



Building Blocks

Policy

Blackboard Building blocks will be installed per a proposal system. Proposals should be submitted via the proposal form located <http://www.twu.edu/blackboard/policy-procedures.asp> . Proposals will be reviewed by the Blackboard system administrator and assessed for risk and environment impact.

Procedure

User submits proposal

- Priority
 - Needed immediately to correct issue currently facing
 - Needed for convenience and can be implemented during break
 - For system administration only and can be implemented when convenient
- Budget Issues
 - Open source and no cost involved
 - Commercial product
 - Has technology committee approved
 - Who is paying
 - What are the costs both upfront and to maintain
- Impact on Production Server
 - Potential for causing system wide issues
 - Potential for causing network issues
- Impact on ITS
 - Will snapshots be affected
 - Implementation on test box
 - Any possible network issues
- Impact on Users
 - Training needed for use of building block
 - Available by roles for limited rollout?
 - Affects students, faculty, or system administrators?
- Impact on help desk
 - Needed training
 - Potential issues
 - Questions for Ask IT
- Impact on Dallas and Houston support staff
 - Needed training
 - Documentation in place
 - Potential issues faculty may face
- Impact on other support staff (LLL etc.)
 - Needed training
 - Documentation in place
 - Potential issues faculty may face



Helpdesk
940-898-3971
helpdesk@twu.edu
<http://www.twu.edu/help-desk>

Blackboard Support
940-898-3706
blackboard@twu.edu
<http://www.twu.edu/blackboard>



- Training Team Needs
 - Access to building block
 - Ability to do accurate screen shots
 - Time to work with building block
- The system administrator will install building block on test server.
 - Download Building Block
 - Install and configure on test server
 - Set roles if necessary
 - Conduct initial test of stability
- The following decisions will be made by the Blackboard system administrator and the Director, Instructional Technology and Delivery Systems
 - Should it be installed on the production server?
 - If yes, should it be immediate or wait until semester break
 - Approval of email to be sent to the faculty with an announcement of the new enhancement to Blackboard

Once it has been approved and the timeline set for installation, the system administrator will install, test and send announcement to faculty.