

Open Badge Network Name of Output

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Use Case Title		Centralised management and distributed issuance of badges to avoiding badge inflation and fragmentation of badges systems					
Date Created:		24.3.2016					
Earner		Issuer	X	Audience		Displayer	
Other (please specify)							

Criteria:	The use case described here is generic. Criteria defined by users implementing the badging strategy are described here.
Context:	Badges are often issued after an earner has completed some task. Such a task can be for example completion of a course or achievement of some work. Getting a badge after the completion of some formal task works well, when earners are identified members of the organisation, which issues the badges (for example students or employees). But it doesn't work, when there is a need to recognize prior learning of potential job applicants or students.
Users:	<p>This use case's primary actors are organisations, which create and issue badges. These organisations can be companies, associations, schools, universities and public sector organisations. They have in common the fact that they care for their brand and reputation.</p> <p>Secondary actors are developers, companies and communities that develop different software and services for the primary actors. Such software programs can be learning platforms, HR and CRM-systems, badging platforms and all other kind of systems that primary actors use with their target groups (staff, students, members, customers, etc.) and need to use to issue badges.</p>
Description:	This use case demonstrates how an issuer organisation can



	manage a quality and consistent badge system in one place and issue its badges in several systems.
User goal / value:	Badges issuers want to issue badges to their target groups for different purposes, but they want to make sure that issuing badges to their earners will not affect their brand and reputation. To ensure the high quality and consistency of their badge systems, organisations need to be able to manage, who is authorised to create their badges and who is able to issue them. They need to issue badges from different systems, but at the same time they have to avoid the duplication of their badges in several systems, because it will lead to the fragmentation of their badge system and make impossible to build a consistent and sustainable badge system that will build their reputation over time. There is a need for a centralised management and a distributed issuance of badges.
Environment/platform:	This use case requires that developer communities and software companies put serious effort on developing Open Badges platforms that: <ul style="list-style-type: none"> - Provide open APIs for plugins - Provide roles and extended reporting features - Fully align with the OBI standard and other open standards
Usage scenarios:	<p>The Open Badges standard has become popular and there are several Open Badges platforms on the market. After some benchmarking an organisation chooses a platform, installs it in one of its servers or uses it as a cloud service. Then the organisation's management team sets up an Open Badge strategy and starts to implement it. Designer and issuer accounts are created in the Open Badges platform. Designers are users authorised to design and create and eventually issue badges. Issuers can only issue badges created by designers they can't edit or delete.</p> <p>The organisation uses several systems, such as a Learning management system, a HR-system and a CRM. It has the need to issue at least some of its badges from all these systems. The organisation's system administrator installs the badge issuing plugins provided by the Open Badges platform provider. Plugins are available only for popular systems, and in this case one is missing for the HR-system the organisation is using. However, the</p>



	<p>platform chosen by the organisation is built on an open API, so the organisation's developer or the provider of the HR-system will have the possibility to develop the plugin needed.</p> <p>The organisation can issue hundreds of badges from several systems, but with the Open Badges platform's reporting system the organisation management will be able to get a whole picture of its badge issuing activities from one place. The reports will display information on how many badges have been issued and received by earners and how many badges customers have opened. With reports from the Open Badge platform the organisation has the possibility to evaluate the impact of its badges to its target groups.</p> <p>The organisation has decided to replace its current Learning Management System by a new one. However, deleting the old LMS, will not affect the badges already issued, because all badges issued with plugins are hosted by the open badge platform. Therefore, earners don't lose the badges they received after completing their online courses!</p> <p>The organisation has found a more versatile and user-friendly Open Badges platform on the market and wants to move from the old service to the new one. The user, who has an administrator passport in the old platform, can export all its organisation's badges from the system and import them in the new one. All reports can be exported in CSV -files.</p>
Frameworks:	In this case the Open Badge Infrastructure developed by the BadgeAlliance should be the framework used to design platform with standard Open API.
Evidence:	This use case is generic referring to information required by organisation issuing badges to evidence achievement.
Quality:	Every Open Badges issuing platform should align with the OBI standard.
Notes and Issues:	(Note DUO / O6) A nice and very important use case from the perspective of EU-tools. But Open Badge issuing systems should also be able to use more than one Open Badge Platform? Example: a VET-school, using its own defined badges from one platform like OBF, and "ECVET" badges from some EU-hosted platform



(Note Discendum / 03.2016)

As long as open badges issuing platforms are not exchanging data based on an open API recognised by all vendors, an badges issuing organisation will have to choose a platform to avoid fragmentation of its badge system. Notice that we are speaking here about open badges ISSUING platforms and not about badges repositories such as Mozilla Backpack or Open Badge Passport, which are badges issuing platform independent.