Blackboard Managed Hosting

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Blackboard Managed Hosting

Offering Hosting Services since 1999

7 production Tier-4 Datacenters around the world

230+ Full-time resources based in 4 continents

Follow-the-sun 24x7x365 in-depth coverage

Highly Scalable, Reliable & Redundant Infrastructure

Currently managing 14 petabytes of storage

Managed Hosting Network Operations Center (NOC) in Virginia, U.S.

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Managed Hosting Production Datacenters

Calgary

Virginia (x2)

Amsterdam

Sydney (x2)

Frankfurt

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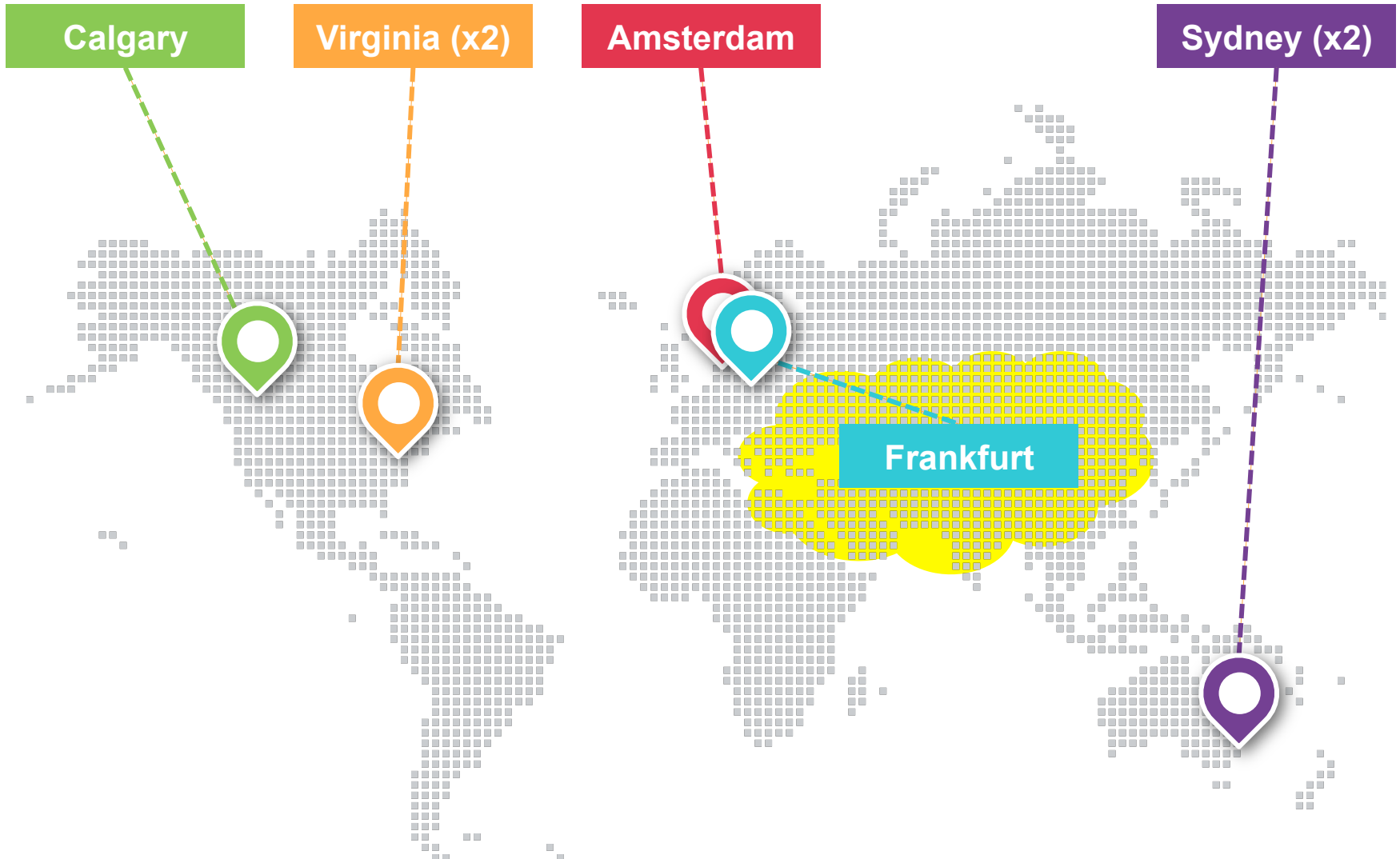
Typical Concerns

✓ Single point of failure

✓ No contingency

✓ Experienced Failed Upgrade(s)

✓ Delays in getting to next version

✓ Performance & Stability issues

✓ Staff churn rate

✓ Expertise retention

✓ Lack of Support Resources

✓ Lack of Infrastructure

✓ Frequent Network Outages

✓ No readiness for increased demand for 24x7 support

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Typical Questions

What Service Level Agreements (SLA) does MH services offer?

What about maintenance windows? Can we determine upgrade times?

What about performance? What about latency?

What to expect with migrating data/customizations to Managed Hosting?

What about Data Protection? Where will our data sit?

What if our usage growths? Will we unexpectedly be charged extra?
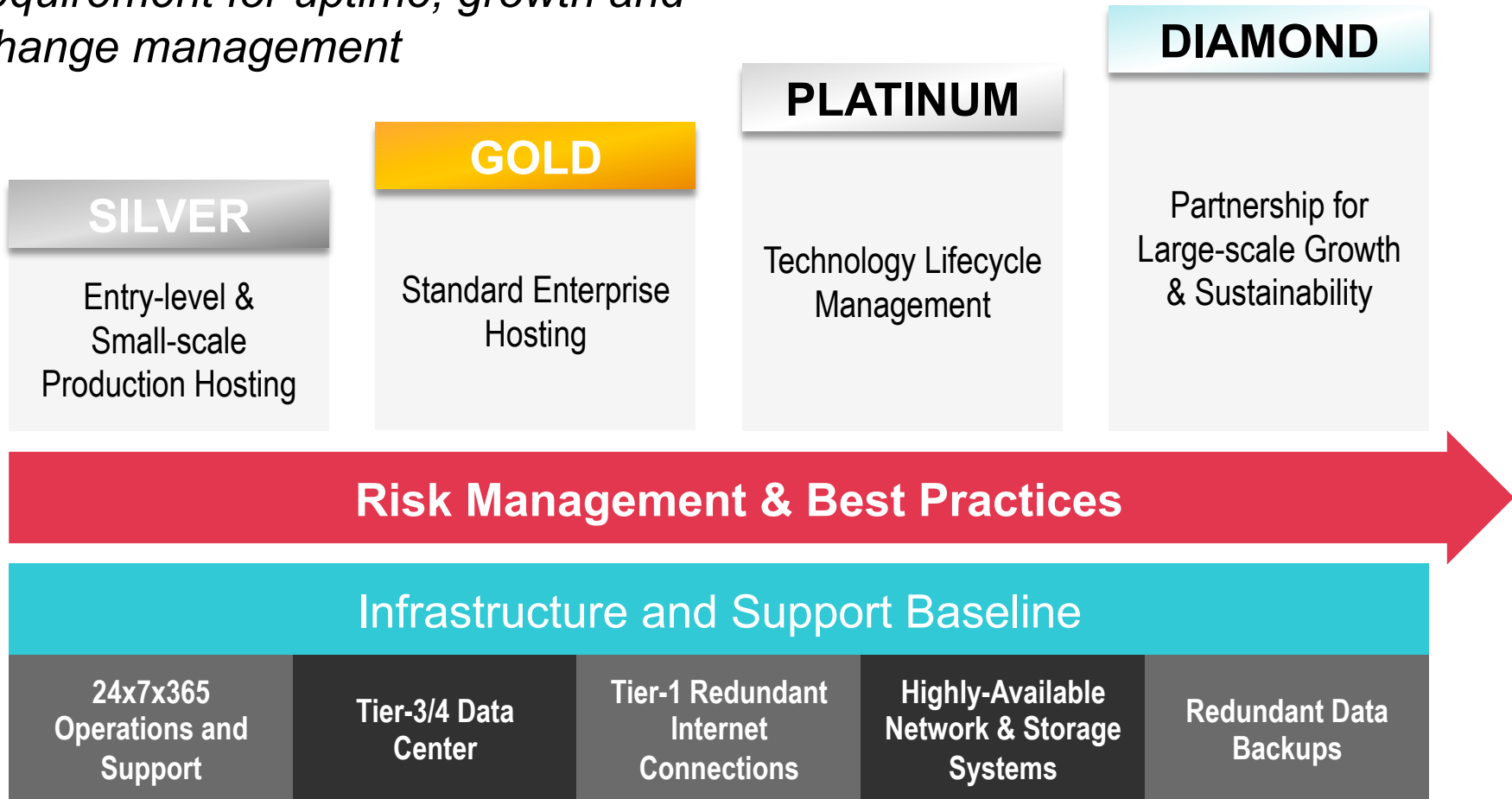
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Blackboard Managed Hosting Principles

Blackboard's Managed Hosting service is designed to offload the operational risks of managing the Blackboard platform, while allowing the Client:

- Full control and access of the Blackboard application

- Freedom to upload Building Blocks

- Use of customizations e.g. SIS integrations, authentication

- Overview of user statistics and resources consumption

- Ability and resources to test SP releases, develop building blocks, stage upgrades, troubleshoot

- Flexibility of determining IF and WHEN to upgrade

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Bb Managed Hosting Engagement Plans

Solutions that support progressive levels of requirement for uptime, growth and change management

DIAMOND

PLATINUM

GOLD

SILVER

Entry-level & Small-scale Production Hosting

Standard Enterprise Hosting

Technology Lifecycle Management

Partnership for Large-scale Growth & Sustainability

Risk Management & Best Practices

Infrastructure and Support Baseline

24x7x365 Operations and Support	Tier-3/4 Data Center	Tier-1 Redundant Internet Connections	Highly-Available Network & Storage Systems	Redundant Data Backups

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Engagement Plan Overview….

SILVER

Entry-level & Small-scale Production Hosting

For small institutions or departments experiencing initial organic online program growth

GOLD

Standard Enterprise Hosting

For medium-sized and larger institutions whose online learning programs are maturing

PLATINUM

Technology Lifecycle Management

For institutions with a structured and mature online education strategy

DIAMOND

Partnership for Large-scale Growth & Sustainability

For institutions whose online learning programs are at the core of their educational mission

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Engagement Plans Details....

Capability	Silver	Gold	Platinum	Diamond
Uptime SLA	99.7%	99.8%	99.9%	99.9%
Test & Development Environment	Optional	Optional	✓	✓
Staging Environment	Optional	Optional	✓	✓
Project Management: During On-Boarding and Data Migration	n/a	n/a	✓	✓
Project Management: Planning and Implementation of Upgrades	n/a	n/a	✓	✓
Service Delivery Management Team & Strategic Planning	n/a	n/a	n/a	✓
Weekly Review and Planning Calls & Annual On-Site Meetings	n/a	n/a	n/a	✓
Monthly Operational Status Reports	n/a	n/a	n/a	✓

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Process from Self Hosting to Managed Hosting

- Scoping – Review of Current Self Hosted Situation

- Presentation – Overview of Engagement Plans & Options

- Proposal, contract – Agreed Service Level Agreement

- Introduction – Get Familiar with Managed Hosting Team

- Onboarding – Project Team, Milestones, Planning

- Go Live – Your Bb Environment with Managed Hosting

- Maintenance – Ongoing Support & Maintenance Mode

- Review – Quarterly/Annual Review of Service with CS Team

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Managed Hosting Core Value Propositions

Reliability

Cost Control

Fully Managed Service

Security

Scalability

VALUE

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Redundant & Secure Infrastructure

- ▸ 100% Power Guarantees

- ▸ Multiple, Multi-path & Uncapped Tier-1 ISP Connectivity

- ▸ Redundant, Highly-Available Network Architecture

- ▸ Datacenter, Network & Data Security

- ▸ Growth Capacity Provisioned
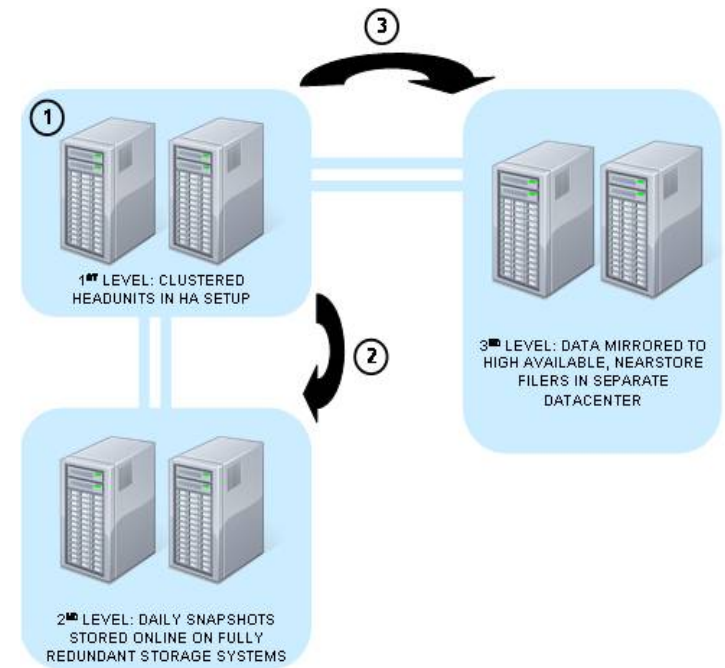
- ▸ Homogeneous, Cookie-cutter-model systems deployment

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2014 Q1 Infrastructure Availability Totals

2014	2014									
	AMS1 Infra Sev0	**AMS2** Infra Sev0	**CAL1** Infra Sev0	**DC2** Infra Sev0	**SYD1** Infra Sev0	**SYD2** Infra Sev0	**SV2** Infra Sev0	**VA2** Infra Sev0	**VA3** Infra Sev0	**All Facility Infra Sev0 Avg**
January	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	99.69%	99.981%
February	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%	100.00%	99.986%
March	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.000%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.91%	99.896%	99.989%

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Security & Data Backups

1st LEVEL: CLUSTERED HEADUNITS IN HA SETUP

2nd LEVEL: DAILY SNAPSHOTS STORED ONLINE ON FULLY REDUNDANT STORAGE SYSTEMS

3rd LEVEL: DATA MIRRORED TO HIGH AVAILABLE, NEARSTORE FILERS IN SEPARATE DATACENTER

▶ **Physical Security** – 24x7 on-site security; CCTV; ID and biometric access control

▶ **Network Security** – Firewalls; Intrusion Detection Systems; 3rd Party Audits; Security Team

▶ **Data Security** – multi-layer & off-site data backups and 30-day retention

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Experience & Expertise

**Reliability**

Cost Control

Fully Managed Service

Security

Scalability

▶ 230+ Full time resources in 4 continents

▶ Unparalleled expertise on Blackboard applications worldwide

▶ Management Team – 5 to 13 years in Blackboard Managed Hosting Team

▶ Depth: Tier 1,2&3 Support, Operations, DBA, Application, Storage, Infrastructure, Datacenter & Project Management Resources available 24x7

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Break Down of Roles

Service Delivery

Service Delivery Managers

Service Delivery Engineers
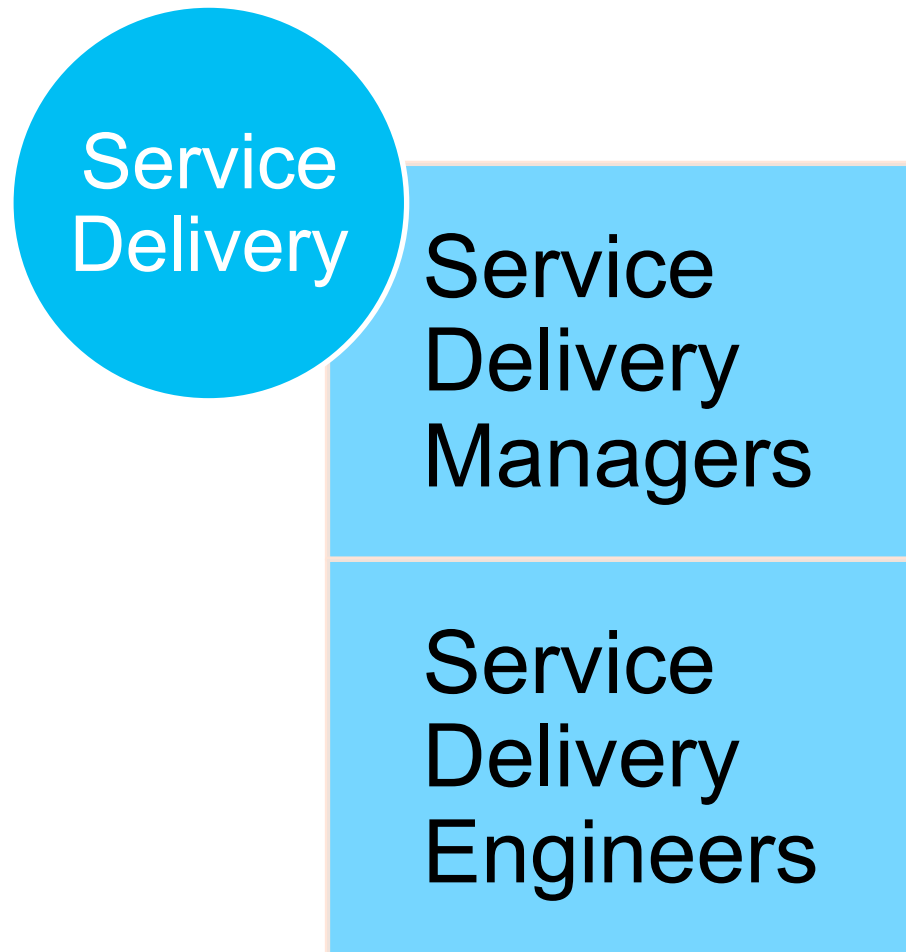
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Service Delivery Manager

- Builds a closer partnership directly between Client and Blackboard

- One organizational POC (point of contact) for all Blackboard products.
  - Bb Learn
  - Bb Mobile
  - Bb Collaborate

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Dedicated Support Model

- Project Management– Plan and manage Customer's Managed Hosting infrastructure implementation, growth, as well as best practice risk mitigation and change management

- Communication – Develop and execute on proactive communication plan around short term day to day support and long term strategic initiatives

- Documentation – Project plan delivery on strategic initiatives; Monthly reports on system performance & Uptime, end user experience, open issues; capacity planning and usage reporting

- One Stop Shop for Software & Infrastructure Support with dedicated Complex Hosting Manager (CHM)

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SDM – Expanding the Responsibility Levels

- **Management**
  - Central Escalation Point and Contact
  - Support Activities
  - Infrastructure and Software Management including Upgrades
  - Internal Blackboard Delivery Coordination
  - Auditing
  - Customer Business Planning

- **Communication**
  - Project Communication
  - Single point of contact
  - Regular Reporting
  - Channel Management

- **Documentation**
  - Operations and Plans
  - Project Status Reporting
  - Monthly reports
  - Infrastructure Status
  - Change Management
  - SLA/Performance Analysis

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Service Delivery Engineer (SDE)

- Team of technical experts dedicated solely to Service Delivery (i.e. diamond level clients)

- Handle all ticket escalations from the Senior Triage Team and SDM's

- Will not have clients, and will focus efforts on advancing technical knowledge and ticket resolution

- Subject Matter Experts (SME) on other areas/products.
  - Learn
  - Mobile
  - Collaborate

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Thank You