A Better Education Experience
Blackboard Managed Hosting

With online programs playing a critical role in the success of your educational strategy, your institution needs an infrastructure that supports not only the needs of your learners today, but can also scale quickly and safely for the learners of tomorrow. Program growth, service uptime and effective change management are equally important to meeting the long-term goals of your institution—and the high expectations of the students you serve.

Partnering For Success

What Are Your Strategic Drivers?

Higher education institutions choose to partner with Blackboard Managed Hosting with the goal of improving the overall education experience for their students. What are your strategic drivers?

<table>
<thead>
<tr>
<th>Value of Online Programs</th>
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<tbody>
<tr>
<td>Engage More Students</td>
</tr>
<tr>
<td>Improve Education Quality &amp; Accountability</td>
</tr>
<tr>
<td>Advance &amp; Strengthen Your Brand &amp; Reputation</td>
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<table>
<thead>
<tr>
<th>Transformation</th>
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<tbody>
<tr>
<td>Infrastructure Replacement</td>
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<tr>
<td>Risk Mitigation</td>
</tr>
<tr>
<td>Standards, best practices, governance for online learning</td>
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<table>
<thead>
<tr>
<th>Efficiency</th>
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<tbody>
<tr>
<td>Managing cost and better use of existing people resources</td>
</tr>
<tr>
<td>Realizing true contractual 24x7 capability</td>
</tr>
<tr>
<td>Redundancy and Reliability</td>
</tr>
</tbody>
</table>
Why Blackboard Managed Hosting?

More than 1,500 clients worldwide deliver a better educational experience with Blackboard Managed Hosting using best-in-class cloud based services, infrastructure and expertise.

› **Experience:** Blackboard has helped over 1,500 institutions address similar challenges. We bring over 15 years of education sector experience and insights in helping clients solve the issues they’re facing.

› **Expertise:** Our team of over 250 industry experts in eight data centers across four continents is skilled both in Blackboard applications and in managed hosting, enabling us to provide superior customer support and technical service.

› **Scalability & Security:** We only use top-tier datacenters and redundant infrastructure, deploying industry best practices to provide scalability and security.

› **Relationship & Stability:** We’re a stable partner, committed to education, with the resources to continuously innovate across the learner experience while delivering the relationship simplicity and accountability of a single provider.

Why higher education institutions choose Blackboard Managed Hosting

**Dalhousie University**

“The sun never sets on the Blackboard Managed Hosting team. We have peace of mind knowing that our critical applications are being watched around the clock—even after the sun has long set in Halifax.”

Phil O’Hara
Associate Director of Academic Services
Dalhousie University

**Lakeland College**

“A small army of Blackboard support members helped make it all happen. Nothing fell through the cracks, making it possible to start our fall term a day later.”

Chuck Grubisic
Blackboard Administrator
Lakeland College
Engagement Plans from Blackboard Managed Hosting

Through the Managed Hosting Engagement Plans, Blackboard partners with you to support your online programs today, and as they grow over time. The Plans use an unparalleled core technology platform, with progressive levels of capacity, capability and service level agreements.

Silver
For small institutions or departments experiencing initial organic online program growth
Fast, easy and effective 24x7 hosting from experts who know the application

Gold
For medium-sized and larger institutions whose online learning programs are maturing
Cost-effective 24x7 production infrastructure with the incremental addition of technology components when required

Platinum
For institutions with a structured and mature online education strategy
Complete hosting infrastructure, higher service level, and additional project management for critical changes

Diamond
For institutions whose online learning programs are at the core of their educational mission
Partnership to manage fast growth and change with the highest levels of support and strategic planning

RISK MANAGEMENT & BEST PRACTICES

Infrastructure and Support Baseline
- 24x7x365 Operations and Support
- Tier-4 Data Center
- Tier-1 Redundant Internet Connections
- Redundant Data Backups
Engagement Plans At-a-Glance

Our Engagement Plans are designed to meet your uptime and change management requirements today, and your growth over time. These Plans deliver progressive levels of best practices and risk mitigation in support of your education strategy:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
<th>Diamond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uptime SLA</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.9%</td>
</tr>
<tr>
<td>Test &amp; Development Environment</td>
<td>Optional</td>
<td>Optional</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Staging Environment</td>
<td>Optional</td>
<td>Optional</td>
<td>Selective</td>
<td>✓</td>
</tr>
<tr>
<td>Project Management: During On-Boarding and Data Migration</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Project Management: Planning and Implementation of Upgrades</td>
<td>n/a</td>
<td>n/a</td>
<td>Selective</td>
<td>✓</td>
</tr>
<tr>
<td>Complex Hosting Manager and Strategic Planning</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
</tr>
<tr>
<td>Weekly Review and Planning Calls &amp; Annual On-Site Meetings</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
</tr>
<tr>
<td>Monthly Operational Status Reports</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>✓</td>
</tr>
<tr>
<td>Post-Upgrade SLA Guarantee Exclusion Window</td>
<td>7 days</td>
<td>7 days</td>
<td>none</td>
<td>none</td>
</tr>
</tbody>
</table>

Redundant Core Infrastructure

› State-of-the-art Tier-4 Datacenters\(^1\)
› Fully Redundant, Fault-Tolerant Conditioned Power\(^2\)
› Redundant Tier-1 Internet Connections\(^3\)
› Fully Redundant Internet & Network Equipment
› Highly Available Enterprise Storage Systems\(^5\)
› Multiple Levels of Data Backups & Off-Site Data Storage

Security

› 24x7 Physical Security at Tier-4 Datacenters
› Enterprise Firewall and Intrusion Protection
› 24x7 Network Security Monitoring
› 24x7 Security Incident Response Team

24x7x365 Management

› 250+ Full-Time Dedicated Resources
› 24x7 Managed Production Environment
› 24x7 Network Operations Monitoring
› 24x7 Dedicated Client Support Teams
› 24x7 Online Aggregate Usage Reporting Tool
› 24x7 Anytime Blackboard Application Upgrade
› Data Restores and Archiving

The 99.9% uptime SLA is backed by financial commitments and is available with our Platinum Level Service or higher, subject to these Best Practice Requirements\(^*\):

› Run Blackboard Learn, Release 9.1 or higher in production
› Comply with standard Blackboard Building Blocks policy
› Have SIS integrations completed by Blackboard Consulting with ICM support
› Must be within contractual usage limits

1. Available during upgrade periods only
2. A Tier-4 Datacenter has fully redundant and fully fault-tolerant capacity components (i.e. power systems, chillers, HVAC systems, uplinks, etc.)
3. Fully redundant means that there’s more than one of the same capacity components to immediately take over the capacity/ function if the primary component fails
4. A Tier-1 ISP is a network that can reach every other network on the Internet without purchasing IP transit or paying settlements. Tier-1 ISPs are the most reliable Internet connection providers around the world
5. High availability is similar to fully redundant, but active-active.

Contact us

We would welcome the opportunity to speak with you about your hosting needs. For more information about Blackboard Managed Hosting, visit [blackboard.com/managedhosting](http://blackboard.com/managedhosting) or contact your Account Representative.