

Blackboard Collaborate Ultra SC

Service	Blackboard Collaborate Ultra																								
Service Manager	T. John McCune																								
Department	Technology Support Services																								
Contact	Collaborate Administrator, Christopher Taverna, christopher.taverna@fredonia.edu , x3413																								
Service Owner	AVP/CIO - Stephen Rieks																								
Description	Real-time video conferencing through LMS or as standalone instance																								
Service Users	Any Fredonia employee can have an account to create sessions, sessions may be accessible to the public or restricted.																								
User Services	Blackboard Collaborate is a real-time video conferencing tool that lets you add files, share applications, and use a virtual whiteboard to interact. Collaborate with the Ultra experience opens right in your browser, so you don't have to install any software to join a session.																								
Business Services	Fredonia Employees can request licensed accounts.																								
Technical Services	<ul style="list-style-type: none"> • Account Creation • Development of training and knowledge base materials • Providing support to faculty, staff, and students • Implementation of training programs 																								
Requirements	An account is required to create sessions.																								
Rates / Cost of Use	No charge back to the user.																								
Getting Started	Teaching faculty can create sessions through the LMS with no additional accounts. To use as a standalone instance an account must be requested from the Collaborate Administrator.																								
Availability	This is service is available 24 hours a day, seven days a week.																								
Getting Help	https://answers.fredonia.edu/x/YQCP																								
SLA Notes	<p>Requests are handled by the next business day.</p> <p>Not included is session scheduling and/or moderating.</p>																								
Business Procedures	Business procedures are documented on internal Answers page(s).																								
Change Procedures	Request for change should be handled through the ticketing system.																								
Assigned Primary Support	Christopher Taverna																								
Assigned Secondary Support	TBD																								
RACI Chart	<table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Christopher Taverna</td> <td>Service Manager</td> <td></td> <td>ITS Service Center</td> </tr> <tr> <td>Secondary</td> <td></td> <td>CIO</td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td>President</td> <td></td> <td></td> </tr> </tbody> </table>					Level	Responsible	Accountable	Consulted	Informed	Primary	Christopher Taverna	Service Manager		ITS Service Center	Secondary		CIO			Tertiary		President		
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Date Last Modified	Jun 26, 2019																								
Status	Active																								

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