Client Support Services Guide

Blackboard Learn
(Managed Hosting, Self-Hosted & SaaS)

Publication Date: November 2018
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Introduction

The purpose of this document is to provide information on the client services Blackboard Inc. provides as well as policies and procedures for administering client support. Included are definitions of the life cycle of supported products and support classifications. Options for the types of support available to clients are defined as well as the terms under which support may be provided.

Supported Products

Blackboard Inc., together with its subsidiaries (the “Company”), currently makes Support Services available for certain of its products. Support Services are based on the support category to which each version of the product has been assigned by the Company. Support Services are subject to the terms of the applicable software license agreement between the Company and the applicable licensee (the “Agreement”). The Company products that are currently covered (individually, the “Product”; collectively, the “Products”) are as follows:

- Blackboard Advise™
- Blackboard Learn™
- SaaS Deployment for Blackboard Learn™
  - Learning Core SaaS (available to North America Higher Education customers)
  - Learning Essentials SaaS (available to North America Higher Education customers)
  - Innovative Classroom SaaS (available to K-12 customers)
  - Common Core SaaS (available to K-12 customers)
- Blackboard Learn for Course Delivery™
- Blackboard Learn for Community Engagement™
- Blackboard Learn for Academic Collaboration™
- Blackboard Learn for Outcomes Assessment™
- Blackboard K-12 SchoolCentral™
- Blackboard K-12 EducatorCentral™
- Bb Planner™
- Blackboard ProSites™
- Blackboard Open Content™
# Release Terminology

Blackboard refers to releases using the following terminology for all products except SaaS Deployments of Blackboard Learn.

<table>
<thead>
<tr>
<th>Release Terms and Descriptions</th>
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</thead>
<tbody>
<tr>
<td><strong>New Feature / Major Release</strong></td>
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<tr>
<td>Previously Used Term</td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td><strong>Service Pack</strong></td>
</tr>
<tr>
<td>Previously Used Term</td>
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<tr>
<td>Description</td>
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<tr>
<td><strong>Cumulative Update</strong></td>
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<td>Previously Used Term</td>
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<tr>
<td>Description</td>
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<td></td>
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<td><strong>Hotfix</strong></td>
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<tr>
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Support Categories

All products are classified into a support category that defines the level of support services that is provided to clients. Each product has a current designated category. Support Categories are subject to change as determined by the Company and the product roadmap.

- **Full Support** (formerly Category A): Full Support includes product versions for which Blackboard offers a wide range of support options. Products within Full Support receive as necessary Service Packs, Cumulative Updates and Hotfixes. SaaS Deployments for Blackboard Learn receive frequent updates and are covered under the Full Support category.

- **Operational Support** (formerly Category B): Operational Support includes those product versions for which Blackboard offers a modified support. This category does not include an active maintenance schedule such as Service Packs or Cumulative Updates. All issues related to products in the Operational Support category, for which Blackboard does not have an available fix or workaround will be examined on a case-by-case basis, and may require the client to upgrade to a version with Full Support for resolution, or a separately priced Professional Services engagement.

- **No Longer Supported** (formerly Category C): No Longer Supported products are not maintained by Blackboard. Clients are strongly encouraged to upgrade. Client Support will still answer informational questions regarding product use.

Support Classifications

This table provided the current support category for the Company’s Products as well as a roadmap of anticipated dates for reclassification. *This roadmap is subject to change.*

### Full Support

<table>
<thead>
<tr>
<th>SaaS Deployment for Blackboard Learn</th>
<th>General Availability</th>
<th>Operational Support ¹</th>
<th>No Longer Supported ²</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Learning Core SaaS</em></td>
<td>September 2014</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
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<tr>
<td><em>Learning Essentials SaaS</em></td>
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<td><em>Innovative Classroom SaaS</em></td>
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<td><em>Common Core SaaS</em></td>
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<table>
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<tr>
<th>Blackboard Learn 9.1 Q4 2018 Release</th>
<th>General Availability</th>
<th>Operational Support ¹</th>
<th>No Longer Supported ²</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>November 2018</td>
<td>June 2020</td>
<td>December 2020</td>
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<tr>
<th>Blackboard Learn 9.1 Q2 2018 Release</th>
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<th>Operational Support ¹</th>
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<td>April 2018</td>
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<th>Blackboard Learn 9.1 Q4 2017 Release</th>
<th>General Availability</th>
<th>Operational Support ¹</th>
<th>No Longer Supported ²</th>
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</thead>
<tbody>
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<tbody>
<tr>
<td></td>
<td>November 2016</td>
<td>June 2018</td>
<td>December 2018</td>
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¹ The anticipated date of reclassification to Operational Support.

² The anticipated date of reclassification to No Longer Supported.
## No Longer Supported

<table>
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<tr>
<th>No Longer Supported</th>
<th>General Availability</th>
<th>End of Life</th>
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<td>Blackboard Learn 9.1 Q2 2016 Release</td>
<td>April 2016</td>
<td>June 2018</td>
</tr>
<tr>
<td>Blackboard Learn 9.1 Q4 2015 Release</td>
<td>November 2015</td>
<td>December 2017</td>
</tr>
<tr>
<td>Blackboard Learn 9.1 October 2014 Release</td>
<td>November 2014</td>
<td>June 2017</td>
</tr>
<tr>
<td>Blackboard Learn, Release 9.1 Service Pack 13</td>
<td>June 2013</td>
<td>December 2014</td>
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<tr>
<td>Blackboard Learn, Release 9.1 Service Pack 14</td>
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</table>

<table>
<thead>
<tr>
<th>No Longer Supported</th>
<th>Support End Date ²</th>
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<tr>
<td>Blackboard Learn Release 9.1 SP12 and previous releases</td>
<td>August 2014</td>
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<tr>
<td>Blackboard Learning System--Vista Enterprise License Vista 8.0</td>
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</tr>
<tr>
<td>Blackboard Learning System--CE Enterprise License²</td>
<td>January 2013</td>
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<td>Blackboard Learning System--CE Enterprise Ltd. License²</td>
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<tr>
<td>Blackboard Learning System--CE Basic License²</td>
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<tr>
<td>Blackboard Learn, Release 9.0, 8.0, 7.0, 6.0</td>
<td>October 2012</td>
</tr>
<tr>
<td>All variants, all versions</td>
<td></td>
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<tr>
<td>Blackboard Learning System--Vista Enterprise License</td>
<td>October 2011</td>
</tr>
<tr>
<td>All versions (including 3.0, 4.0, 8.0)</td>
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<tr>
<td>Blackboard Content System, Release 2.3</td>
<td>October 2010</td>
</tr>
<tr>
<td>Blackboard Portfolio (for CE/Vista) for Vista 8.0</td>
<td>October 2010</td>
</tr>
<tr>
<td>All versions</td>
<td></td>
</tr>
<tr>
<td>Blackboard Outcomes System, Version 1.0</td>
<td>June 2009</td>
</tr>
<tr>
<td>Blackboard Content System, version 2.0, 1.0</td>
<td>October 2008</td>
</tr>
<tr>
<td>All previous Product versions</td>
<td></td>
</tr>
<tr>
<td>Blackboard Learning System ML, all versions</td>
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</table>

² Support end date for the most recent version.

² Includes any WebCT Modules initially licensed prior to July 8, 2006.
Enterprise Support for System Administrators

Enterprise Support provides broader and deeper support coverage for institutions running in mission-critical and complex Enterprise environments. Enterprise Support is provided on a 24/7/365 basis, which provides customers with round-the-clock support services.

Enterprise Support also provides technical support for complex implementations of the Company’s products and is highly recommended for installations which involve any of the following elements:

- Multiple servers
- Load balanced and/or clustered environments
- Blackboard Building Blocks®
- Authentication integration
- SIS integration
- Blackboard advanced reporting

**Enterprise Support is included with the following Products:**

- Blackboard Learn™
- Blackboard Learn for Course Delivery™
- Blackboard Learn for Community Engagement™
- Blackboard Learn for Academic Collaboration™
- Blackboard Learn for Outcomes Assessment™
- Blackboard K-12 SchoolCentral™
- Blackboard K-12 EducatorCentral™
- Blackboard ProSites™
- Blackboard Open Content™
Enterprise Support Communication Methods

- **Telephone support** Licensee is eligible to receive support in English from the Company. The Company may make support available in other languages from time to time, subject to the language capabilities of its technical staff. Licensees may request to be assigned to a Technical Support Manager who speaks their language. Where possible, the Company will attempt to provide this service. Licensees accept that this may cause some delays while an available resource in their language is located, and thus may elect to have a faster response in English.

  Telephone-based support is available twenty-four (24) hours a day, seven days (7) a week, three hundred and sixty-five (365) days a year.

- **Web-based Self Service** – Licensee is eligible to submit and add notes to cases as well as access to documentation, release notes and knowledge resources.

- **Case Communications by Email** – After a case has been created either by telephone or web-based self-service, ongoing communication may take place by email, provided the licensee does so by replying to emails coming from support@blackboard.com and does not alter the subject line.

Enterprise Support Services Designated Personnel

Licensee may designate up to two (2) of its personnel for purposes of receiving Support, and may designate substitute personnel by providing written notice to the Company (provided that not more than two (2) persons may be designated as support contacts at any given time). These designated personnel should be staff members who have access to the Blackboard administrator interface and has or can easily obtain SSH or VNC/Terminal Services access to the server on which the Product is installed.

The Company requires a Primary System Administrator for each client who acts as the primary system administrative point of contact for Blackboard within the client’s institution. Blackboard Support will contact this individual if there are questions related to support but outside the scope of a particular case such as license key renewals or replacements. This individual is typically active in the support portal (submits support cases as needed), is very familiar with the institution’s implementation and usage of their Blackboard product, and is able to answer questions and make decisions pertaining to how the product is supported.

All system administrators for an institution, including the primary administrator, will be able to submit cases, access knowledge and documentation on the Behind the Blackboard, and edit system and personal contact information. System administrators will have access to hotfixes, updates, and releases of the supported Product when they become generally available to licensees.

Reasonable efforts to respond to all support requests and to remedy any documented and reproducible errors and defects in the Product that are submitted using an approved means within the following targeted response and resolution times.
Enterprise Support Services Severity Codes and Target Response Times

All support requests are important. However, some requests take precedence over others. Support has created four categories for support requests. Requests for support are handled based on severity code assigned to each issue.

Severity codes also determine initial response time targets. The most severe cases have the swiftest targeted response times. Severity level definitions and their response times are described in the sections below.

The time a request is logged under Enterprise Support is the time the call or web-based self service request is recorded by the Company.

Web-based self-service and telephone are the only approved means for initial support request submission under Enterprise Support. The Enterprise Support staff is not responsible for responding to requests made by third parties or directly to Company support staff members, or by any means other than those described above.

Severity Code 1 Issues

Your Blackboard Production Installation [application] is down and not functioning, the system is disabled or non-responsive. Response time for Severity Code 1 is within one (1) hour.

Some examples of Severity Code 1 Software errors are as follows:

- Software is down and will not restart.
- Software is not able to communicate with external systems.
- Software is generating a data corruption condition.

When a Severity 1 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

*Note: Severity Code 1 is not be used for Test Environments.*

Severity Code 2 Issues

Your Blackboard Product is functioning but major components are unavailable or a large number of users are unable to use portions of the system. Response time for Severity Code 2 is within four (4) hours.

Some examples of Severity Code 2 Software errors are as follows:

- An intermittent, critical Software error.
- A major functional component is unavailable.

When a Severity 2 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.
Severity Code 3 Issues
Your Blackboard Product is operating close to normal; however minor components are functioning abnormally. Response time for Severity Code 3 is within one (1) business day.

Severity Code 3 errors include non-critical Software errors. Severity Code 3 errors may be fixed in future software releases, including major releases, Application Packs, Services Packs or Hotfixes. Severity 1 and 2 Software errors take priority over Severity 3 issues.

Severity Code 4 Issues
Severity Code 4 implies that the Software is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the Software. Response time for Severity Code 4 is within one (1) business day.

Note: Severity Code 1, 2, and 3 will take priority over Severity Code 4 cases.

Case Resolution
After the initial response to your support request, Support will respond to subsequent requests within one (1) business day of:

- Case creation.
- Email replies to support@blackboard.com emails concerning your case.
- Notes added to cases using web-based self-service.
- Voicemails or messages left with licensee’s service reps.

Support’s targeted resolution times are:

- One (1) subsequent business day for issues with a solution that has been previously implemented and validated by the Company, provided that Company has previously resolved the solution within one (1) business day of its identification by the Company as a known issue (“Routine Issues”).
- A commercially reasonable effort until resolution is reached for all non Routine Issues (“Complex Issues”).
- Targeted resolution times are applicable for implementations operating in certified configurations.
Providing Blackboard Support Access to Your Server

To effectively resolve issues submitted, the Enterprise Support staff may require any of the following information:

- Login information for Student or Designer/Faculty members experiencing problems
- Login information for Blackboard Administrator (for non-hosted environments)
- SSH or VNC/Terminal Services access to the Blackboard server (for non-hosted environments)

The targeted response/resolution times described herein are subject to the Company’s ability to obtain, when needed, server access by the means identified by the Company herein. The Company’s support staff must approve any request by a licensee for the use of alternative means of server access in advance. The Company shall use reasonable efforts to accommodate any reasonable request for the use of an alternative means of server access; however, in the case of such an accommodation, the service level agreement targets for initial response, status updates and resolution as set forth herein shall not apply with respect to the specific support request for which an alternative means of server access is used. Such is the case with VPN access.

Lack of server access or lack of server access in a manner supported by the Company as identified herein may cause delays in resolving support requests and may render the Company unable to resolve a support request. In such cases, licensees may wish to consider an on-site, separately priced professional services engagement.

The Company’s commitment to providing timely, quality technical support is based upon having sufficient server access to resolve a support request.

As per the following Exclusions section, Enterprise Support shall not include support for any Product running in an unsupported configuration. In the event a licensee is running a Product in an unsupported configuration and reports a problem, the Company may, at its sole discretion, attempt to replicate the issue in-house at the Company on systems running in a Company-supported configuration. If the Company’s support staff is able to replicate the problem on a supported configuration, the Company may elect to handle the support request in accordance with its standard support procedures. If the Company’s support staff is unable to replicate a problem on a supported configuration, the Company shall refer such licensee to the Company’s Professional Services department for a separately priced professional services engagement and recommend that such licensee move to a Company-supported configuration.
Using the Blackboard Learn Database Schema

With the release of Blackboard Learn, Release 9.1, Service Pack 1 (9.1.452.0), documentation is available that describes the data characteristics of the tables and columns in the Blackboard Learn 9.1 database, including: data types and sizes, null ability, index, sequence, key and constraint information. Additional commentary is also provided for key tables and columns.

By agreeing to the terms of your license, Customers can download this set of documentation for the purposes of building read-only queries and designing custom reports. The schema can also be used to perform analysis and troubleshooting.

*Note: Customers are not permitted to make changes to the schemas presented.*

Customers are permitted to access the schema by employing the user interfaces, APIs, and tools such as Building Block schema.xml, and Building Block persistence APIs. In specific circumstances, Support may provide scripts to resolve a situation. However, any other changes to the Blackboard schema may only be done with a Blackboard Consulting engagement. Please contact your Account Executive if you would like to work with our consulting team to make any changes to your Blackboard database.

Support for Database Schema

Support can provide assistance with access to the database schema documentation as well as interpreting the tables that correspond to the different features or features sets of Blackboard Learn.

Specific support for writing queries or training on database concepts is not provided. However, the Bb developer community does offer informal assistance and insight. Visit www.edugarage.com to connect with your peers.

Unauthorized Database Changes

The Company cannot support unauthorized database changes. Customers that make an unauthorized change will be informed that such a change has occurred. Customers may:

- Restore a backup of their system prior to the change.
- Engage Blackboard Consulting for assistance by contacting the Customer’s Account Executive. Consulting typically has a 4-week scheduling lead time. If the Customer can wait for available database expertise, Consulting will work with the Customer to diagnose the issue and determine potential resolution and best course of action. A statement of work/consulting contract will be needed.
Exclusions to Enterprise Support Policies

The Enterprise Support described in this document applies only when the Product is installed locally at the applicable licensee’s site or hosted by the Company on behalf of such licensee.

Enterprise Support coverage does not include environmental-related support requests that involve the following areas:

- Server migration issues.
- Improper usage of the Product (such as database files removed from the Product, customization of the Product, prohibited usage, and so on).
- Unsupported changes to the database such as directly writing to the database or using the database schema to alter or delete records.
- Assistance with understanding data relationships as presented in the database schema documentation in order to write or format queries.
- Improper installation and configuration of operating system components.
- Improper hardware configuration for size of deployment.
- Hardware (server) problems.
- Server operating system problems.
- Non-supported 3rd party tools used with Product (except those where a support partnership exists).
- Issues arising with Products hosted by a third party, unless agreed upon in writing in advance by the Company (where such permission has been granted, issues arising as a result of the third party which would not have occurred with a Company hosted instance of the Product are excluded).
- Issues arising on an unsupported configuration.
- Issues known by Company not to be related to the Product application itself.

# Separately priced professional consulting services are available — Contact a Company Account Representative to learn more.