

UNIVERSITEIT TWENTE.

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To the Executive Board

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datum	18 September 2019	e-mail	g.w.m.oldeengberink@utwente.nl
bijlage(n)			
cc.			
onderwerp	Question on software services		

Dear Executive Board,

The University of Twente is quickly making steps towards a more digital and integrated way of working for both students and employees. This allows everyone to access documents whenever and wherever they are. Unfortunately this digitalization has a downside and presents additional risks, systems are not always trustworthy and can unexpectedly crash resulting in downtime.

This has happened at the end of June 2019, during the exam week. One of the results of this was a digital exam being cancelled, due to there not being a proper alternative, after students had been waiting to start their exam for an hour.

What steps is the Executive Board going to take to prevent (educational) problems and risks of the digital teaching environment. What are the measures taken to minimize downtime of the software services at the University of Twente and to be able to remedy these as quickly and efficiently as possible?

Besides technical problems, there are other reasons why an exam could not be continued, for example emergencies or a trial evacuation. Are there policies or standard procedures in place in case an exam is cancelled or moved due to (unforeseen) circumstances?

The University Council would like to hear your answers to the questions above during the upcoming plenary meeting on 25 September, 2019.

*Kind regards,
on behalf of the University Council,*

*dr ir H. Wormeester,
Chairman*

