

First edition  
2017-08

Corrected version  
2017-10

---

---

**Information technology for learning,  
education and training — Learning  
analytics interoperability —**

**Part 2:  
System requirements**

*Technologies de l'information — Éducation, formation  
et apprentissage — Interopérabilité de l'analytique de  
l'apprentissage —*

*Partie 2: Exigences relatives au système*

get full document from [standards.iteh.ai](https://standards.iteh.ai)



Reference number  
ISO/IEC TR 20748-2:2017(E)

© ISO/IEC 2017

# Sample Document

get full document from [standards.iteh.ai](https://standards.iteh.ai)



## **COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
Ch. de Blandonnet 8 • CP 401  
CH-1214 Vernier, Geneva, Switzerland  
Tel. +41 22 749 01 11  
Fax +41 22 749 09 47  
[copyright@iso.org](mailto:copyright@iso.org)  
[www.iso.org](http://www.iso.org)

# Contents

Page

|                                             |           |
|---------------------------------------------|-----------|
| <b>Foreword</b> .....                       | <b>iv</b> |
| <b>Introduction</b> .....                   | <b>v</b>  |
| <b>1 Scope</b> .....                        | <b>1</b>  |
| <b>2 Normative references</b> .....         | <b>1</b>  |
| <b>3 Terms and definitions</b> .....        | <b>1</b>  |
| <b>4 Abbreviated terms</b> .....            | <b>3</b>  |
| <b>5 Issues and concerns</b> .....          | <b>3</b>  |
| 5.1 General.....                            | 3         |
| 5.2 Accessibility.....                      | 4         |
| 5.3 Interoperability.....                   | 4         |
| 5.4 Privacy.....                            | 5         |
| 5.5 Identity federation.....                | 5         |
| 5.6 Data life cycle.....                    | 5         |
| <b>6 System requirements</b> .....          | <b>5</b>  |
| 6.1 General.....                            | 5         |
| 6.2 Privacy policy.....                     | 6         |
| 6.3 Data protection.....                    | 7         |
| 6.4 Learning and teaching activity.....     | 8         |
| 6.5 Data collection.....                    | 8         |
| 6.5.1 General.....                          | 8         |
| 6.5.2 Accessibility.....                    | 8         |
| 6.5.3 Aggregation/integration of data.....  | 8         |
| 6.5.4 Data interoperability.....            | 9         |
| 6.5.5 Data flow and exchange.....           | 9         |
| 6.6 Data processing and storing.....        | 9         |
| 6.6.1 General.....                          | 9         |
| 6.6.2 Data storing.....                     | 9         |
| 6.6.3 Data translating/filtering.....       | 10        |
| 6.7 Analysing.....                          | 10        |
| 6.7.1 General.....                          | 10        |
| 6.7.2 Privacy.....                          | 10        |
| 6.7.3 Analysis interface.....               | 10        |
| 6.7.4 Scalability for data input.....       | 10        |
| 6.8 Visualization.....                      | 11        |
| 6.8.1 General.....                          | 11        |
| 6.8.2 Accessibility.....                    | 11        |
| 6.8.3 Privacy.....                          | 11        |
| 6.8.4 Data interface.....                   | 11        |
| 6.9 Feedback actions.....                   | 11        |
| 6.9.1 General.....                          | 11        |
| 6.9.2 Analysis query interface.....         | 12        |
| 6.9.3 Data interpretation and response..... | 12        |
| <b>Bibliography</b> .....                   | <b>13</b> |

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

A list of all parts in the ISO/IEC 20748 series can be found on the ISO website.

This corrected version of ISO/IEC TR 20748-2:2017 incorporates the following corrections:

- headers have been corrected and now read “ISO/IEC TR” instead of “ISO/TR”.

## Introduction

The increasing amount of data being generated from learning environments provides new opportunities to support learning, education and training (LET) in a number of new ways through learning analytics. Learning analytics is a composite concept built around the use of diverse sub-technologies, workflows and practices and applied to a wide range of different purposes. For instance, learning analytics is being used to collect, explore and analyse diverse types and interrelationships of data, such as learner interaction data related to usage of digital resources, teaching and learning activity logs, learning outcomes and structured data about programmes and curriculum and associated competencies.

Learning analytics is an emerging technology addressing a diverse group of stakeholders and covering a wide range of applications. Learning analytics raises new interoperability challenges related to data sharing; privacy, trust and control of data; quality of service, etc. The following issues are identified as general requirements for learning analytics applications:

For the learner:

- tracking learning activities and progression;
- tracking emotion, motivation and learning-readiness;
- early detection of the learner's personal needs and preferences;
- improved feedback from analysing activities and assessments;
- early detection of learner non-performance (mobilizing remediation);
- personalized learning path and/or resources (recommendation).

For the teacher:

- tracking learners/group activities and progression;
- adaptive teacher response to observed learner's needs and behaviour;
- early detection of learner disengagement (mobilizing relevant support actions);
- increasing the range of activities that can be used for assessing performance;
- visualization of learning outcomes and activities for individuals and groups;
- providing evidence to help teachers improve the design of the learning experience and resources.

For the institution:

- tracking class/group activities and results;
- quality assurance monitoring;
- providing evidence to support the design of the learning environment;
- providing evidence to support improved retention strategies;
- support for course planning.

In addition, learning analytics practice can build upon prior work in LET standardization and innovation but there are several factors that require special attention. These factors include:

- requirements arising from the analytical process;
- data items required to drive operational LET systems are not always the same as desired for learning analytics;

- volume, velocity and variety of the data collected for analytics indicate different IT architectures, which imply different interoperability requirements;
- the use of learner data for analytics introduces a range of ethical and other socio-cultural issues beyond those which arise from exchanging data between operational systems.

Therefore, this document gives a conceptual description of the behaviour of components related to learning analytics interoperability. In particular, this document specifies terms as well as proposes a reference model for the learning analytics process and interoperability.

# Sample Document

get full document from [standards.iteh.ai](https://standards.iteh.ai)

# Information technology for learning, education and training — Learning analytics interoperability —

## Part 2: System requirements

### 1 Scope

This document specifies system requirements for learning analytics systems and services. Learning analytics systems and services are assumed to be composed of independent processes and applications having diverse purposes. To improve efficiency for communication and operation between systems and/or services, the system requirements identify each system's role, capability and recommended performance, etc. The system requirements are based on ISO/IEC TR 20748-1 and additional use cases came from the National Bodies and Liaison Organizations (NBLOs).

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

#### 3.1

##### **accessibility**

usability of a product, service, environment or facility by individuals with the widest range of capabilities

Note 1 to entry: Although “accessibility” typically addresses users who have a disability, the concept is not limited to disability issues.

[SOURCE: ISO/IEC 24751-1:2008, 2.2]

#### 3.2

##### **assessment**

means of measuring or evaluating learner understanding or competency

[SOURCE: ISO/IEC TR 20748-1:2016, 3.2]

#### 3.3

##### **curriculum**

standard that refers to learning outcomes aligned to specific topics or units of learning