

## Proposed Blackboard Upgrade Plan

The following is a proposal to upgrade Blackboard 9.1 SP9 to Blackboard 9.1 SP13 prior to December XX, 2014. Our goals are to:

- provide a stable learning management system environment
- minimize the impact the upgrade will have on students and faculty
- update faculty training module and create new training materials as needed
- effectively communicate changes and enhancements to all major stakeholders

The upgrade will consist of executing four major processes: the testing process, the training-update process, the communication process, and the upgrade process. The testing process will start in mid September 2013 and conclude in late October 2013. The training-update process will start in late October 2013 and will conclude in early November 2013. The communication process will begin in early November 2013 and will continue into January 2014. The upgrade process will begin and conclude immediately after the last day of class before the holiday break.

### Timeline and Tasklist

September-October 2013 - Request upgrade to the test environment. Run comprehensive test scenarios for student users, faculty users, and administrators. Run integration to EX scenarios. Document changes, enhancements, bugs, and any other issues. Address significant bugs or issues with Blackboard. Establish standard operating procedures for new tools and configure settings as needed.

October 2013 - November 2013 - Update the Blackboard basics course with new videos. Update the interactive tutorials that display the updated course layout. Develop handouts and find videos that display new enhancements. Inform/train IT staff and Blackboard "mentors" on significant changes.

November 2013 - January 2014 - Establish communication e-mails and develop/schedule/execute training for faculty, students. Schedule and communicate enhancements and system downtimes to campus community.

December 2013 - Upgrade production environment. Test and configure environment based on test environment documentation.

We anticipate 100+ work hours to complete the project. The following IT staff will participate in at least one aspect of the project:

- Arturo Ozuna - testing, training-update, communication, and upgrade processes
- Dan Taldo - testing and upgrade processes
- Judith Hotek - testing and upgrade processes
- Erik McCarty - testing and upgrade processes
- James Coleman - testing, training-update, and upgrade processes