Blackboard Collaborate™ Professional Services

IMPLEMENTATION SERVICES

At Blackboard Collaborate™ Professional Services, we partner with campus leaders to determine educational and administrative needs and develop logical pathways to meet them. Blackboard Collaborate Implementation Consultants work with faculty and support staff to develop use cases, align them to institutional needs, and tailor deployment and training initiatives. And because results are paramount, we repeatedly measure outcomes against pre-defined success metrics.

Blackboard Collaborate Implementation Services

We developed our implementation services by working closely with our clients. Our goal is to help customers maximize their investment by providing solutions that incorporate mentorship, education, and knowledge management to improve learning outcomes and enhance competitive advantage.

Our implementation services include:

- **Kick-off call to organize and prioritize service and product deliverables**
- **Two-day, on-site engagement designed to align faculty use case with a measurable action plan**
- **Engagement report containing the action plan and associated project plan**
- **Quarterly status checks to review progress tasks and performance against assigned metrics**

Implementation Services Standard Package

Presales	Welcome Call	Consultation Meeting	Core Team Training	Health Check(s)	Account Management Lifecycle
Determine institutional objectives	Develop shared understanding of institute goals	Develop use case	Instant Messaging • Administration • Communication & Collaboration • Whiteboard	Measure progress & create usage reports	Renewals, Upgrades
Create readiness assessment	Create overview of implementation process & services	Align with objectives	Web Conferencing • Teach • Design • Administration • Practicum or SMARTMedia	Revisit plans & provide evidence of success	
	Create overview of technical support processes	Create action plans	Voice Authoring • Design		
	Install & configure	Plan for faculty & staff training			
		Plan for expanded adoption			

Customized Packages to Meet Your Needs

Our Implementation Services packages are tailored to your needs. Whether you are implementing an enterprise-wide deployment of the entire Blackboard Collaborate platform or you are just getting started with web conferencing for your department, we offer an implementation package that will help you and your institution succeed.

For more information or to request a meeting with a Professional Services consultant, please contact your Blackboard Collaborate sales representative or email collaboratesales@blackboard.com.

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