

# MyLearningFactory Plugins Support Policy

## Public version support limits

MyLearningFactory plugins are developed for years for a big set of operational projects in France. We have developed more than 100 plugins and maintain and follow other 30/40 plugins.

MyLearningFactory development initiative publishes through approved distributors the plugins, raising all possible efforts to reach the state of the art industry level practices to give the most compliant level to the Moodle community.

MyLearningFactory provides code/feature level support to approved Moodle partners and integration IT partners, and a few direct customers who drives the innovation process with us.

MyLearningFactory experts do NOT provide any kind of direct support on plugins, but :

1. Registers issues and feature changes requests in the road map when they are assignable to the road map we have on plugins. This is commonly the case when:
  1. Changes are small and easy to integrate and test.
  2. Changes do add a real generic value to the plugin.
  3. Changes affect a key usage, related to the plugin central goal.
  4. Changes do not address any competitive or strategical value.
  5. Requirer can assume own testing and validation and participate to the quality review.
2. Process issue resolution on community published versions with no delay guarantee
3. Process quick issue resolution on trivial, central feature diseases or regressions, that impeach basic exploitation of the plugin (cleanness obligation)

In other cases, distributors can provide professional support to push plugin issues resolution delays, or evolution requests.

## Pro version releases

MyLearningFactory development group may propose a dual release on some plugins. the community release is published according to the precedent support.

The Pro version may add not publicly published code portions, that will available on protected repositories only. These code extensions usually address:

1. Plugin productivity (enhanced controls, reports)
2. Plugin performance (high load, large scale)
3. Plugin feature completion (implementing all missing formats, feature alternatives)
4. Plugin flexibility and adaptability (more settings)
5. Plugin integrability (web services, integration connectors, interoperability additions).

The Pro version is bound to a maintenance contract that will feed continuous efforts to get the plugin maintained up to date, and adapted to a professional use. Maintenance contract offers to subscribers:

- Key priority processing on evolution, feature addition suggestion.
- Priority score impact on issue resolution schedule and arbitration.

- Exclusive announcements and “work in progress” follow up.
- Assistance to deploy, configure and use.

## Aggreed (registered) distributors

- [ActiveProLearn SAS \(Montpellier\)](#) (distribution partners authority)
- [Edunao SAS \(Moodle Partner - Paris\)](#)

## Distribution agreement

We can deliver distribution agreements for plugins that will relay end product owners requests and active support policy delivery from our experts. Moodle Partners will have territorial priority to register.

Please contact [admin@activeprolearn.com](mailto:admin@activeprolearn.com) or [admin@mylearningfactory.com](mailto:admin@mylearningfactory.com).

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Last update: **2024/04/04 15:50**

