

Redacted - section 38(1)(b)

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: SurpassViewer Licence
Attachments: [Agreement for Adobe Software - SQA.docx](#)

Hi [REDACTED],

I hope you are well.

Redacted - out of scope

As part of the ongoing Flash to HTML project, BTL has obtained a licence from an authorised Adobe licensee; [REDACTED] that will enable BTL's customers to continue to use flash content within Surpass (through SurpassViewer), Content Producer and Secure Client beyond the end of 2020, when Adobe otherwise discontinues Flash.

[REDACTED]

The licence is provided to BTL's customers free of charge. It permits the identified customers to use SurpassViewer; [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks so much,

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[REDACTED]

[REDACTED]

BTL – Account Manager

BTL are providers of **BTL Test Delivery Services** and **Surpass**.

UK Office: +44 (0) 1274 203 250

Email: [REDACTED]@btl.com

Web: www.btl.com

Post: BTL Group Ltd. Salts Mill, Victoria Road, Shipley, West Yorkshire, BD18 3LF, UK

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Surpass Viewer - Security
Attachments: [REDACTED]

Redacted - section 36(2)

Hi all,

Ahead of our call at 11am, please see the attached document that the BTL Team have put together about the Surpass Viewer and security.

Thanks,

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[REDACTED]

[REDACTED]
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[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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From: [REDACTED]
To: [REDACTED]
Subject: Continued Flash Support for Surpass

Hi [REDACTED]

I hope you're both having a good week.

As I mentioned on our call yesterday, the Flash to HTML Project team here at BTL have asked me to pass on the below message.

As we draw closer to the end of 2020 and the end of Flash support we wanted to highlight a Microsoft update which may cause some operational issues and also provide an update on the current plan to continue the support for Flash within Surpass.

Optional Microsoft Update

It has been brought to our attention that Microsoft have released an [optional update](#) that removes the Microsoft embedded version of Flash from the operating system. We wanted to bring this to your attention as taking this update would mean that any Flash elements of Surpass would not render unless another version of Flash has been installed on the PC. The update is optional so unlikely to be taken by most users and the sole function of the update is to remove Flash so there are no other reasons for people to take this update. In the event that a user of Surpass has taken this update and aren't able to access Surpass as they used to they will need to visit [Viewer.Surpass.com](#) to download and install the Surpass Viewer to continue their usual use of Surpass.

Surpass Viewer

We have been working on the Surpass Viewer for several months and have conducted user testing with a small number of clients to pilot the product. The Surpass Viewer will allow users to access Flash-based interfaces (Test Creation, some Test Administration screens and any Flash based content in Item Authoring, web delivery or in packaged exams) beyond Adobe stopping support for the technology. Along with the launch of the Surpass Viewer there will be documentation with further information available including upcoming features and installation guides, much like with Surpass.

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Action: If you have Flash packaged tests hosted on a website please can you provide your BTL Account Manager [REDACTED] with the URL address for this site so that we can add this to the list of websites we allow to work within the Surpass Viewer.

Surpass Transition from Flash to HTML

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We also want to reassure you that we are continuing our work to convert the current Surpass Flash interfaces to HTML. [REDACTED]

[REDACTED]

[REDACTED]

If you have additional questions about how the Surpass Viewer will work within your operational processes please let us know.

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I know there is a lot to take in here, so happy to discuss during one of our regular catch ups, or on the 'Flash to HTML' calls we have. And following on from this, we can also look at arranging a call with the Flash to HTML project team who would be happy to discuss the Surpass Viewer, if you have any further questions on it (I know, [REDACTED], that some of the team have been trialling it already though!) It might also be timely for us to revisit the 'Migration' report created by the Flash to HTML team to see where we are with any HTML gaps, and make a transition plan.

Thanks and speak soon,

[REDACTED]

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[REDACTED]
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Surpass Viewer - Launch and Documentation

Good Afternoon All,

Redacted - out of scope

Following my email a couple of weeks' ago, we are very pleased to announce that the Surpass Viewer is now available [REDACTED] enabling you to start planning roll out across your organisation ready for use in January 2021.

As you know, the Surpass Viewer will ensure that any Surpass Flash web interfaces can be accessed by your organisation beyond 2021 when mainstream web browsers remove the use of Flash plugins, this includes:

- Web hosted packaged exams
- Flash Web delivered exams
- Test Creation screens of Surpass
- Test Admin screens of Surpass – Audit, Re-mark, Moderate & any of the Flash versions of the Schedule, Invigilate, Mark & Results screens
- Flash items in a mixed subject in Item Authoring

Redacted - out of scope

[REDACTED]

With the transition to live for the Surpass Viewer our service desk will now be happy to take any queries you may have in the same way you would contact them about Surpass.

If you'd like to further discuss the implementation of the Surpass Viewer and how this will work for SQA please contact me in the first instance, we would be happy to arrange another short demo and discussion of the Viewer if you would find this helpful.

Many thanks,

[REDACTED]

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[REDACTED]
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Sent: 11 December 2020 11:33
To: Solar <solar@sqa.org.uk>
Cc: [REDACTED] <[\[REDACTED\]@btl.com](mailto:[REDACTED]@btl.com)>
Subject: RE: Surpass Viewer - Chromebooks

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Hi [REDACTED]

I just wanted to follow-up with some feedback from [REDACTED] on this.

There isn't any plan to support the use of Chromebooks with the Viewer, I'm afraid. To do this would mean re-writing an application from scratch, and build another browser on another platform and so this would be a sizable piece of work.

As far as I'm aware, the use of Surpass on Chromebooks hasn't previously been officially supported, but I do understand that not being able to use the Viewer with Chromebooks might take this option off the table entirely.

Thanks,

[REDACTED]

[REDACTED]

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[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

From: [REDACTED]
Sent: 10 December 2020 19:43
To: Solar <solar@sqa.org.uk>
Cc: [REDACTED] <[\[REDACTED\]@btl.com](mailto:[REDACTED]@btl.com)>
Subject: RE: Surpass Viewer - Chromebooks

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Hi [REDACTED]

I've shared this with [REDACTED] for her feedback, so I'll come back to you on this shortly.

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[REDACTED]

[REDACTED] Is it specific areas of Surpass that they are unable to use (e.g. Test Creation)? Or is it the delivery of Flash-based exams?

If the Viewer is indeed only compatible with PCs and Macs, would the possibility be there for [REDACTED] to use HTML-only content? I understand I may be simplifying matters here, but thought it is worth asking.

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Thanks,

[REDACTED]

[REDACTED]

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[REDACTED]

Web: www.btl.com

[REDACTED] 1.

From: Solar <solar@sqa.org.uk>

Sent: 10 December 2020 12:31

To: [REDACTED] <[\[REDACTED\]@btl.com](mailto:[REDACTED]@btl.com)>

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Cc: [REDACTED] <[\[REDACTED\]@btl.com](mailto:[REDACTED]@btl.com)>

Subject: Surpass Viewer - Chromebooks

[REDACTED]

Hi [REDACTED]

Redacted - out of scope

I've included an example below of a query that we're getting increasingly.

[REDACTED]

Any updates you have would be great.

Thanks very much,

[REDACTED]

Redacted - 38(1)(b)

[REDACTED]

Digital Assessment Services Manager – SOLAR / Manaidsear Seirbheisean Measadh Digiteach – SOLAR

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Scottish Qualifications Authority

The Optima Building, 58 Robertson Street, GLASGOW G2 8DQ

Please note: My working pattern is Monday to Thursday

Thoir an aire: Bidh mi ag obair eadar Diluain agus Diardaoin