Big Brain Course Agreement

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Purpose of Document
Describe the process and requirements for departments (herein referred to as ‘Course Owner’) to submit a web-based course for review and evaluation for hosting within the Big Brain web-based administration and reporting system. The objective is to ensure that the education module is compatible with Big Brain and that it will integrate with the system in a way that will enable requesting departments and their audience to get the most benefit from the system.

Brief Description of Big Brain
Big Brain is a web-based course administration and reporting system. It is the learning management system behind the course. Big Brain receives feeds from both the Student (Banner) and Employee HR (Oracle) databases and is linked in most cases by the users’ Active Directory login ID, OHSU email address, and/or student UID number. This provides an authoritative and comprehensive list of active employees and students for reporting and compliance purposes. The system and its hosted courses can also be accessed by non-OHSU affiliates and is available from any computer, both inside and outside of OHSU’s firewall, with access to the Internet. Big Brain is administered by the OHSU Integrity Office (OIO).

Process for Deploying Your Course in the Big Brain System
1. Complete the Big Brain Course Request Form (at the end of this document) and submit it to oioeduc@ohsu.edu attention, Nikki Bishop.
   a. Submission of this form authorizes OIO to bill the department for associated costs as described in this document.
2. Obtain Big Brain Executive Committee approval.
3. Course administrator training conducted by OIO.
4. Course owner or administrator provides Integrity Office with your course deployment timeline at least 2 weeks prior to expected deployment date on production.
5. Integrity Office determines the folder name for course.
   a. Integrity office will communicates name to course administrator.
6. Course delivered to OIO using appropriate naming configuration.
7. Course loaded into the Big Brain staging environment
8. Course evaluated for compatibility with the Big Brain system by Integrity Office.
   a. Courses built must meet Big Brain compatibility requirements as identified in this document.
   i. All costs are the responsibility of the department owning the course.
   b. Department owners of incompatible courses will be notified of necessary edits to enable course to conform to Big Brain standards.
9. Initial testing by course owner/administrator
   a. Successful initial testing meets these requirements

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i. Minimum of 10 testers
ii. Each possible path of the course should be tested
iii. All browsers tested with each possible combination of the course (for those courses with multiple paths)
   1. Internet Explorer
   2. Safari
   3. Firefox
iv. Bookmarking confirmed
   1. Must follow same bookmarking procedures as other Big Brain courses

10. Big Brain system administrator will perform a final test on staging to confirm function
11. Please allow 2 business days for moving course files to staging or production.
12. If course is using Big Brain testing feature, please allow for 3 business days
13. Funds for OIO administration fees received by OIO.
14. Big Brain System Administrator loads the course into the Big Brain production system and course owner tests and verifies that course is operating properly.

Course Compatibility Requirements
1. Level I SCORM v1.2 or AICC CMI001 v4.0 compliant
2. Course title and description set within SCORM manifest file
3. Course navigation and layout should be similar to existing Big Brain courses to minimize impact to OHSU learners
4. Course uses SCORM bookmarking.
5. Course developed evaluated and confirmed as able to properly integrate with Big Brain by ITG.
6. Course thoroughly tested in staging environment as outlined in the Process for deploying your Course section above.
7. Vendors (or course administer if course developed in-house) will deliver entire course in a file named after that folder (determined by Integrity Office) and appended with the date: folder_name-YYYYMMDD.zip
   a. If multiple updates occur on the same day then the file will be appended with the number of that day’s revision: folder_name-YYYYMMDD-2.zip
   b. The file will contain the entire course – even if only one file changed in the update. No exceptions.
   c. This will be for each update to the course.

8. If your course does not meet these requirements (or is not yet developed), please contact the Integrity Office for options.

Learner Hardware & Software Requirements

1. Hardware
   a. Computer: IBM-compatible PC and Apple Macintosh
   b. Processor: Pentium or compatible, 300MHz or better
   c. Memory: Minimum 128MB RAM
   d. Display: Monitor & video card supporting 800x600 resolution & 16-bit color
   e. Peripherals: Keyboard, Mouse, Audio Card, Headphones (or speakers) and Network Interface Card or 56K or broadband modem
   f. Network: LAN/Ethernet 10/100 connection to the OHSU network (intranet). Broadband or dial-up access to the Internet for remote access.
   g. Note: The program may run adequately on other systems with lower specifications, but these are the minimum requirements against which the program will be designed and tested.

2. Software
   a. Web browser: Microsoft Internet Explorer 8.0 or Mozilla Firefox for Windows, Safari (2.2 or above) for Macintosh
   b. Browser plug-in: Macromedia Flash Player 6 or higher
   c. Windows system users on the OHSU network already have the Flash 6 (or higher version) Player/plug-in for MS Internet Explorer installed.
   d. Note: The program may run adequately on other operating systems and web browsers, but these are the minimum requirements against which the program will be designed and tested.

Course Considerations

1. Big Brain course reporting functionality is standard for all courses within the system.
   a. Deviations from standard reporting requiring modifications to the Big Brain system must be approved by the Big Brain System Administrator and Big Brain ITG Project Lead.
   b. Costs incurred to enhance the standard reporting functionality of Big Brain will be at the expense of the course owner.
   c. OIO may enhance Big Brain system functionality at any time and will ensure that all existing functionality will continue to operate properly. All existing functional components will not be impaired or cease to function as a result of enhancements being added to the Big Brain system.

2. Course and course content must conform to OHSU visual guidelines policies and procedures. Please contact Strategic Communications for assistance in this area.

3. Nature and accuracy of course content, length of course, and appropriateness of course materials is the sole responsibility of the Course Owner.

4. Historical course records may be imported into the Big Brain system, but this may require additional development by ITG.
   a. Any costs incurred will be at the expense of the department owning the course.

Responsibilities of Course Owner

1. Course Administration
   a. Designate Primary and Secondary Course Administrators
   b. Trained on system functionality by OIO
c. Maintain course content, including keeping course content current (e.g., links working)
d. Conduct a pilot test of course on Big Brain staging server as specified in this document
e. Edit learner course records
f. Respond to inquiries regarding learner course records, report requests, etc.

2. Provide funds for initial and ongoing costs and fees as outlined in this document.
   a. See Big Brain Fee Structure in this document for more information

3. Communication
   a. Initiate and maintain communication with target audience(s), including scheduling and administration of
course testing, announcement of course availability, course content, course requirements, and course
   functionality.

4. Course Retention
   a. It is the responsibility of the course owner/course administrator to request and retain any copies
      i. The Integrity Office recommends requiring the vendor to provide a CD of all course files (including
         FLAs) as part of final delivery.

5. Help
   a. Establish (and advertise) method to answer all requests for Help with the course.
      i. Typically the Course Administrators manage this responsibility
      ii. Method will include an OHSU email address and phone number.
   b. OIO and ITG are not responsible for inquiries regarding course content, course functionality, etc.
      i. OIO will forward any email requests that are erroneously sent to the oioeduc@ohsu.edu email
         account to the course contact email.
      ii. Help Desk will only handle calls regarding Big Brain login/system access. All other calls will be
         forwarded to the course administrators.

6. Subsequent course content changes will require additional work from OIO and ITG. Please allow at least 10 business
days for minor updates.
   a. Costs incurred will be at the expense of the department owning the course
   b. Significant changes to course functionality may require evaluation for system compatibility
   c. Ongoing course changes must be scheduled on a quarterly basis.
      i. Course changes needed more frequently will be added to a Course Update Queue and be
         implemented as ITG resources become available.

Big Brain System Administrator (and Designee) Responsibilities
1. Big Brain Executive Committee will review and approve (if appropriate) courses for inclusion in the Big Brain System
   a. Review and approve requested and actual deployment date and deployment plan
   b. Review and approve evaluation of course and compatibility with Big Brain
   c. Review any requests for enhancements to Big Brain

2. Administration and facilitation
   a. OIO personnel will perform course import and setup in Big Brain
   b. Perform regular course updates resulting in course import and setup in Big Brain
   c. Facilitation including request review, instructions, hosting and publishing FAQ’s or other web information,
      coordination with ITG, communication with department, and overall customer service to department
   d. Coordination of billing (OIO Department Administrative Manager)

3. Coordinate the billing process for ITG to evaluate a course. OIO will charge the department.

ITG Project Lead Responsibilities
Given adequate notification (detailed description of assistance/resources required) and appropriate lead time (generally at
least 10 business days), the ITG Big Brain Project Lead will ensure that all appropriate ITG resources are available in a timely
manner to assist with the course compatibility evaluation and integration of the course within the Big Brain development
and production environments. ITG will also assist with general system maintenance and troubleshooting (as required) to
ensure that the Big Brain training system continues to operate as designed. Please note that ITG will not be responsible for
the proper operation of individual course modules. The course owner must provide resources for this type of troubleshooting and issue resolution.

**Big Brain Executive Committee Responsibilities**
The Big Brain Executive Committee meets quarterly to guide the overall direction of the Big Brain system. The committee makes decisions pertaining to high-level functionality of the system and sets the direction of future enhancements.

**Big Brain Fee Structure**
1. **Hosting Fee**
   a. **Setup Fee** - $1512
      i. Course compatibility evaluation
      ii. Course import and setup
      iii. Facilitation included request review, instructions, hosting and publishing FAQ’s or other web information, coordination with ITG, communication with department and overall customer service to department
      iv. Coordination of billing
      v. Course Administrator Training
      vi. Review of course during alpha/beta test
         1. Cost includes 2 imports to staging and 1 import to production, additional imports will be billed under Ad-hoc fee structure
      vii. Deployment customer services (up to 1000 users)
   b. **Extra Features**
      i. Selective Requirement / Exemption - $284
      ii. Global Requirement – $95
      iii. Overdue Notifications – $284
      iv. Expiration – $189
      v. Pre/Post Tests – $473
      vi. 1001 – 5000 Users – $473
      vii. 5001 or more Users – $945
   c. **Ad-hoc Fees**
      i. Other services requested of OIO Staff time such as project leadership, liaison with content or course developers, and assistance with content review will be billed at an hourly rate of $90.
2. **Annual Maintenance Fee**
   a. **Basic Maintenance Fee** - $945
      i. Included
         1. 1 update to course (course import and setup on Staging and Production)
         2. Review of updated course at alpha and beta test
            a. Cost includes 2 imports to staging and 1 import to production, additional imports will be billed under Ad-hoc fee structure
         3. Refresher course administrator training (any new course administrators need this)
         4. The Basic fee for annual maintenance is also applied to system maintenance and improvements including; system upgrades, hardware improvements, account maintenance and reconciliation, adjustments to changing IT infrastructure, new functionality, and repairs.
   b. The base annual maintenance fee is $900; however depending on the course the maintenance fee may be slightly higher.
      i. **Customer Service**
         1. Course Expires, less than 1,000 users – $95
         2. Course Expires, 1,001 – 5,000 users – $473
         3. Course Expires, more than 5000 users – $945
      ii. **Notifications** – $473
      iii. Pre/Post Tests – $567
a. Ad-hoc Fees
   iv. Departments requesting in excess of maximum time will be charged the hourly rate of $90 per hour.
   v. Other services requested of OIO Staff time such as project leadership, liaison with content or course developers, and assistance with content review will be billed at an hourly rate of $90.
   • Note: The Big Brain fee structure will be reassessed annually and is subject to change.

Big Brain Course Agreement

Submitting this form indicates a request for a course to be included in the Big Brain course delivery and tracking system. Submission of this form authorizes OIO to bill the department for associated costs as described in the Big Brain Course Agreement document. Please email completed forms to oioeduc@ohsu.edu, attention: Nikki Bishop.

Contact Information

Name: ___________________________  Department: ___________________________
Phone: ___________________________  Email: ___________________________

Course Information

Course Title (as it should appear in Big Brain catalog): ___________________________
Course Description (as it should appear in Big Brain catalog): ___________________________

Required Course? __________ Yes  _______ No  If Yes, who is required to complete the course?

Note: Courses required of all OHSU students and employees must have the approval of Dr. Joe Robertson. Please include a written confirmation of approval.

Course Details

Course Owner (individual with decision-making ability for course) ___________________________

Primary Course Administrator: Name: ___________________________
Title / Department: ___________________________
Email / Phone: ___________________________

Secondary Course Administrator: Name: ___________________________
Title / Department: ___________________________
Email / Phone: ___________________________

Course Contact Info: OHSU email address: ___________________________
       OHSU phone number: ___________________________

Is the course _________ AICC or SCORM compliant?
Course status: Developed, In progress, Not developed
If developed or in progress:

Developer/vendor name: 
Expected completion date: 
Expected deployment date: 

Frequency of course content updates: Monthly Quarterly Yearly

Describe learner activities that are required to complete course:

Fee Table - Please check all that apply

Initial Hosting Fee
- Basic Fee $1512
- Selective Requirement (subset of University) $284
- Global Requirement (entire University) $95
- Overdue notifications $284
- Course expires $189
- Pre/Post Tests $473
- 1,001 to 5,000 users $473
- More than 5,000 users $945

Annual Maintenance Fee
- Basic Fee $945
- Course expires – less than 1,000 users $95
- Course expires – 1,001 – 5,000 users $473
- Course expires – more than 5,000 users $945
- Notifications $473
- Pre/Post Test $567

Total $ __________

Authorization
Please provide the following information to give your consent to the evaluation, administration, and facilitation costs:

Department Account String: ________________________________

Fiscal Authority Name: ________________________________

FAID: __________________________________________________________________________

Billing Contact: ________________________________