# Incident plan Digital Assessment

Utrecht University – SO&O - CAT

January 2023

Last change : December 2025

Authors: Mirne van der Cammen, Joey Slijpen and Amber van Geerestein

# Table of content

Introduction ..... 3
Definitions ..... 3
Decision tree ..... 7
Emergencies and (possible) solutions/actions ..... 8
Process flow in the exam room in case of incidents ..... 12

# Introduction

Since 2015, Utrecht University (UU) has been facilitating digital exams for students at Utrecht University and the UMC Utrecht (UMCU).

The web-based program Remindo Toets is used for most of these exams. The exam is accessed via a server of the Remindo Toets supplier in the 'Cloud'. For exams with a WRS designation (Mathematics, Arithmetic, and Statistics), the partially web-based software Numworx has been available since 2020 and will be replaces by Sowiso per august 2026. The logistics surrounding the administration of the exams are handled by various departments within UU: CAT, Functional Management Digital Testing (TLS), HTS Scheduling, ITS Support, FSC, and faculty key users. In addition to Remindo Toets, the Faculty of Medicine and the UMCU also use TestVision Online (TVO) for exams. Any malfunctions with TestVision fall outside the scope of this contingency plan, as the management of that software is the responsibility of the UMCU.

The majority of exams in exam rooms are administered digitally. The contingency plan provides clarity when an emergency occurs in the exam room in combination with the Remindo Toets or Numworx exam program and the fraud prevention software Schoolyear. Exams that are administered at home or in writing fall outside the scope of this contingency plan.

# Definitions

This section provides definitions of aspects of digital testing that are relevant to this plan.

**UU-exam-Chromebook**
A UU Chromebook that allows exams to be taken securely using fraud prevention software and on the secure UU network. Hereinafter referred to as 'Chromebook'.

**Digital Exam**
A digital exam is an exam that is taken entirely by the candidate in an exam program on a Chromebook via the secure UU exam network.

**Application Exam**
An application exam is a skills exam in which, in addition to exam software, an extra application is also used within the secure exam environment. These extra applications include JASP or R, for example. These exams currently require additional (technical) support.

**Digital Exam software**
Several applications are used to administer digital exams. For the vast majority of digital exams, the Remindo Toets program from Paragin is used. This is a fully online program,

both for question development and exam composition as well as for exam administration, exam assessment, and exam analysis.

Numworx is available for exams with a WRS characteristic (Mathematics, Arithmetic, and Statistics). A third exam software that is used is TestVision, which is managed by the UMCU.

**Fraud prevention software**
This is an application on Chromebooks that ensures that exams can be taken securely. Only the exams and allowed websites can be accessed via the internet.

**Server**
The server is the location where the exam data (exam questions and metadata) are stored and with which there is a continuous connection during an exam. For Remindo Toets and Numworx, these are servers outside UU or UMC Utrecht.

**Hardware**
Hardware refers to the equipment necessary to administer an exam, namely Chromebooks, mice, and, if necessary, headphones or an extra monitor.

**Incident**
The circumstances immediately before or during the exam suddenly and unexpectedly develop in such a way that digital testing is impossible for a substantial part of the group or the entire group. The duration of this situation is expected to be such that testing on the agreed date and time is no longer possible. Examples include a general power failure, extreme weather conditions, network failures, or a malfunction in the testing program used.

**Malfunction**
A malfunction is an interruption in the digital testing process that temporarily prevents examinations from taking place. Depending on the duration and extent of the malfunction, the exam may or may not have to be canceled.

# Mandate and responsibilities

Several people are involved in organizing digital exams. Each has their own tasks and responsibilities. The following people are directly involved in administering exams and have responsibilities in the event of an emergency or malfunction.

**Examiner**

The examiner responsible for administering the exam (at GW: the examiner who is the course coordinator for the course component) decides on any changes to the exam administration, such as postponement or termination of the exam. The examiner informs the Examination Board of this as soon as possible. The examiner is also responsible for arranging the necessary invigilators.

**Examination Board**

The Examination Board will decide on any changes to the form of the examination at the request of the examiner mentioned above. If the decision on changing the form of the examination must be made immediately and the Examination Board is not available, the examiner will decide and inform the Examination Board as soon as possible.

**Faculty Key-user**

The key-user is responsible for checking the exam (in terms of functions and settings in Remindo/Numworx), linking the candidates to the exam, and preparing the exam for administration within Remindo or Numworx, so that the exams can be taken on the Chromebooks in secure mode (fraud prevention software).

**Functional administrator Digital Assessment**

The functional administrator is responsible for resolving malfunctions within the relevant applications as quickly as possible and maintaining contact with the examiner and, if necessary, the supplier. This contact is maintained via the e-assistant in most cases.

**E-assistant/E-surveillant**

The e-assistant ensures that the necessary equipment is available at the exam location. This involves setting up the Chromebooks with laptop mice at the exam location and putting them away again after the exam. If necessary and requested, the e-assistant will provide a large monitor and headphones. During the exam, the e-assistant is available to answer software and hardware-related questions from students and the examiner. The e-assistant can also assist the examiner in the event of emergencies and call in the appropriate emergency services.

**Main invigilator/invigilators**

A main invigilator leads the team of invigilators during a major exam. During the exam, the main invigilator is in contact with the examiner and communicates any changes

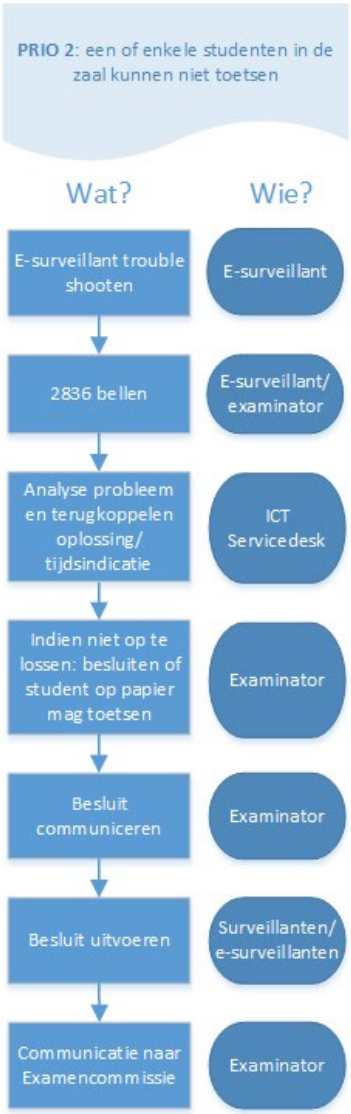
and/or decisions to the invigilators. The main invigilator provides instructions to the invigilators prior to the digital exam.

The invigilators check the identity of the participants on the basis of their ID and the name displayed on the screen. During the exam, they are responsible for ensuring that the exam proceeds in an orderly manner and for preventing fraud. They give the signal for the start of the exam and also the signal for the end of the exam in their room.

**ICT Servicedesk**
The ICT Service Desk is responsible for answering the phone when calls are made to the priority number. They assess the reported problem and call in the appropriate party to resolve it, such as the Network ITS department or Functional Management Digital Testing. The ICT Service Desk is available on weekdays from 7:15 a.m. to 9:30 p.m.

# Decision tree

If a malfunction or emergency occurs during a digital exam on Chromebooks in a physical exam room at Utrecht University, the following decision-making process will be followed (only in Dutch).



# Emergencies and (possible) solutions/actions

If a malfunction or emergency occurs during an exam, there are various possible solutions or alternatives. Every incident is different, and the definitive solution may differ from the solution proposed in this table. The person responsible for the exam will decide on this.

| Incident/malfunction | Consequence | Who takes action? | Who decides? | Solution/ Alternative |
|---|---|---|---|---|
| • **Wi-Fi disruption**<br>• **Power outage (may lead to Wi-Fi disruption)**<br><br>This means that for multiple students/exams, there is a Wi-Fi disruption that cannot be resolved within 20 minutes of being reported to the IT Service Desk. | Digital exams are not possible at this location. | E-assistant contacts the ICT Service Desk via the emergency telephone number 030-253 **2836**, which informs the Network department, and after receiving feedback, e-assistant informs the examiner. | The examiner decides and informs invigilators and candidates whether or not the exam will go ahead. | 1. The exam is suitable for a paper-based exam in terms of question types: Copy the exam (if possible in the event of a network failure) and switch to paper-based exam.<br><br>If possible, the examiner should have a printed version of the exam at the start of the exam.<br><br>2. The exam is not suitable for a paper-based exam in terms of question types: Students will be offered a digital resit at the earliest opportunity after the original exam date.<br><br>NB: In the event of a network failure, where answers have already been entered, the Chromebooks must remain open and switched on so that as soon as the network is available again, a connection can be re-established with the server and the answers can still be sent and processed in the exam software. |

| Incident/malfunction | Consequence | Who takes action? | Who decides? | Solution/ Alternative |
|---|---|---|---|---|
| **Malfunction Remindo/Numworx**<br>There is a malfunction in the exam software Remindo or Numworx. | Digital exams are not possible for all planned exams in the exam software. | The e-assistant contacts the ICT Service Desk via the emergency telephone number. The Service Desk contacts FB Digital Assessment, they will resolve the malfunction, with the help of the supplier Paragin if necessary. The e-assistant is the link between the IT parties and the examiner in the room. | The examiner decides and informs invigilators and candidates whether or not the exam will go ahead. | 1. The exam is suitable for a paper-based exam in terms of question types: Copy the exam (if possible in the event of a network failure) and switch to paper-based exam.<br>2. The exam is not suitable for a paper-based exam in terms of question types: Students will be offered a digital resit at the earliest opportunity after the original exam date. |
| **UU-wide cyber attack**<br>This could be, for example, a DDoS attack on the UU network and other infrastructure services. | UU services including Scheduling, exam software, and the UU login screen are unavailable. Digital exams are not possible. | The UU crisis team will manage the entire situation. The chain manager is the point of contact for exam-specific measures and communicates with the relevant parties. | The examiner decides on individual exams within the available options/frameworks.<br>The crisis team provides frameworks and advice. | Students will be offered a digital resit at the earliest opportunity after the original exam date. If this is not possible due to the large scale of this disruption, the examiner may opt for a replacement assignment. |
| **UU login screen**<br>(Identity and Access Management) unavailable.<br><br>It cannot be resolved within 20 minutes of reporting. | Candidate identity cannot be verified and/or logging in is not possible at all, so secure examination is compromised. | The e-assistant contacts the ICT Service Desk via the emergency telephone number, which then contacts the IAM department of ITS. The e-assistant acts as a liaison between the examiner and the ICT Service Desk. | The examiner decides and informs invigilators, e-assistants, and candidates that the exam is canceled. | Students are offered a digital resit at the earliest opportunity after the original exam date. |
| **2FA failure**<br>Cannot be resolved within 20 minutes of notification | Digital testing is not possible because the teacher cannot | The e-assistant contacts the ICT Service Desk via the emergency telephone number, | The examiner decides and informs invigilators, e-assistants, and | 1. The exam is suitable for a paper-based exam in terms of question types: Copy |

| Incident/malfunction | Consequence | Who takes action? | Who decides? | Solution/ Alternative |
|---|---|---|---|---|
| | log in to start the exam. | which then contacts the IAM (Identity and Access Management) department. The e-assistant acts as a liaison between the examiner and the ICT Service Desk. | candidates whether or not the exam will proceed. | the exam and switch to paper-based exam.<br><br>2. The exam is not suitable for a paper-based exam in terms of question types: Students will be offered a digital resit at the earliest opportunity after the original exam date. |
| **Extreme weather conditions (code red)**<br><br>This also applies to paper-based exams. | Candidates are unable to attend the exam venue, or roads become impassable, preventing them from returning home. | The Communications Department will post a message on the UU websites/intranet. The chain manager will communicate the Executive Board's decision to key users Remindo and contacts within the chain. | Executive Board, regarding the safety of students and teachers. | The exam will be interrupted and/or canceled prematurely. Students will be offered a digital resit at the earliest opportunity after the original exam date. |
| **Public transport strike.** Depending on the circumstances (whether announced or not), this may constitute force majeure and therefore an emergency.<br><br>This also applies to paper-based exams. | Candidates cannot come to the exam location. | In the event of a national strike: the communications department will post a message on the UU websites/intranet with the decision of NO/Head of Education.<br>The process manager will communicate the decision of the Executive Board to key users Remindo and contact persons from the exam service. | NO and Head of Education SO&O decide together in the event of a large-scale national strike.<br><br>Examiner/faculty in the event of a small-scale regional strike. | If a student or group of students is unable to attend due to circumstances beyond their control, a digital resit will be offered at the earliest opportunity after the original exam date. |

| Incident/malfunction | Consequence | Who takes action? | Who decides? | Solution/ Alternative |
|---|---|---|---|---|
| | | In the event of a regional strike: the examiner will contact students to inform them whether or not the exam will go ahead. | | |
| **Fire in the exam location or adjacent properties.**<br><br>This also applies to paper-based exams. | Exam location is unavailable. | E-assistant calls 030-253 4444 and informs the examiner. Everyone leaves the building. | The examiner decides and informs invigilators and candidates that the exam is canceled. | Students are offered a digital resit at the earliest opportunity after the original exam date. |
| **The e-assistant is not present at the exam time, which may delay the start of the exam.** | The exam location may not be ready in time for the exam to proceed at the scheduled time. | The invigilator or examiner present should call 030-253 2836. A replacement e-assistant will be sent as soon as possible to set up the exam. | The examiner decides and informs invigilators, e-assistants, and candidates whether the exam will be canceled. | Students are offered a digital resit at the earliest opportunity after the original exam date. |
| **Malfunction in the application testing environment**<br><br>As a result, exams in the UU Cloud environment cannot be conducted using a second application (JASP/Rstudio). | The exam may be delayed or canceled because the necessary applications are not available. These are JASP and Rstudio. | The e-assistant on duty will call 030-253 2836. The ICT Service Desk will contact the appropriate management team, which will then contact the external management party Parasoll if necessary. | The examiner decides and informs invigilators, e-assistants, and candidates whether the exam will be canceled. | Students are offered a digital resit at the earliest opportunity after the original exam date.<br><br>These exams cannot be given on paper. |

# Process flow in the exam room in case of incidents

(*only in Dutch*)