

# Blackboard Managed Hosting

Dallas County Community College District

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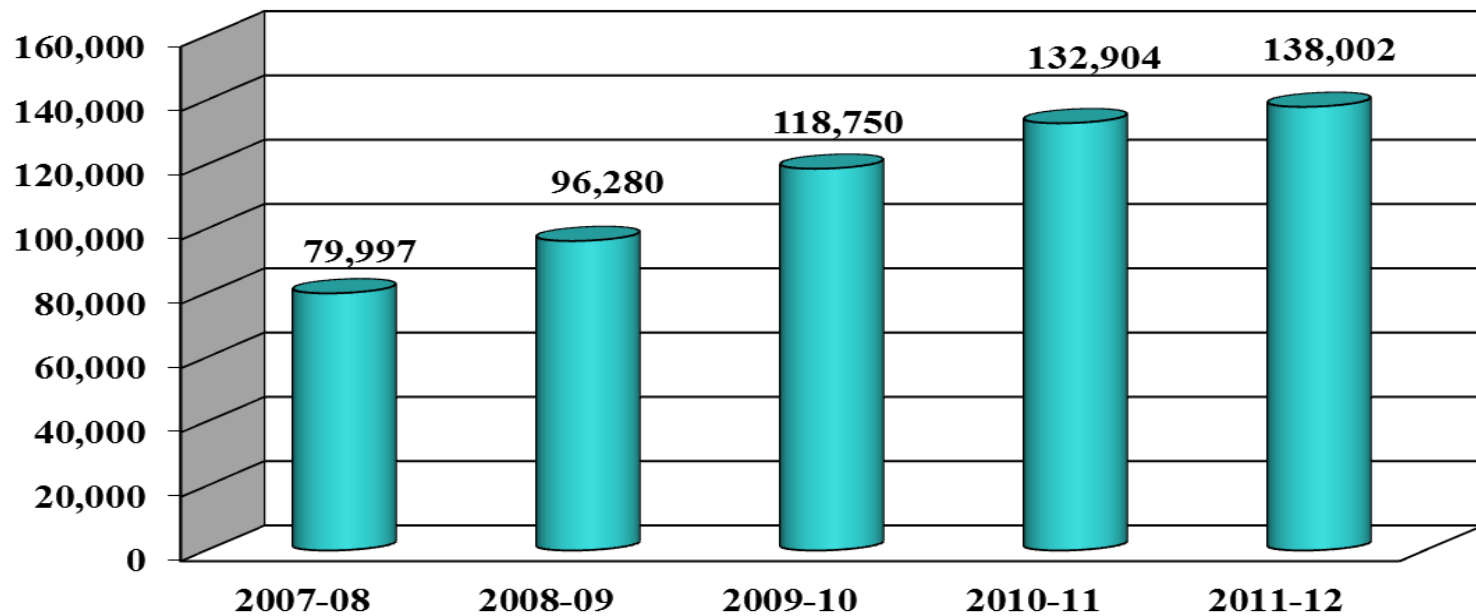
Dan Luciani, eCampus Project Manager

# What is Blackboard?

- ▶ Blackboard is a Learning Management System (LMS), which is a software environment for the administration, documentation, tracking, reporting and delivery of education courses or training programs.
- ▶ **73% increase in distance learning enrollments over the last 5 years at DCCCD.**
- ▶ When Blue Rolls are fully implemented, every instructor in the district will use Blackboard.

The National Center for Educational Statistics reported a 5.8% increase in distance learning enrollments in the last year. DCCCD had a 4% increase in the last year and 73% increase in the past five years. There are 6.7 million distance learning students nationally.

**DCCCD Distance Learning Enrollment  
Fiscal Years 2008 - 2012**



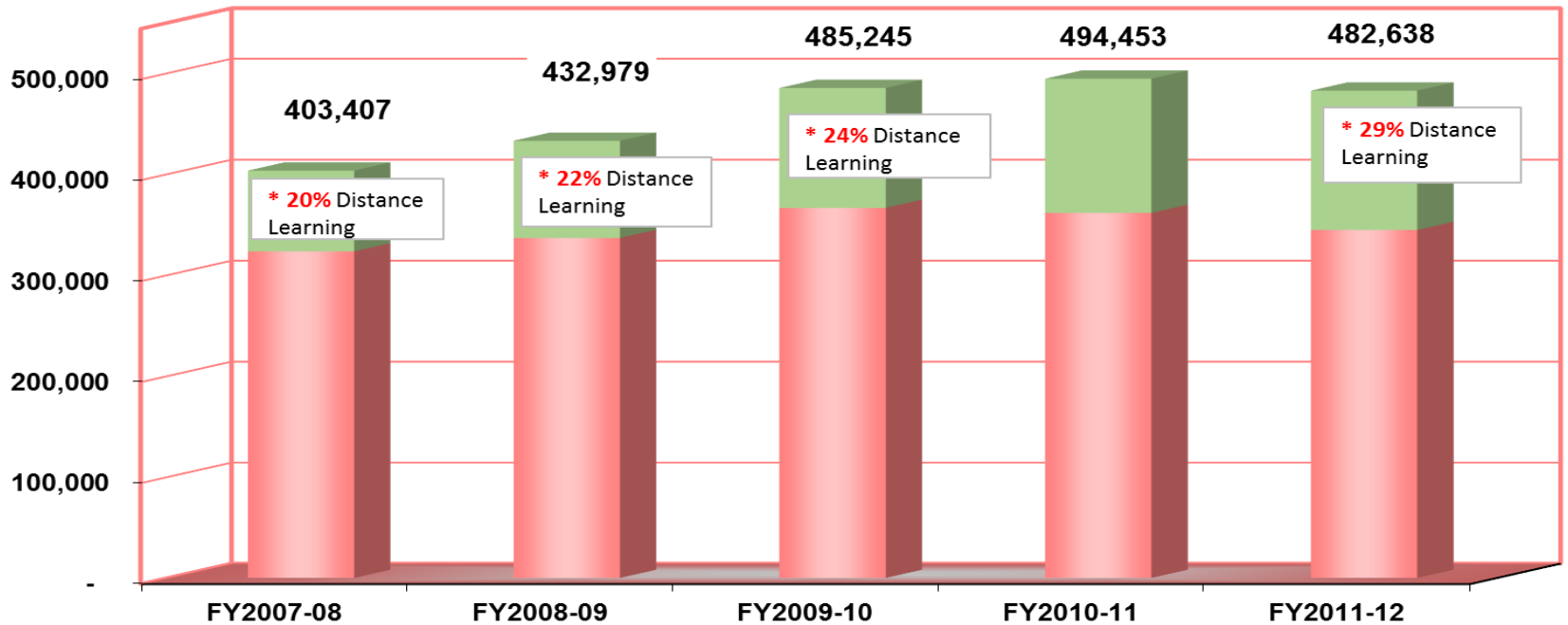
**\* Percentage of DCCCD Distance Learning Enrollments of Total Enrollments**

**\*\* Distance Learning Increases by 2% Each Year.**

**Total DCCCD Enrollments  
Fiscal Years 2008 - 2012**

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# Blackboard Issues

- ▶ Blackboard has outgrown its original intent
- ▶ Scope is too large to manage with current operation
- ▶ Crossroads
  - To expand internally with more hardware and specialized staff
  - OR --
  - To outsource day-to-day operations to a hosted environment

# What is a Hosted Environment?

A facility in which a third-party holds the data and runs the programs in its own computers.

Blackboard will provide day-to-day operations of the eCampus system including hardware, network and technical support.

# Benefits of Hosting

- ▶ Flexible Maintenance Windows
- ▶ Less Downtime
- ▶ Scalability
- ▶ Full Redundancy
- ▶ Faster Restores and Recovery
- ▶ 24x7 Support

# Flexible Maintenance Windows

- ▶ Blackboard Hosting will provide maintenance and upgrades as requested by the client
  - Can be scheduled at any time (no restrictions)
  - Blackboard Hosting provides research, upgrade and basic testing



# Less Downtime

- ▶ Uptime Service Level Agreement of 99.9%
- ▶ Upgrades reduced from 48 hours to 4–8 hours

# Scalability

- ▶ Ability to add additional servers/hardware as needed
- ▶ Unlimited growth potential

# Full Redundancy

- ▶ Fully redundant internet and network equipment
- ▶ Multiple levels of data backups and off-site data storage
- ▶ State-of-the-art Tier-4 data centers
  - Tier 4 is designed to host mission critical servers and computer systems, with fully redundant subsystems (cooling, power, network links, storage etc.) and compartmentalized security zones controlled by biometric access controls methods.

# Faster Restores & Recovery

- ▶ Course restores
  - In the event of contested grades, deleted content, accidental deletion, etc.
- ▶ System recovery

# 24x7 Support

- ▶ eCampus is a 24x7 system and requires additional, specialized staffing
  - Database administrator
  - Additional operational support
  - Additional system administrators

# Benefits to Faculty & Students

- ▶ Less Downtime
- ▶ Better Service
- ▶ On-demand scalability
- ▶ Preferred Solution

# Cost Analysis Summary

- ▶ Blackboard Managed Hosting costs for 3 years is **\$1,295,687** or an average of **\$431,896** per year
- ▶ Hardware savings of **\$186,000** per year
- ▶ The total 3-year increase is approximately: **\$737,688**
- ▶ This represents an average increase per year of approximately **\$245,896** over our current budget.

# Decision Point

- ▶ Hosting is more reliable
- ▶ Handles growth
- ▶ Less down time
- ▶ Initial costs are higher but long-term benefits outweigh costs alone