

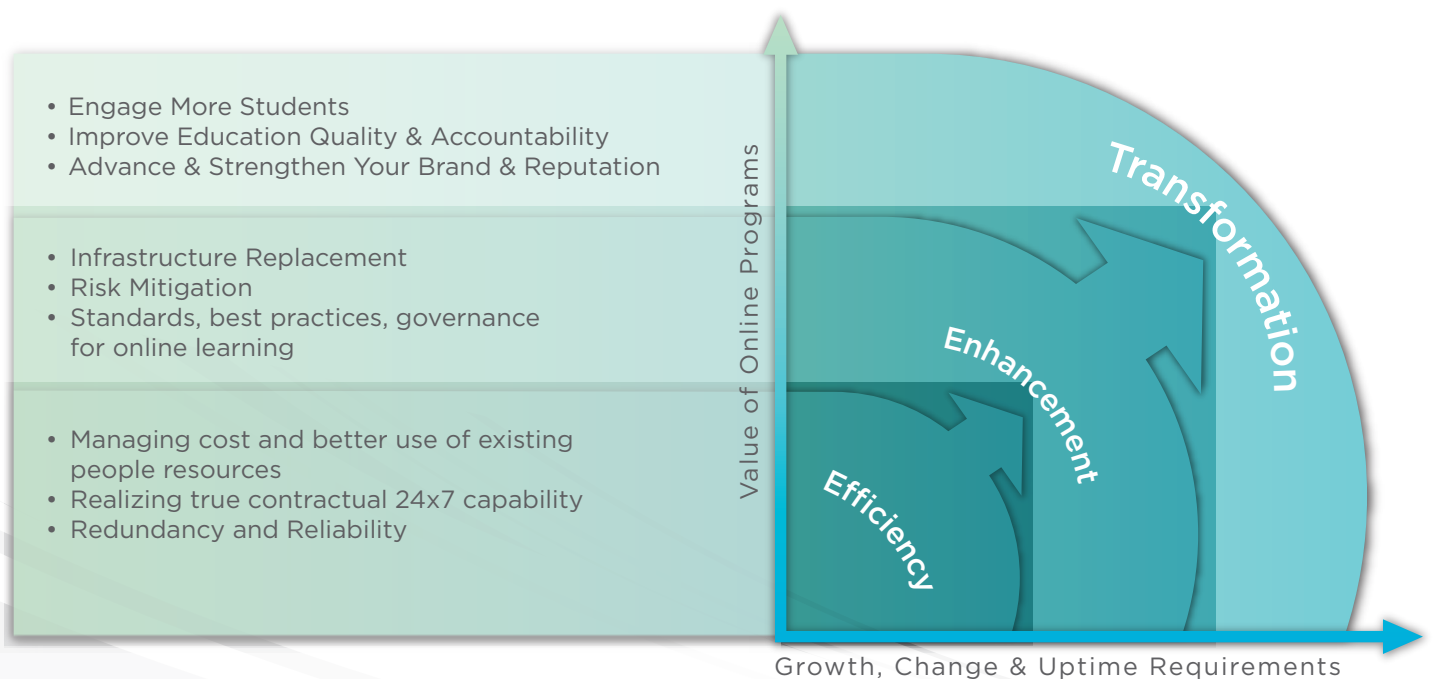
A Better Education Experience Blackboard Managed Hosting

With online programs playing a critical role in the success of your educational strategy, your organization needs an infrastructure that supports not only the needs of its students 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 organization—and the high expectations of the students you serve.

Partnering For Success

What Are Your Strategic Drivers?

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



Why Blackboard Managed Hosting?

More than 900 educational organizations worldwide deliver a better educational experience with Blackboard Managed Hosting using best-in-class cloud based services, infrastructure and expertise.

- Experience: Blackboard has helped hundreds of institutions address similar challenges. We bring over 11 years of education sector experience and insights in helping clients solve the issues they're facing.
- Expertise: Our team of over 200 industry experts 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 Learning Organizations Choose Blackboard Managed Hosting



"As soon as Release 9.1 was available, we had it installed. We backed up our courses...and the Managed Hosting team restored them in Release 9.1. We couldn't have done this job so quickly without the first-rate support of the Managed Hosting team."

Neil Thomas
*Performance Systems
Manager, Dudley College*



"Blackboard Managed Hosting has supported our rapid institutional growth, allowing us to focus on new blended learning programs with cutting-edge student engagement and institutional assessment models."

Darío Montoya Mejía
*General Director, SENA,
Colombia*



"We decided to move to Managed Hosting for two reasons—reliability and stability. Who better to manage the Blackboard environment than the Blackboard team."

Paul Fisher
*Director of Teacher Learning,
Seton Hall University*

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

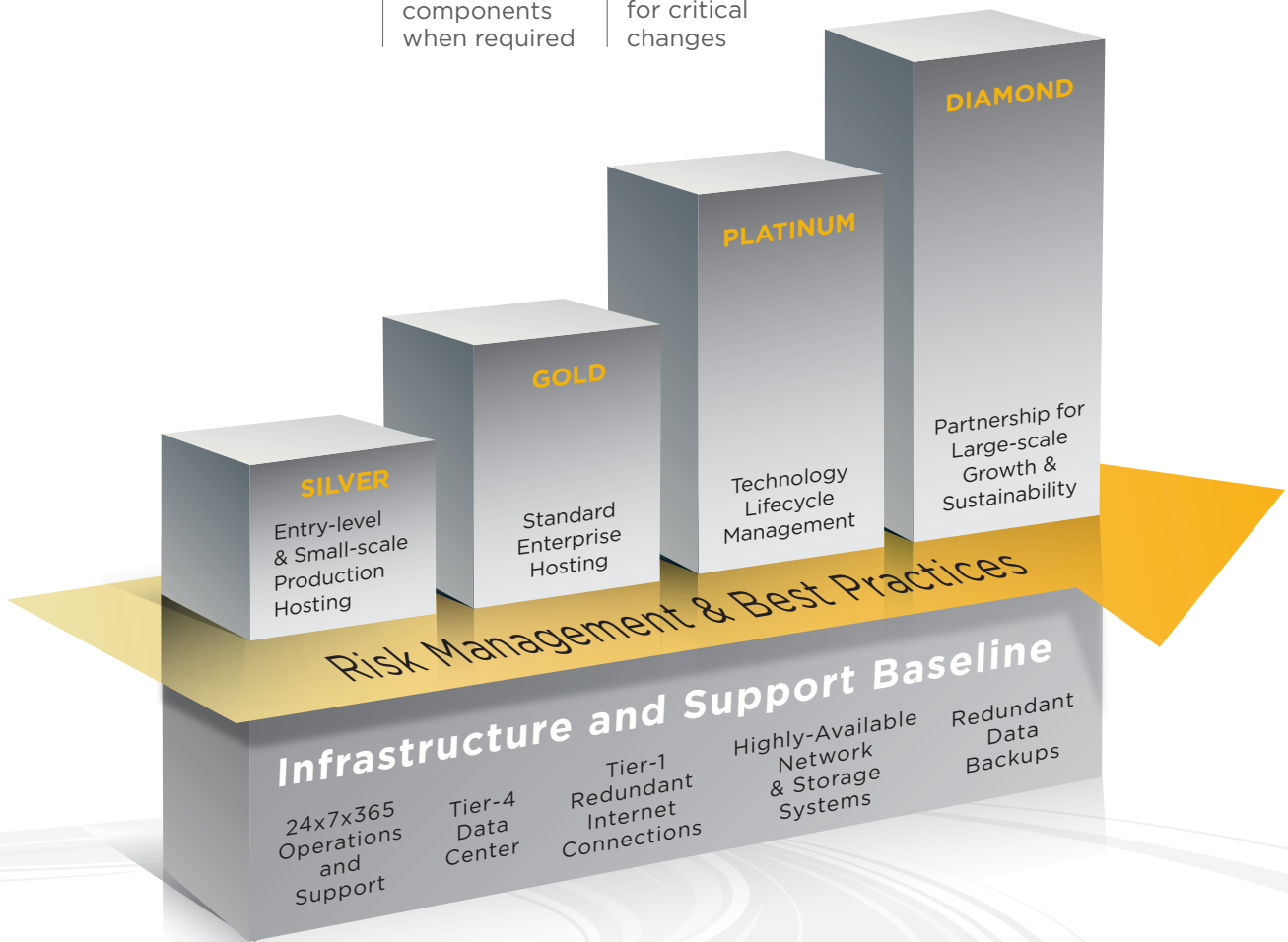
For institutions with a structured and mature online education strategy

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

Manage fast growth and change with the highest levels of support and strategic planning



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:

Feature	Silver	Gold	Platinum	Diamond
Uptime SLA	99.7%	99.8%	99.9%	99.9%
Test & Development Environment	Optional	Optional	✓	✓
Staging Environment	Optional	Optional	Selective ¹	✓
“Advanced Platform” Virtual Operating Environment	n/a	✓	✓	✓
Project Management: During On-Boarding and Data Migration	n/a	n/a	✓	✓
Project Management: Planning and Implementation of Upgrades	n/a	n/a	Selective ¹	✓
Complex Hosting Manager and 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	✓
Post-Upgrade SLA Guarantee Exclusion Window	7 days	7 days	None	None

All Engagement Plans leverage the same infrastructure and support baseline:

Redundant Core Infrastructure

- State-of-the-art Tier-4 Datacenters²
- Fully Redundant, Fault-Tolerant Conditioned Power³
- Redundant Tier-1 Internet Connections⁴
- Fully Redundant Internet & Network Equipment
- Highly Available Enterprise Storage Systems⁵
- 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

- 200+ 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 or contact your Account Representative.