

Identify potential performance issues and validate your system infrastructure

Are you facing a rapid increase in the user adoption of your Blackboard Learn™ platform? Are your users signaling slow performance? Do you want to determine the cause of potential performance issues? Are you planning on using your existing hardware next term? Do you need to review your in-house system administrator procedures?

These questions and more can be answered through a Blackboard Consulting Services Health Check. With this service, we provide you with a system audit to identify potential performance issues and validate that the current system infrastructure can handle growing demands, and provide recommendations for resolution.

- ✓ *Identify performance issues*
- ✓ *Find resolutions to current performance problems*
- ✓ *Validate your system capacity to meet growing demands*
- ✓ *Enhance your user experience*
- ✓ *Get a grip on maintenance expenses*
- ✓ *Prepare for future capacity planning requirements*

A System Audit Focused On Performance

The Health Check aims to determine the operational readiness and capacity of deployments of the Blackboard Learn platform. It takes into account both technical and organizational aspects, and represents a comprehensive analysis of infrastructure, processes, history, and growth targets. The Health Check helps you to better understand system performance and gives you recommendations to enhance the user experience, control maintenance expenses, and plan for continued growth and performance of the Blackboard Learn platform.

A Comprehensive Audit In Three Steps

Full Audit

- Network configuration
- Hardware
- Operating system
- Database
- Blackboard configuration
- Blackboard integrations and customizations

Thorough Analysis

- Traffic levels
- Usage patterns
- Volume
- Background tasks
- Maintenance/backup tasks
- Error log files

Overview And Recommendations

- Validation of the current system infrastructure
- Identification of potential performance issues
- Recommendations for improvements on both technological and/or organizational aspects

"An increase in usage of Blackboard over the last years - higher than anticipated - caused us to rethink our Blackboard architecture together with Blackboard Global Services. They worked with a clear methodology, taking our specific situation in consideration. During the onsite visit they talked with all key players, gathered the information needed to do the performance testing, and gave tuning tips. Since then we have been running Blackboard without any performance issues: load-balanced, with virtualization, and central storage."

Seuntjens Filip,
Project Manager,
University of Antwerp

For More Information

If you are interested to learn more about the Blackboard Consulting Services Health Check, please contact your Blackboard account manager or visit us as:

www.blackboard.com/healthcheck

For a complete overview of how we help engage and assess learners at all levels, visit us at

www.blackboard.com/learn

