Blackboard SLA document

Definition of Services
Blackboard is a Learning Management System (LMS) that APS uses to educate students and employees. APS is under a managed hosting agreement with Blackboard.

User Responsibilities
When you detect issues with Blackboard:

• If you are experiencing technical difficulties (BB Temporarily Unavailable screen shows up) or need help logging in, please contact the Service Desk (830-8080).

• After you have logged into Blackboard, if you run into other Blackboard issues/questions:
  o First read the Blackboard FAQ document.
  o If the FAQ document does not have the answer to your question, please contact the Service Desk (830-8080).

• If there is a system wide issue with Blackboard (Blackboard is unavailable), also inform your school tech coordinator and other Blackboard users in your school about the issue and the fact that you have called in a ticket for this, so that the Service Desk or the Learning Technologies team is not inundated with several calls from the same school regarding the same issue.

Problem Management

• When a Blackboard issue is reported to the Service Desk (830-8080), if it is something that they can resolve (e.g. alter passwords), they resolve it immediately.

• When the service desk cannot resolve the issue, they forward it to the Learning Technologies team.

• The Learning Technologies team typically reviews this issue within a 1-2 business day window.

• If the Learning Technologies team cannot resolve this, they create a ticket with Blackboard.

• Depending on the severity and complexity of the case, Blackboard can take anywhere from 1-7 business days (about 50% of the cases are resolved within this window). The next 35% of the cases are resolved within 30 days of being opened. Finally, the last 15% are resolved within 90 business days. In cases where it takes a while for Blackboard to resolve the issue they typically are able to provide us with an interim workaround solution.

• If the issue has a significant impact (system-wide outage, impacts to several teachers and students), the Learning Technologies team works with Blackboard to get the issue escalated.

• SchoolMax and Lawson feed student and employee information into Blackboard. Some Blackboard issues result from inaccuracies in our data feeds. In these cases, we work with the RDA (SchoolMax) and Lawson data extraction team to get these issues resolved at the earliest. This process can take anywhere from 1-5 business days, depending on the complexity of the issue.

Warranties
Blackboard hosts their product for APS. In this managed hosting environment Blackboard guarantees a 99% uptime on a 24/7 basis. There may be additional downtime related to factors like APS network downtime that is beyond Blackboard’s control.

Disaster Recovery
Blackboard provides a comprehensive backup of APS’ data. Data for 30 days is backed up at any given point in time. Backups are incremental on a daily basis and a full backup is taken weekly. In the event of a disaster or on an as requested basis, Blackboard will restore data from this 30 day snapshot.