

# SKILLSET

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Migration, support, maintenance, and hosting of a Moodle LMS.

Delivered for LEWISHAM AND GREENWICH NHS TRUST

## AT A GLANCE

- Migration of a Moodle site
- Support ticket widget
- AWS Cloudwatch monitoring tools



## THE CLIENT

Lewisham and Greenwich NHS Trust (LGT) is a community-focused provider of local and acute care. It delivers high-quality services to over one million people living across the London boroughs of Lewisham, Greenwich, and Bexley.

The LGT Clinical Academy is the Trust's learning platform. The platform provides LGT staff with bespoke, high-quality, peer-reviewed teaching from clinical experts.

The academy runs a variety of university accredited courses including 'Fundamentals of Surgical Nursing', 'Introduction to Respiratory', 'Colorectal Nursing', and 'Introduction to Critical Care'.

## THE CHALLENGE

LGT contacted SkillSet looking for support for their LGT Clinical Academy platform. The platform was using an outdated version of Moodle, and the existing hosting provider couldn't upgrade it.

The platform was also using a theme that was not working as well as it should. For example, LGT's custom certificates weren't working properly with this theme.

LGT considered taking support from SkillSet whilst continuing with the existing hosting provider, as well as SkillSet providing hosting and support.

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## OUR APPROACH

After an initial consultation, LGT decided they wanted SkillSet to take over the hosting of the LGT Clinical Academy site.

SkillSet starts all projects with an inception meeting. This clarifies ways of working, roles and responsibilities, reporting processes and deliverables.

We assigned Jemma Greener as account manager for LGT. Jemma is the operations director of SkillSet.

SkillSet engaged with the existing project team and hosting providers to create a project plan for migration. Our team created a back-up of the existing site and used this to create a staging site on SkillSet's infrastructure.

We updated the staging site to Moodle 4.1, fixed known bugs and implemented theme changes.

LGT carried out the user acceptance testing and signed off the new site. We then set the new site live in SkillSet's infrastructure with minimal disruption and closed the old site.

The new Moodle site includes a widget to allow end users to create support tickets directly from the site. The widget is visible on all pages. The LGT project team can also view and update all tickets raised through the system. SkillSet uses Freshdesk to manage these support tickets.

The new platform is hosted in an Amazon Web Services (AWS) data centre in the UK. SkillSet is proud to be a Consulting Partner with AWS. We provide our customers with guidance on security, resilience, performance, and back up, ensuring that LGT's cloud environment met its requirements exactly.

SkillSet also provide ongoing maintenance and monitoring of the platform. We use the AWS Cloudwatch monitoring tools for all the hosted system components. This alerts us if there are any issues with running services, memory/CPU/disk usage or errors encountered on the servers.

## THE RESULTS

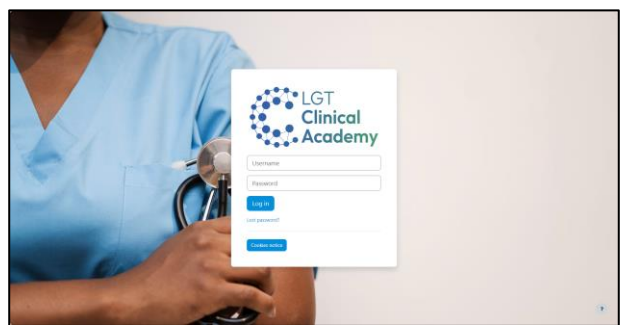
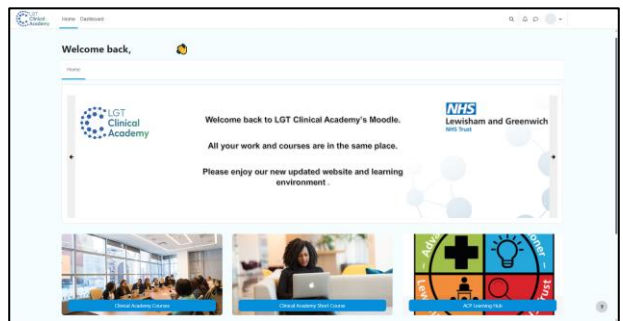
LGT now have a fully functioning site that meets all of its academy's needs. The site continues to be hosted, supported and regularly updated by SkillSet.

In our 2024 customer satisfaction survey LGT gave SkillSet a score of 10 out of 10 for overall satisfaction and said they were very likely to recommend us to a friend or colleague.

## OUR CLIENT'S FEEDBACK

*"Great service has been provided, and we look forward to continuing to working together."*

**Rory Van Niekerk, Clinical Educator (Clinical Academy)**



## ABOUT SKILLSET

SkillSet has been designing, developing and delivering training programmes since 1992. We work closely with our clients to make sure we understand their needs and deliver the most effective solution. We work hard to develop long-lasting partnerships - that's why we have clients that we've worked with for more than 25 years.

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