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Proposal for DCCCD Blackboard Managed Hosting

eCampus/ Blackboard has been the online Learning Management System (LMS) for the DCCCD since 1999. The LMS is the software application for the administrative, documentation, tracking, reporting, and delivery of online and hybrid education programs. Over 65,000 student, faculty and staff accounts are hosted each semester in this virtual learning space that handles all distance learning, blended learning, and face-to-face classes. Over time, there have been nearly 500,000 accounts created in our system.

Justification for Managed Hosting

- eCampus has become a true 24x7 system and we are not staffed to support it as such
- The complexity of the system has grown exponentially over the last five years
- Microsoft Consulting engagement found several vulnerabilities and database performance issues related to lack of appropriate personnel and training to support such a complex system
- Less downtime, faster restores, scalability, data redundancy and maintenance upgrades.

Benefits of Managed Hosting

- Ensures scalability and leverages resources
- Eliminates need to hire additional personnel to support 24x7 environment
- Eliminates need to hire specialized database manager
- Leverages economies of scale by working with other hosted institutions
- Increases system availability and decreases downtime
- Provides quality service 365x24x7

Contract Details

Four levels of service are available with Bb Managed Hosting. We have selected the Diamond level which provides the following services:

- Uptime of service level agreements of 99.9%
- Test and Development Environment
- Staging Environment
- Advanced Platform Virtual Operating Environment

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- Project Management: During On-Boarding and Data Migration
- Project Management: Planning and Implementation of Upgrades
- Complex Hosting Manager and Strategic Planning
- Weekly Review and Planning Calls & Annual On-Site Meetings
- Monthly Operational Status Reports

Cost Summary

- The total estimated 3-year cost for Managed Hosting is: **\$1,295,687** or **\$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.