1. Overview

This document clarifies Blackboard's LMS VHSS service offering as described in the CDT Service Catalog. The objective is to strengthen the EntHR program's success by ensuring that all stakeholders (e.g., CalHR/CDT, Departments, Vendor) clearly understand the scope of service, capabilities, and expectations offered when a customer contracts for Blackboard's VHSS LMS services via CDT.

For more information, contact Bear.Williams@optm.com or Thomas.Herrmann@blackboard.com

2. Service Catalog Part Number Definition and Description

Refer to existing Service Catalogue for complete list of products/SKUs:
https://uploads-ssl.webflow.com/60d277450377d115f4772ae6/6216d380a7125c8c291d63bd_LMS-VHSS-Pricing.pdf

First Year Product SKUs include implementation services for the product. Here is a list of the first year SKUs available at the link above:

SAAS3-LP-PROG-P - BLACKBOARD LEARN, LEARNING MANAGEMENT SYSTEM AS-GENIUS -

REGISTRATION & MANAGEMENT PLATFORM

CL-WC-USR – WEB CONFERENCING PLATFORM

AS-ALY-BBL-P - CONTENT ACCESSIBILITY AUDITING PLATFORM

What a Client should expect with a Blackboard implementation:
For a successful implementation of the Blackboard LMS Solution for CA State Government (Includes at minimum the Registration & Management, Learning Professional SaaS products and Enterprise Human Resources (EntHR) integration) through the VHSS, Blackboard includes a combination of Implementation, Consulting, and Training services to assist with planning the initiative, change management and functional training.

Blackboard Implementation approach assumes active participation from the client team. The client is responsible for staffing resources on the project that have the necessary functional and technical knowledge to execute required tasks.

Specifically, the client will need to be prepared to commit resources to provide:

- Project Owner – provides strategic direction and executive sponsorship of the engagement
- Project Manager – work with Blackboard team to develop plan, oversee and track status. Work closely with Project Owner to make sure that the scope and direction of the project is on schedule and has the support needed
- System Administrator(s) – learn how to manage and support Blackboard solution
- Trainers/Instructors – will learn to develop and deliver courses in Blackboard Learn. Works

with the Blackboard Learn system administrator to build out online courses and prepare them for online course delivery or in support of in-person training courses

- IT Resources – Involvement with Authentication, Single-Sign-On, Data Migration, and Integration to upstream/downstream systems (i.e.: HRIS, Payment Gateway for eCommerce, Active Directory, SAML, SPIF Configurations)

The Learning Technology Planning (LTP/ProLaunch) workshop is a critical tool to have a successful implementation and is included with purchase of the Learning Professional SaaS product. It includes two (2) virtual meetings and three (3) days onsite with the appropriate resources from the client team for:

- Review of currently implemented technologies as well as the vision, mission, and goals for those technologies as they relate to user experience, instructor adoption, and institution brand
- Comprehensive stakeholder analysis to identify key individuals and groups benefiting from planned changes
- Identification of potential risks or challenges introduced by planned changes; define mitigation strategies
- Identify work streams relevant to the project; define owners and other roles
- Discuss and develop stakeholder requirements and use cases for the purpose of:
    - Planned feature/functionality releases
    - Marketing and communication planning
    - Change Management planning for continuous improvement cycles
    - Project Phase definition
    - Training
- Development of a task-based, actionable project plan that:
    - Incorporates the identified goals, objectives, and timelines for Blackboard technologies including:
        - Migration strategy from in-use version/solution to desired version/solution with defined phases
    - Accounts for future growth and is scalable
    - Plans for long-term adoption of educational technologies
    - Clearly identifies critical milestones and project success criteria and measures
    - Includes tasks associated with change management, training, and roll out

After the LTP, the client will have a roadmap for moving forward with the appropriate steps to deploy the Blackboard solution. Blackboard Consulting will provide training and support to the client team to carry out these tasks. With the included Virtual Administrator resource, the Blackboard Project Manager can lead the effort to have the solution properly configured and built out with the client team. Timelines vary depending on the size and complexity of the client's project as well as the client's availability to review and approve project scoping documents after LTP service. It is the responsibility of department and vendor to leverage best practices to agree upon scope and schedule for the contract and manage it respectively. Sample deliverables (i.e.: project plans) are available upon request. CDT and CalHR will not be responsible for managing the scope or timelines on behalf of the department and the vendor.

For further details on what's included in the scope of services for the Year 1 implementation of each product, see below:

3. In Scope

LEARNING PROFESSIONAL SAAS ADVANTAGE FIRST YEAR LICENCE AND SUPPORT

Implementation Services in scope of this product include over 300+hrs of implementation support. Blackboard Project Manager will coordinate with client to substitute necessary services to best support customer objectives.

Service Title	Description
Learning Technology Planning (LTP/ProLaunch)	The objective of the LTP service is to develop an initial plan that positions the client to transition and implement the Blackboard Learning environment and ultimately achieve the long-term strategic goals of the organization. 2 Virtual Meetings, 3-Day Onsite Engagement (travel included). Deliverables include: Project Plan, Detailed Project Scope, Detailed Timeline.
Virtual System Administrator	Virtual administration will support Customer by performing the initial configurations of the Blackboard Solution and acting in an administration capacity during the first year of the solution. Providing basic GUI System Administrator functions including, but not limited to; Creating users, enrolling users, copying courses, running system reports, help triage support issues, answering questions, troubleshooting functionality, entering and tracking trouble tickets as needed, verifying product issues and reporting them as needed, and providing targeted and on-demand knowledge sharing as needed or time allows.
Online Training Subscription	A library of online courses, with 15 available seats to use how the client prefers. Training can be customized based on the software the client purchased and their training need. Courses include: Administration and Teacher training for Learn, Collaborate, Ally, Accessibility and LMS Agnostic.
Learn Administration and Teaching Readiness Workshop	Choice of two 3 1⁄2 consecutive days, or 7 two-hour remote modules delivered via Collaborate web-conference. Choose from 14 available modules for end users and 13 modules for Administrators. Suitable for both Instructors and administrators along with those who will be using Learn Original or Ultra course view.
Training Program Development Subscription	Materials Licensing including online courses, workshop materials and supplemental resources. Delivered by synchronous implementation and includes support and Community of Practice.

REGISTRATION & MANAGEMENT (GENIUS) FIRST YEAR LICENCE AND SUPPORT

Service Title	Description

Registration & Management (Genius) Implementation	The objective of the Registration & Management Implementation is to provide the requisite planning, configuration, training, and project management to implement this module. Service includes: Integration with Enterprise HR, basic implementation support, branding of the environment, import of historical data, and two half-day sessions of Administrative and Staff Training.

COLLABORATE WEB CONFERENCING (Year 1 Only)

Service Title	Description
Blackboard Collaborate Web Conferencing Administration	2-3-hour remote workshop delivered in Collaborate that covers the Collaborate Scheduler and integration with LMS. Suitable for System Administrators, IT staff, support staff, Collaborate Manager. Topics will align to institution's LMS configuration. Maximum 15 participants.
Teaching and Administration for Collaborate Web Conferencing	A combination of workshops for Administration and End Users: One 2-hour remote workshop for Administrators that covers the Collaborate Scheduler and integration with LMS. Suitable for System Administrators, IT staff, support staff, Collaborate Manager. Topics will align to institution's LMS configuration. Two 2-hour remote workshops with a focus on how to use the Collaborate platform features. Teaching and Learning with Collaborate workshop. Maximum 15 participants.

BLACKBOARD ALLY FOR LEARN (Year 1 Only)

Service Title	Description
Ally Accessibility and Instructor Training	Remote delivery using Collaborate. Appropriate for course instructors, course designers, administrators, and support personnel who wish to learn more about using Ally to support accessibility. Maximum 15 participants.

4. Out-of-Scope

If any additional services or products not described herein are required during or after the implementation, Blackboard products and services are offered through Small Business Purchase, California Multiple Awards Schedule (CMAS), and the Software Licensing Product (SLP). It is recommended that the client reach out to both their CDT representative (https://cdt.ca.gov/account-lead-lookup/) and your Blackboard Account Executive (Thomas.herrmann@blackboard.com) for requirements discussion, demonstrations, and product validation prior to purchase.

5. Pricing Model

Year 1 prices on the VHSS include the implementation services described above. Year 2 does not include implementation, consultative, or training services. If additional services are required, they must be acquired through SB, SLP, or CMAS. Year 2 includes annual subscription to the Blackboard software, 24/7/365 administrator support through phone or the Behind the Blackboard Support Portal. Year 2 and beyond, Blackboard includes a Customer Success Manager (CSM) and a Sacramento-based user community (CalGov User Group) described below:

CSM Role:
- Serve as an advocate for the client within Blackboard, helping to drive support and change when necessary to help the client achieve their business objectives
- Assisting clients with their participation and involvement in community engagement activities and sites
- Management of the client relationship during all periods of support escalations
- Provide best practice recommendations; assist clients in solving point-in-time challenges, and partner with the client to support the overall goal of increased satisfaction
- Assisting clients during specific projects (including SaaS migrations, adoption of Ultra Base Navigation, exploratory Ultra pilots, etc.)

CalGov User Group: https://community.blackboard.com/groups/home/54
 A virtual community of Blackboard users within the California State Government, driven by our clients. We have a dedicated online portal to allow users to ask questions, share best practices and network. The online hub will be updated with upcoming CalGov User Group meetings, discussions and other relevant information.