Blackboard Service Delivery Model

New features, technical review and continuous deployment testing in Blackboard

Ensuring that the Blackboard LMS is updated, secure and available is one of Academic Technology Services main operational goals. A small team works on a monthly upgrade schedule to ensure that both bug fixes and new feature releases are reviewed, tested and implemented. Priority testing and implementation will always go to bug fixes, before new feature releases.

With this approach, Academic Technology Services will not immediately release all new Blackboard features to production when they become available to the broader Blackboard SaaS community. The release of admin-controlled features will be delayed approximately 1 month later than the general population release date. This will help to ensure that these changes have minimal negative impact on our instructors.

Workflow: Blackboard Learn SaaS monthly release usually encompasses 4 weeks from initial release to BB Staging/Test environment to implementation into BB production.

Task	Completion (subject to change by the volume of the LMS team's work)	Team Responsible
BBL Stage/Test: New Release test	Date released + 5 ~ 14 days	LMS Team
BBL Stage/Test: Prepare documentation and communications	Date released + 14 ~ 10 days	Learning Designers
BBL PROD: New Release test	Date released~ 14 days	LMS Team
BBL PROD: New Feature Test	Date released + 2 ~ 21 days	LMS Team
BBL PROD: Release of Admin-controlled features	Date released + 30 days	LMS Team
BBL PROD: Publish documents and communication for new release	Date released + 7 days	Learning Designers

Proposals and requests for changes in Blackboard

The ATS-LMS team invites proposals and requests for enhancements to Blackboard services; however, many changes are outside of our control. Where we have decision-making capabilities, our primary objective is to implement changes that will benefit the broader user community, encompassing both novice and experienced users. To this end, we evaluate proposals with the understanding that the perspectives of individuals or small groups may not always represent the majority view. We value your input and endeavour to balance diverse needs in our decision-making process.