Welcome to Blackboard Collaborate. We will begin the session shortly.

Click the silhouette to add a picture | Click the check mark to indicate status | Turn on audio or video | Raise your hand

Open to access: Chat, participant list, share content, my settings (for dial-in)
Cohort: Blackboard Learn with the Ultra Experience
Intro to the Ultra Experience & SaaS Deployment
September 2018
Your Cohort Team

Jasmine Banks
Client Success

Wade Fields
Product Management

Jason Hardin
Product Management

Brent Mundy
Product Management

Brad Evans
Product Management

Francesca Monaco
Product Marketing
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<thead>
<tr>
<th>Session</th>
<th>Key Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td><strong>Orientation/Introduction to the Cohort &amp; Path to the Ultra Experience</strong></td>
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<tr>
<td></td>
<td>• Cohort overview, introductions, format, and curriculum</td>
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<td></td>
<td>• Suggested path to the Ultra experience</td>
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<tr>
<td><strong>Today</strong></td>
<td><strong>Introduction to the SaaS Deployment for Learn and the Ultra Experience for Learn</strong></td>
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<tr>
<td></td>
<td>• Ultra overview and key terms</td>
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<td>• SaaS overview and benefits</td>
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<td>• How to make the move to SaaS</td>
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<td><strong>Week 3</strong></td>
<td><strong>Ultra Base Navigation Deep Dive</strong></td>
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<td></td>
<td>• Experience outside of courses: New Navigation, Activity Stream, Calendar, Profile, Targeted Notifications, etc.</td>
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<tr>
<td><strong>Week 4</strong></td>
<td><strong>Ultra Course View Deep Dive: Designing an Ultra Course &amp; Course Conversion</strong></td>
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<td>• Our design approach, overview of the Ultra Course View, creating content, and course conversion</td>
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<tr>
<td><strong>Week 5</strong></td>
<td><strong>Ultra Course View Deep Dive: Assessment &amp; Grading</strong></td>
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<td></td>
<td>• Assignments, Tests, Goal Alignment, Rubrics, Gradebook, and more</td>
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<td><strong>Week 6</strong></td>
<td><strong>Ultra Course View Deep Dive: Course Communication</strong></td>
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<td></td>
<td>• Discussions, Conversations, Messages, and more</td>
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<tr>
<td><strong>Week 7</strong></td>
<td><strong>Learning Analytics &amp; Integrations</strong></td>
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<tr>
<td></td>
<td>• Learning analytics included in the Ultra experience</td>
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<td></td>
<td>• Supporting existing and developing new integrations</td>
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<tr>
<td><strong>Week 8</strong></td>
<td><strong>The Ultra Roadmap, Your Path Forward, &amp; Cohort Closing</strong></td>
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<td></td>
<td>• The Learn roadmap for the Ultra experience</td>
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<td></td>
<td>• Conducting an Ultra pilot and other next steps</td>
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</table>
Today

Intro to Ultra & Defining the Terms

Intro to SaaS

Why SaaS

How to Move to SaaS
Intro to Ultra & Defining the Terms
Blackboard Learn

- Self Hosted
- Managed Hosted
- SaaS

Original Experience

Original Course View
The Original Experience

• What your faculty and students use today

• Easy to spot by looking for tabs and modules

• Available for all deployments of Blackboard Learn (Self-Hosted, Managed-Hosted, SaaS)
Learn 2016 Theme for the Original Experience

- Incorporates elements from the Ultra design language – **colors, fonts, and spacing** – for greater consistency between Learn, Collaborate, and our mobile apps

- Greater **responsiveness to improve the mobile experience**
Blackboard Learn

- Self Hosted
- Managed Hosted
- SaaS

Original Experience

Original Course View

Ultra Experience

Ultra Course View
The Ultra Experience

- A new user experience that is modern, intuitive, and efficient
- Characterized by simple yet powerful tools & workflows and an accessible, fully responsive design
- Consistent and connected across our teaching and learning products: Learn, Collaborate, and mobile apps
The Ultra Experience: Components

Ultra Base Navigation

Original Course View (default)

Ultra Course View (optional)
The Ultra Experience: Turning on the New Navigation

Ultra Base Navigation

Original Course View (default)
The Ultra Experience: Turning on the New Navigation

When you turn on the Ultra Base Navigation, your courses do NOT change.
Ultra Base Navigation

Modern, intuitive navigation that provides quick access to the most critical information from across all courses.

- **Institution Page:** Check out important campus information and helpful links/resources
- **Profile:** Set up and make changes to your online persona and settings
- **Activity Stream:** See up-to-the-minute action for all of your courses and organizations
- **Courses:** Navigate to past, present, and future courses
- **Organizations:** Access the organizations that you are a member of or lead
- **Calendar:** View all course, organization, institution, and personal events and due dates
- **Messages:** View and send messages for all of your courses
- **Grades:** Check your grades or see what needs grading across all your courses
- **Tools:** Access functions that are outside of courses (e.g., portfolios, the Content Collection)
Original Course View (default)

- **Same Original Course faculty and students use today**: No changes to the features or workflows they are already familiar with today.

- **Updated look & feel (if you do not already use the Learn 2016 theme)**: Modern look & feel and greater responsiveness on mobile devices, while preserving all existing content and features.
Updated Look & Feel for Original Courses

Updated look and feel =
Modern colors, fonts, and spacing

No change to the course structure

No change to the course content or functionality

Note: The new look and feel only applies if you aren’t currently using the Learn 2016 theme
Ultra Course View (optional)

• **Optional course view**
  when you turn on
  the Ultra experience

• **Streamlined, more intuitive**
  interface and workflows
  for maximum efficiency

• **Fully responsive**
  for use on any device

• Regularly adding new capabilities
The Dual Course Mode

• When you enable the Ultra experience, there are **two course types to choose from:**
  – Original Course View
  – Ultra Course View

• **YOU decide** which instructors, departments, and/or programs use each course type

• Thus, you can use **a mix of both course types → the dual course mode**

• Or, you can use just one course type for everyone – the choice is yours!
Granular control for rolling out Ultra courses

Institution / Admin can control who gets what course type:

- Specific instructors
- Department(s) or program(s)
- School(s) or entire institution

Original

Ultra
Flexibility to change at your own pace

Turn on the Ultra Base Navigation and choose:

- All Original Courses
- Dual Course Mode
- All Ultra Courses
Flexibility to change at your own pace

Ultra Base Navigation on with all Original Courses (no Ultra Courses)

Specific programs, departments, or instructors using Ultra Courses

Entire institution using all Ultra Courses

0% = Original Courses

25% = Original Courses

60% = Original Courses

100% = Ultra Courses
What Is the Path to the Ultra Experience?

Transition to SaaS deployment (can keep the Original experience)

FIRST MILESTONE

No change to the user interface

Enable the Ultra experience

SECOND MILESTONE

New navigation, same Original Courses, and new (optional) Ultra Courses

Note: These two milestones can take place at the same time or sequentially
What is the SaaS deployment for Learn?
Blackboard Learn: SaaS Deployment

Blackboard Learn delivered on a modern cloud computing technology stack

The largest and most established integration ecosystem (commercial and community built)

Single version, continuously updated, as well as a flexible deployment option

The Original experience familiar to your students and instructors from Learn 9.1

Option to enable the Ultra experience that provides a modern, intuitive, fully responsive user interface

Two tiers (Plus and Advantage) to support different levels of service and customization
In Summary...

The power of the Original experience

Cloud architecture

Ultra experience (optional)

Learn SaaS
What Are the Two Tiers of SaaS?

<table>
<thead>
<tr>
<th>Plus</th>
<th>Advantage</th>
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<tbody>
<tr>
<td>✔️ Both the Original &amp; Ultra experiences</td>
<td>✔️ Both the Original &amp; Ultra experiences</td>
</tr>
<tr>
<td>✔️ Continuous delivery of features and functionality</td>
<td>✔️ Continuous delivery of features and functionality</td>
</tr>
<tr>
<td>✔️ Flexible Deployment Option for the Original experience</td>
<td>✔️ Flexible Deployment Option for the Original experience</td>
</tr>
<tr>
<td>✔️ Full Building Block support</td>
<td>✔️ Full Building Block support</td>
</tr>
<tr>
<td>✔️ Full LTI, web services, and new REST API</td>
<td>✔️ Full LTI, web services, and new REST API</td>
</tr>
<tr>
<td>✔️ Test instance included</td>
<td>✔️ Test instance included</td>
</tr>
</tbody>
</table>

- ✔️ Staging instance included
- ✔️ Service Delivery Management
- ✔️ Direct Data Access (OpenDB/ASR)
What is Continuous Delivery?

Continuous Delivery

- Software industry standard practice
- Agile Development Process
- Release Cadence for Bb: monthly
- Releases can contain fixes, enhancements, and new features
- Smaller releases, less code and change per release
- Default for all SaaS customers
- Required for the Ultra experience
What is Continuous Delivery?

Continuous Delivery releases

Q4 ‘17
- Q4 2017/3300.0.0 Release
- Major Q2/Q4 release to CD and FDO customers

Q1 ‘18
- 3300.1, 3100.2, ...
- Monthly release to CD customers

Q2 ‘18
- Q2 2018/3400.0.0 Release
- Current plans, subject to change

Q3 ‘18
- 3400.1, 3400.2, ...

Q4 ‘18
- Q4 2018/3500.0.0 Release (est.)
- EOS End of Service for Q2/Q4 release for FDO customers

Q1 ‘19
- 3500.1, 3500.2, ...

Current plans, subject to change
What is Continuous Delivery vs. the Flexible Deployment Option?

**Continuous Delivery**
- Software industry standard practice
- Agile Development Process
- Release Cadence for Bb: monthly
- Releases can contain fixes, enhancements, and new features
- Smaller releases, less code and change per release
- Default for all SaaS customers
- Required for the Ultra experience

**Flexible Deployment Option**
- Unique Blackboard offering
- Agile Development Process
- Release Cadence: Q2/Q4 releases, Cumulative Updates (CUs) every 3 months
- CUs contain fixes, enhancements only
- Q2/Q4 releases contain CUs + new features
- Larger releases, more code and change per release
- Optional only for customers using the Original experience (not available with the Ultra experience)
What is Continuous Delivery vs. the Flexible Deployment Option?

**Continuous Delivery releases**

- Q4 ‘17: Q4 2017/3300.0.0 Release
- Q1 ‘18: Q4 2017 CU1/3300.0.1
- Q2 ‘18: Q4 2017 CU2/3300.0.2
- Q3 ‘18: Q2 2018/3400.0.0 Release
- Q4 ‘18: Q2 2018 CU1/3400.0.1
- Q1 ‘19: Q2 2018 CU2/3400.0.2

**Flexible Deployment Option releases**

- Q4 ‘17: Q4 2017/3300.0.0 Release
- Q1 ‘18: Q4 2017 CU1/3300.0.1
- Q2 ‘18: Q4 2017 CU2/3300.0.2
- Q3 ‘18: Q2 2018/3400.0.0 Release
- Q4 ‘18: Q2 2018 CU1/3400.0.1
- Q1 ‘19: Q2 2018 CU2/3400.0.2

**End of Service for Q2/Q4 release for FDO customers**

- Q4 2017/3300.0.0 Release
- Q4 2018/3500.0.0 Release (est.)

**Current plans, subject to change**
### Will All of Our Existing Integrations Work with SaaS?

<table>
<thead>
<tr>
<th>Integration type</th>
<th>Learn 9.1 / Self &amp; Managed Hosting</th>
<th>Learn SaaS Original experience</th>
<th>Learn SaaS Ultra experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Blocks</td>
<td>Yes</td>
<td>Yes&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Yes&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td>SOAP Web Services</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>IMS LTI</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Partner Cloud</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>REST API</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<sup>1</sup>Some Building Blocks may need to be updated to work in Learn SaaS.

<sup>2</sup>Building Blocks will work in Original Courses when the Ultra experience is enabled. Building Blocks that don’t expose any interfaces outside of the Admin Panel will also continue to work when Ultra is enabled. All other Building Blocks must be placed in an LTI wrapper to work in Ultra Courses.
What Is Direct Data Access and How Does It Relate to OpenDB?

• DDA uses a read replica (exact copy) of the Production database

• Read replicas are updated usually within minutes of production

• DDA uses the OpenDB schema

• Queries and reports developed for OpenDB will generally work with DDA

• Accessed securely via SSL and IP-restricted addresses
Why move to SaaS deployment?
### What Are the Main Advantages of SaaS deployment?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexibility</td>
<td>Heavy use of virtualization and automation allows us to be fast with provisioning and deploy releases with zero scheduled downtime.</td>
</tr>
<tr>
<td>Scalability and elasticity</td>
<td>The cloud architecture can easily scale horizontally and vertically, and clusters expand elastically based on load and demand.</td>
</tr>
<tr>
<td>Resilience</td>
<td>End-to-end automation and comprehensive monitoring ensures quality and consistency, and enables self-healing environments.</td>
</tr>
<tr>
<td>Innovation and change management</td>
<td>Continuous delivery means updates are small and frequent providing new features, enhancements, and bug fixes faster and with less change management impact.</td>
</tr>
<tr>
<td>Big data</td>
<td>Manage large scale data sets with more speed &amp; depth as well as longitudinally across time, surfacing data for learners, instructors, and administrators.</td>
</tr>
<tr>
<td>Enhanced quality</td>
<td>Rapid innovation</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Fixes and maintenance more quickly</td>
<td>Enhancements and features more quickly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Easier change management</th>
<th>Better support</th>
<th>Peace of mind</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smaller, continuous delivery updates</td>
<td>Less variety of versions being supported</td>
<td>Experienced Bb staff managing operations</td>
</tr>
</tbody>
</table>

*With SaaS deployment, the vast majority of updates are applied without service interruption. In the event that an update may require a service interruption, this will be communicated in advance.
Elizabeth City State University

Kimberley N. Stevenson, Ed.D., Director of Distance Education and Teaching Excellence

“Moving to SaaS was effortless; there was not much to it.”

Reasons for moving to SaaS

- Demand for new features & consistent look & feel. “Our faculty want access to the latest features and functionality.”
- Eliminates downtime. “There is no good time to take Learn down for upgrades.”

Transition experience

- Moved from Learn Managed Hosting to Learn SaaS (continuous deployment), Ally & Collaborate in December 2017.
- “Moving to SaaS was effortless; there was not much to it.”
- “Our Service Delivery Manager (SDM) would regularly keep us informed, but Blackboard did most of the work.”

“Integrating technology into education is core to our mission, so a major driver for moving to SaaS was Ultra – with its new look and functionality.”

“Eliminating downtime is a huge advantage of SaaS. As a Managed Hosting client, we would need to take the system down for upgrades and fixes – and we just couldn’t afford to do that any longer.”

“Having a consistent user experience across Learn, Collaborate and the apps is critical to improving our student and instructor experience.”

“There was pressure to move to a competitive LMS; but when we saw Ultra, we thought this is what we are looking for. Plus, we are well supported by Blackboard, feel that they understand us and are willing to work with us.”
“The benefits of SaaS are numerous: zero downtime, equal if not faster speeds, disaster recovery, and we are now always on the latest release.”

Reasons for moving to SaaS

- **Disaster recovery.** “Provide a more robust disaster recovery solution.”
- **Ultra experience.** “Our goal is to eventually be on Ultra; this is the path to get there.”

Transition experience

- Moved from self-hosted to SaaS in December 2017.
- “The move to SaaS went much faster and smoother than ever expected. We had a couple of minor issues, but not a single major issue.”
- “I give the highest praise to our Blackboard team. Our Service Delivery Manager was always on point.”
- “No one has said a bad word about our move to SaaS, and that’s amazing. Faculty concerns were alleviated and expectations set via frequent communication. We emailed faculty/staff, built a webpage, and hosted workshops.”
- “We used to have the equivalent of 3 FTE managing Learn. These staff are now able to focus on other tasks for the university.”
- “Thorough planning and testing all aspects – data migration, 3rd party integrations, authentication, etc. – in partnership with the Blackboard technical team was critical to our successful move to SaaS.”
How Many Learn clients Are Using SaaS?

424 clients using our SaaS delivery model in 25 countries

49 additional migrations underway

15 more evaluations and pilots

aws competency

FedRAMP Tailored
What Critical Factors Should I Be Considering When It Comes to Managing My Online Learning Environment?

- **Physical and network security**: Protect your infrastructure and the mission-critical information it contains.

- **Data security**: Recover lost data and restore courses.

- **Redundancy**: Mitigate risk related to single points of failure.

- **Reliability**: Sound architecture, performance engineering, robust root cause analysis and continuous improvement.

- **Scalability**: Enable and support growth.

- **Operational readiness**: Effectively and efficiently support the environment 24x7x365.

- **Monitoring and alerting**: Detect issues as or before they happen and quickly alert the right resources.

- **Change management**: Enable beneficial changes to be made with minimum disruption.
How do I make the move to SaaS Deployment?
What Does the Move to SaaS Deployment Entail?

**Prepare**
Plan for the transition

- Determine the right Learning Solution and SaaS tier to meet your institution’s needs and future goals
- Identify best migration window and data migration approach (either course-based migration or full data migration)
- Define migration plan
- Test and verify integrations

**Production**
Execute data migration to SaaS

**Migration Execution Steps:**
1. Data (courses and content) preparation
2. Test migration and integration setup confirmation
3. Final migration and cutover

**Two Migration Options:**
- Course-Based Migration
- Full Database Migration
What is the Difference Between Course-Based and Full Database Migration?

**Course-based migration**
- Start with a fresh SaaS instance
- Selected courses brought over via archive/restore
- Limits migration downtime
- Configuration and settings are not brought across

**Full database migration**
- Clone current database and file system
- Restore the information to a new SaaS instance
- Requires downtime (varies by institution size)
- Maintains existing data, configurations, settings

**Advantage:**
- **Quicker & limits downtime**

**Advantage:**
- **Greater fidelity**

**For both options, Blackboard provides:**
- Project planning and management (level of service differs based on SaaS tier)
- Test migration
- Final production migration
What is the Difference Between Course-Based and Full Database Migration?

**Production**
Execute data migration to SaaS

**Course-Based Migration:**
- Prepare courses for migration, including test migration
- Migrate inactive, past, and future courses (i.e., those not currently live)
- Final cutover and migration of any live courses

**Full Database Migration:**
- Prepare database and file system for migration
- Test migration
- Configuration, customization, and testing
- Final live cutover
Do You Have an Example Project Plan?

Path to SaaS & Documentation Returned

Contracting for SaaS by 9/15/18

Site Provisioning & Project Kick-Off for SaaS Migration

Migration Strategy/Planning

Client Side Prep (Customizations, Auth, SIS, Branding, etc.)

Test Migration (Data Backups, Verifications, Q/A, etc.)

Full Database Migration (12/30/18 - 1/4/19?)

Full Production Launch of SaaS
What Is Blackboard’s Experience in Helping Institutions Make This Move?

<table>
<thead>
<tr>
<th>18 years</th>
<th>100 migrations/year</th>
<th>97% on time</th>
</tr>
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<tbody>
<tr>
<td>18 years experience migrating data via multiple methods: course-based and full data migrations</td>
<td>Over the past 10 years, Blackboard has, on average, completed 100 migrations per year</td>
<td>97% of SaaS migrations completed during Winter ’17/18 break finished on time or early</td>
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</tbody>
</table>
What Consulting and Training Services Are Available If I’d Like Additional Help?

**Academic technology planning**

Align your migration plans with your overall institutional strategy. We work with you to uncover LMS usage and develop an effective plan for ongoing adoption. Included in Learning Essentials. Also available as a data-based and recurring service.

---

**Training program development**

Ensure your instructors are up to speed on new features and are making the most of LMS functionality. We provide continually updated materials as a subscription service, and access to a community of peers who can share best practices. Included in Learning Essentials.

---

**Building Block evaluation**

We can assist with evaluating your custom building blocks and provide in-depth guidance on how to refactor them or achieve your objectives through new architectures. This evaluation is offered at no additional charge for ICM covered building blocks.

---

**SIS framework mentoring & grades journey services**

We provide 1:1 guidance on setting up SIS integrations, assisting you with configuration as well as best practices considerations.
Does Moving To SaaS Deployment Mean Moving to the Ultra Experience?

NO.
SaaS deployment is required to enable the Ultra experience, BUT...

Moving to SaaS does NOT equal moving to the Ultra experience.
Key Takeaways & Next Steps
Key Takeaways

• SaaS deployment benefits: Zero downtime updates, quick access to new capabilities, enhancements, and maintenance, scalability during periods of high usage, peace of mind and time back in your day

• You choose course-based or full database migration, with the Blackboard team guiding you each step of the way

• You choose either to keep the Original experience or enable the Ultra experience when you move to SaaS

• The Ultra experience consists of three components: Ultra Base Navigation, default Original Course View, and optional Ultra Course View

• You can turn on the Ultra Base Navigation and keep the same Original courses you have today → flexibility to take a gradual approach to change

• You choose when and how you want to roll out Ultra courses to meet the needs of your institution
Questions?
Next Steps

- Sign up for the new CourseSites, if you haven’t already, and invite your faculty to do so as well (new.coursesites.com)
- Get involved in the discussions on our Community Site group space
- Join us next week for an Ultra Base Navigation Deep Dive
Can I Enable the Ultra Experience and Use the Flexible Deployment Option?

At this time, the Ultra experience is only available with Continuous Delivery.

- The Ultra experience is constantly evolving, and benefits from the agile development practices of Continuous Delivery.

- Delivering new capabilities faster than the Original experience, which already has greater depth of features and functions.

- New product development inherently brings greater risk, which can be addressed more rapidly with Continuous Delivery.

Ultimately, Continuous Delivery ensures educators and students always benefit from the latest and greatest experience and the highest quality environment.
Why the Ultra experience?
Twenty years of learning
Simple *and* powerful tools
Designed for more devices
Accessible for all
A powerful core that’s integrated
Embedded analytics for insight and action
Academic integrity
Open to integrate, to extend, to access your data
Learning 24/7/365 – always on, always updated
Embracing change... at your pace