



I50=Idea. Information. Insight. Implementation. Intervention. Outcome.

i50 consulting

Policies and Procedures

MEDIA/TECHNOLOGY PROCESS

Purpose

Purpose of this policy is to ensure that supported technology equipment used is maintained and updated.

Responsibilities

Moodle Hosting Site

Procedures

1. The LMS site used by participants is hosted by Classroom Revolution and they ensure that the site is maintained and updated regularly. 24/7 technical support is provided at <http://support.classroomrevolution.com> to address outages, errors, or performance issues with unlimited named user accounts and guaranteed 24-hour response time.
2. Automatic installation of Moodle software patches to address any security-related concerns.
3. Any minor software updates are provided and updated by placing a ticket with Classroom Revolution at the following site: <https://support.classroomrevolution.com/>.
4. The hosting policy can be found at this site and a link is also referenced on our website i5oconsutling.com under Certification -> Policies and Procedures: <https://classroomrevolution.com/moodlehostingpolicies.php>.