Blackboard®

Expertise to help you manage your Blackboard LMS

**Focus on core competencies.
Leave the rest to us.**

Skip the resource-heavy recruitment and training processes so you can spend more time getting ahead and seeing results. Staff Augmentation can help you staff a project and respond to business objectives with high visibility and tight timelines. Many Blackboard clients use staff augmentation to help fill gaps caused by shifting responsibilities, over-stretched staff during peak periods, planned extended leave, or the high costs of hiring and training new people.

Blackboard's LMS Application Administration, Server Administration, and Functional Staff Augmentation services provide dedicated team members who can help you manage your LMS infrastructure during challenging times of change.

Why engage with a Blackboard expert?

› Expedite the launch of training programs with tight timelines

› Get on a fast track to success by helping your organization get up and running quickly

› Ensure quality and optimal system use

› Provide gap coverage when organizational changes arise

Services Overview

Application Administration

Resolve issues easily and quickly. Get expert advice to help you reach your goals. Leave these tasks to Blackboard's LMS application administration experts:

› Day-to-day Blackboard Learn and Collaborate GUI administration

› Strategic decisions regarding system changes, additional functionality, interfaces, configuration, and more

› Creating and managing API/building block settings, users, courses, and enrollments

› Coordinating upgrades to customizations and integrations with the System Administrator and Blackboard Integration and Customization Maintenance (ICM) team

› Planning and testing patches and upgrades

› Troubleshooting product and end user issues

Server Administration
(for Self Hosted clients only)

Save time and money with an LMS admin on your side. Let Blackboard's LMS server administrators take these technical tasks off your hands:

› Performing LMS installations, upgrades, and software updates

› Configuring LMS software according to established standards and best practices

› Maintaining data and structure of the LMS database

› Planning and performing application conversions and migrations

› Planning technical implementation in close collaboration with other team members

› Conducting backup and restore procedures, log file management, server security policies, application and operating system upgrades, and other standard system and data maintenance tasks

› Troubleshooting server issues

Functional Staff Augmentation

Get hands-on guidance on your schedule with Blackboard's functional staff augmentation experts. Their activities include:

› Mentoring on system configuration, system administration, course design, course development, and community building

› Acting as subject matter expert resource for customer questions on system and course development

› Providing targeted expertise for knowledge transfer

Increase adoption and make the most on your investment

By letting a Blackboard expert build courses, deploy user communities, and handle day-to-day administration, your organization can focus on core competencies that put the learner at the center of your learning programs.

For more information about our staff augmentation services, contact your Blackboard sales professional today.

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