



Overview

The objective of the System Administration Mentoring and Technical Knowledge Transfer service is to provide clients with the knowledge necessary to successfully administer the Blackboard Learn™ system by delivering a 3-day onsite workshop to meet following outcomes:

- Position the client team to become self-sufficient and effective at the management and administration of the Blackboard Learn system.
- Distill Blackboard technical documentation into a format that is easily understood and relevant to the specific client environment
- Provide recommendations for backup and restore procedures, log file management, server security policies, application and operating system upgrades, and other standard system and data maintenance tasks

Workshop Topics:

Day 1

Blackboard Architecture Overview

- Application structure
- Database structure
- Technology stacks
- High level Workflow

What's New in R9.X

- Discuss technical architectural changes in the latest general available service pack

Blackboard Configuration

- Administrative Tools
- Directory Structure
- Priority Configuration Files
- Content Locations
- Tasks

Log Files and Log Rotation Tasks

- Location of logs on the Blackboard application server
- Log rotations settings in the GUI
- Non-system logs (Snapshot Controller)

Activity Accumulator and Purge Accumulator Tasks

- What is the Activity Accumulator Table
- What is the Purge Accumulator Table
- How to run the Purge Accumulator

System Configuration Review

- Demo of existing system
- Operations workbook of current Blackboard configuration
- Maintenance timelines and activities

Day 2

Optimization of Blackboard System

- Blackboard tuning, DB tuning, OS tuning
- Web Server and Application Server
- Java memory allocation, garbage collection and threats

Operating System and Application Upgrades

- Best practices for OS upgrades
- Best practices for Blackboard upgrades
- Working with Blackboard Product Support



Reporting

- Review reporting database and tools

Maintenance

- Best practices for maintaining the Application Server, Database Server, and File System

Backup and Restore Concepts

- Current backup process and schedule
- Blackboard recommended backup schedule and data
- Restoring a Blackboard system

Day 3

Backup and Restore Exercise / Upgrade

- During this exercise, the client will back up the data from their test server, delete, and then completely restore the Blackboard system from backup.

Upgrade Exercise

- During this exercise, the client will upgrade the Blackboard system using Blackboard Consulting best practices

Troubleshooting Techniques

- Reviewing Blackboard log files
- Setting log file verbosity
- Reading bb-services-log.txt
- Reading the tomcat logs
- Reading the snapshot logs and .invalid files
- Performance reporting
- Troubleshooting application issues
- Troubleshooting performance issues
- Troubleshooting database issues
- Troubleshooting examples

Monitoring

- Basic Monitoring Tools / Commands

Who Should Attend

Novice or Intermediate Blackboard Administrators using Blackboard Learn™ 9.1.x and above who meet the following requirements:

- Administrator level access to a Blackboard Development environment, both at the application and database levels.
- Intermediate knowledge of back-end database administration
- Intermediate server administration skills
- Basic level, or above, understanding of Blackboard Learn functionality

Duration and Costs

- 3 days Onsite
- \$14,000 USD for up to 5 participants (consultant travel and expenses are not included in the cost)

Equipment Requirements

- Small Conference Room
- Access to the Internet
- LCD Projector
- Whiteboard or Easel and Markers

For any questions, please email training@blackboard.com or contact your Blackboard Account Executive.