

# WolfWare Standard Operating Practices/Procedures (SOPs) North Carolina State University

## Creating WolfWare SOPs, [SOP.WW-WolfWare.001](#)

Authority: Vice Provost for Distance Education and Learning Technologies (DELTA)

History: First Issued February 11, 2010

Revised: August 15, 2017

Additional References:

[Procedure for Formatting, Adopting, and Publishing Policies, Regulations, and Rules \(PRR Protocol\) REG 01.25.5](#)

wolfware.ncsu.edu

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### 1. Introduction

Learning Management System (LMS) and Content Capture (CC) SOPs will be created as needed to clarify and document agreed upon practices at NC State related to DELTA's enterprise Learning Technology (LT) Tools collectively referred to as WolfWare.

### 2. Philosophy

We view our SOPs as working drafts that, even when adopted, may be reviewed and revised in light of new developments and understandings in working with WolfWare, our collection of web-based LT tools.

### 3. Procedure

As the representative groups for DELTA LT enterprise services, the LMS Steering Committee, Content Capture Steering Committee, and the DELTA WolfWare Strategy Team will be responsible for recommending SOPs to the Vice Provost for Distance Education and Learning Technologies for issuance. SOPs may be suggested to the LMS or Content Capture Steering Committee by emailing the chairs ([wolfware\\_governance@lists.ncsu.edu](mailto:wolfware_governance@lists.ncsu.edu)). The various WolfWare committees that work with the Steering Committees (specifically, Technical Concerns, Customer Needs & Policy, and Best Practices and Support) will be part of the creation and review process for SOPs ultimately reviewed and recommended by the Steering Committees.

SOPs may be revised in light of new developments and understandings in working with any of NC State LT systems. All SOPs will be reviewed at least every three years and

recertified or updated if needed by the appropriate Steering Committee. The date of updates or reviews will be noted in the History section. Minor administrative edits may be requested by notifying the Steering Committee chairs without a required full review of the SOP (for example, a change in a URL).

#### 4. Naming

SOPs will use the following naming scheme:

*SOP + WW-(product) + Unique Number of SOP (start at 001)*

e.g.

SOP.WW-WolfWare.001 (this SOP) would be the first SOP related to all DELTA enterprise LT systems

SOP.WW-Moodle.00X would be the format for an SOP only applicable to Moodle

SOP.WW--SLMS.00X would be the format for an SOP only applicable to the synchronous LMS (currently Blackboard Collaborate)

SOP.WW-Mediasite.00X would be the format for an SOP only applicable to Mediasite

As additional tools are added to the LT collection, their names can be put into the naming scheme.

5. The official website for the publication of LT SOPs will be WolfWare's SOP website, <http://wolfware.ncsu.edu/sops>.