.)

Task	Category	Frequency
Adding teachers to course	VLE	daily
Adding/moving course materials	VLE	daily
Course creation	VLE	weekly
Investigating access issues	VLE	weekly
Ad hoc training	VLE/O365	weekly
Course creation/administration	CPD	weekly
Recording guides for students	VLE/O365/Other	monthly

Emergent Tasks

Emergent tasks are those outside the normal service delivery that become necessary due to:

- a) Identification of a support or training need.
- b) Troubleshooting new or unexpected issues.
- c) Urgent or emergency updates in the college business need, including changes to internal services by other college teams.
- d) Urgent or emergency updates from an external tool provider.

Emergent tasks should be documented in the relevant place (knowledge base, change records, issues log). Examples of previous emergent tasks are:

Task	Category	Date
Teams training for staff	Training need	April – June 2020
Planet eStream update to support recording	Update from external tool provider	June 2020
Turnitin error in changing submission date	Troubleshooting new or unexpected issues	November 2020

Projects

Projects are defined, self-contained, limited tasks that take place alongside the timeline. Projects will change between years but will be an expected part of day-to-day working. Projects should be documented separately, and timelines developed with reference to the service timeline and college year. Projects would include major changes to platforms or introduction of significant new software.

Timeline

The table below gives a timeline of key tasks that should be performed throughout the academic year. Note, it does not include specific projects but does indicate periods when major changes should not be scheduled.

Month	College events	Task	Category
August	New VLE year August 1 st	Contact staff to advise that students may automatically unenroll on next log in.	VLE
	Results		
	Enrolment	Rollover eLearning staff may be required to support enrolment	VLE Training
	New students	Development of updated support resources	Training
September	Classes start term 1	Support for timetable/vle login	

October	Staff development day	Elearning staff provide development training and support as required	Training
	Half term	Start VLE audit	VLE
November		Appraisals	
		Review and policy, service standards,	
December	College close		
January	Classes start term 2		
February	Staff Development day	Elearning staff provide development training and support as required	Training
	Half term	Start VLE audit	VLE
March	Spring break (easter close)		
April	Classes start term 3		
May	Half term		
June	Staff development day	Elearning staff provide development training and support as required	Training
July		Development work	VLE

Change Freeze

Further Information

Documentation supporting policy and procedures can be found on the eLearning Teams site.

eLearning Service Standards

Change Management Policy

Change Records

Issues Log

Knowledge Base [e-Learning documentation](#) (Web view)