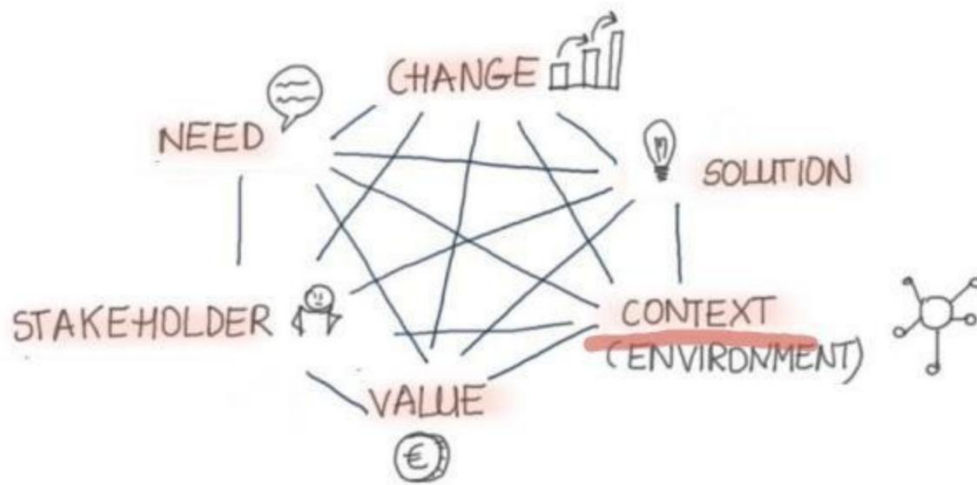


Business Analysis

Context



What is context?

In Business Analysis, the context (or environment) includes all internal and external factors, conditions, and influences that surround and impact the organization, its needs, and the possible solution. It represents the ecosystem where change will be introduced and must function.

Understanding the context is essential because it defines the limitations, opportunities, and risks that a solution must address to succeed. It covers aspects such as organizational culture, current infrastructure, available technologies, competitive dynamics, and legal or regulatory conditions.

Contextual Factors for the Moodle Modernization

The proposed solution to improve the Moodle platform operates within a multifaceted and dynamic environment. Understanding these contextual factors is essential to designing a solution that is realistic, sustainable, and impactful.

1. Operational Context

The current Moodle system faces several operational inefficiencies: slow performance during peak usage (e.g., before assignment deadlines), inconsistent course structures, and limited support for mobile access. These issues hinder scalability and frustrate users, especially during high-demand academic periods.

2. Regulatory Context

Moodle must comply with institutional policies and national regulations related to data privacy, digital accessibility, and academic integrity. Any changes must align with standards set by educational authorities and IT governance frameworks to ensure legal and ethical use of student data.

3. Social & Cultural Context

Students and faculty increasingly expect intuitive, responsive, and visually appealing digital platforms. There is growing demand for multilingual support (especially Russian), inclusive design, and equitable access across departments. Perceived disparities in Moodle usage and quality between faculties affect user trust and institutional reputation.

4. Technological Context

The current platform lacks integration with modern tools such as messaging apps, cloud storage, and calendar systems. Adoption of new features must consider varying levels of digital literacy among users. Compatibility with mobile devices and accessibility tools is also critical for broader engagement.

5. Economic Context

Budget limitations and oversight by university administration require the solution to demonstrate clear value. Improvements must be cost-effective, scalable, and deliver measurable returns—such as increased student satisfaction, reduced support costs, and better academic outcomes—while keeping the platform affordable for all users.