

Improve Stability of the Online Learning System

In such an unprecedented difficult time of COVID-19, remote learning became the new normal for schools. The performance of the online learning system is the key to success of lecture delivery.

Therefore, I, as an IT engineer of the university, would suggest improving the stability of our online learning platform as the paramount objective, as it is critical for smooth and fluent teaching activities.

To meet that goal, here are two key results to achieve:

1. Reduce disruption of system instability to no more than 5% during classes.
2. Improve the network infrastructure to enhance the availability of the online system to 95% of a week.

I believe the OKR is able to drive our IT team to work towards a better learning and teaching experience for the students and faculty.