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Enterprise Moodle, FLO & You

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Important Note

The thoughts and opinions expressed today are my own and do not necessarily reflect those of NetSpot Pty. Ltd., Blackboard Inc., or affiliated organisations.

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Agenda for Today

- Who am I?
- Who is NetSpot Pty. Ltd.?
- Moodle and its relationship to FLO
- n-Tier Architecture Overview
- Application Support Ticket Lifecycle
- Working as a Software Engineer

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Who am I?

- Started in July 2013 as a Senior Software Engineer at NetSpot Pty. Ltd.
- Over 10 years experience in the Higher Education Sector
- Previously worked here at Flinders University on a number of research projects

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Who is NetSpot Pty. Ltd.?

- eLearning technology services company
- Focused on helping partners with their core mission - education
- Partner organisations from many sectors
- Over 15 years experience in the industry
- Acquired by Blackboard Inc. in 2012
- Proud to call Flinders University a partner

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What is Moodle?

- Open source e-Learning platform
- Written in PHP
- Used in over 230 countries
- Moodle HQ is based in Perth
- NetSpot is a certified Moodle Partner

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What is Enterprise Moodle?

- Designed for large enterprises
- Customised Moodle codebase
  - Enterprise extensions
  - Common plugins
  - Partner specific customisations and integrations
- Contribute code back to Moodle HQ where possible

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Enterprise Moodle at NetSpot

- Over 100 Enterprise Moodle instances on our n-Tier architecture
- Over 14TB of content in private cloud storage
  - Increasing by ~ 500GB a month
- Hosted on our infrastructure in a co-location facility in Adelaide

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Moodle and FLO

- FLO is Enterprise Moodle for Flinders
- Managed by NetSpot for Flinders
- Direction set by FLO team at Flinders
- Partnership between Flinders and NetSpot

- An enterprise class system you use every day

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Start of Semester 2, 2013

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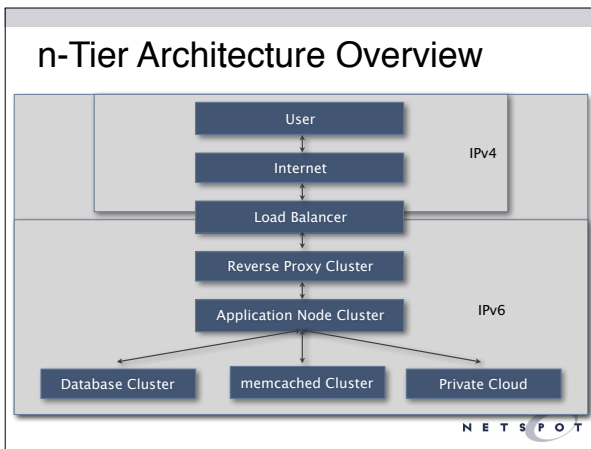## Start of Semester 1, 2014

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Question?

What is the most critical consideration when it comes to a hosting or n-Tier architecture?

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n-Tier Architecture Overview

Application Support Ticket Lifecycle

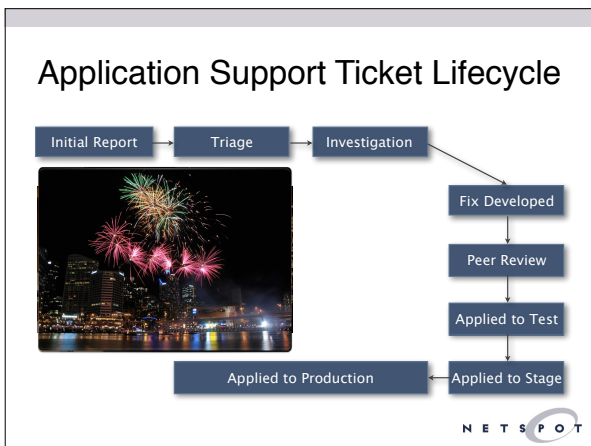## Application Support Ticket Lifecycle

- Keep the client informed
- Remain professional
  - Work on tickets in priority order
  - Be prepared for the unexpected
  - Respect your colleagues
- Work with processes, not against them

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Working as a Software Engineer

- Tools I use on a daily basis
- Lessons learned

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The Tools I Use

- Command Line Apps
  - ssh
  - vim
  - git
  - grep
  - psql
  - phpunit
  - Behat
- GUI Apps
  - Web Browsers
  - Email / Adium / Yammer
  - Timesheet / Harvest
  - Blackboard Collaborate

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Lessons Learned

- It's not just about the code
- You will work with people more than with technology

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