Blackboard Help Desk Support Workflow

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  ┌─────────────────────────┐                          ┌─────────────────────────┐
  │ Blackboard Support      │                          │ CS IT, Banner,          │
  │ (Tier 3)                │                          │ Development Team        │
  │                         │                          │ (Tier 3)                │
  └─────────────────────────┘                          └─────────────────────────┘
           ▲  Blackboard Related Issues      Banner, Ceye or Server related Issues  ▲
            \                                                                       /
             \                                                                     /
              ▼                                                                   ▲
           ┌─────────────────────────┐
           │ CS BBHelp desk (Tier 2) │
           └─────────────────────────┘
                      ▲▼
           ┌─────────────────────────┐
           │ College Admins/Local    │
           │ Ed Tech Support staff   │
           │ (Tier 1)                │
           └─────────────────────────┘
              ▲                    ▲
             /                      \
            ▼                        ▼
  ┌──────────────────┐       ┌──────────────────┐
  │ Faculties        │       │ Students         │
  └──────────────────┘       └──────────────────┘
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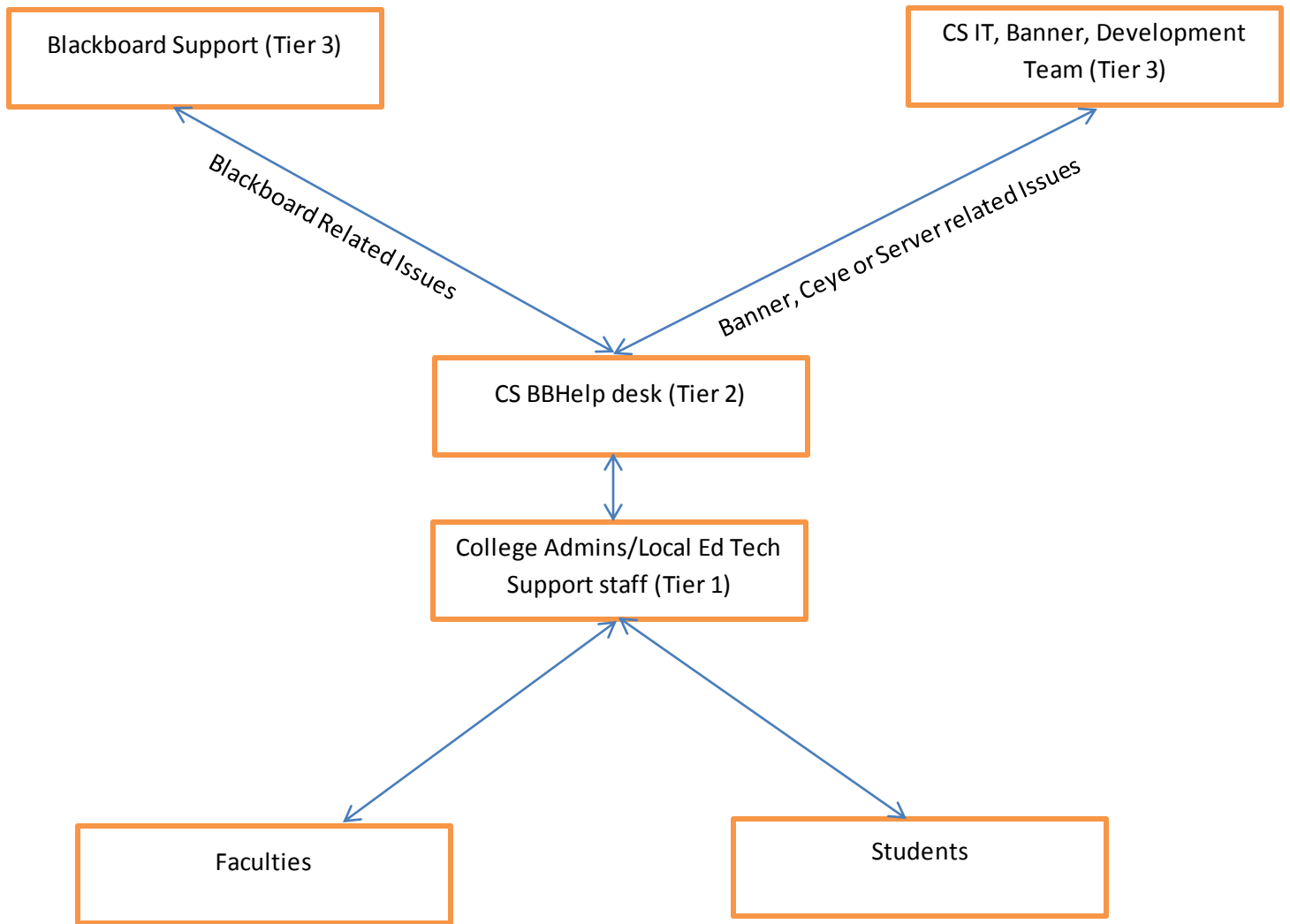
Support workflow explained:

- When Faculty or Student raise a Blackboard related query/issue at a campus, Tier 1 support (College Administrators of that campus) receive the query and provide a resolution.
- If Tier 1 support is not able to provide a resolution to the Faculty or Student, they escalate the issue to CS BBHelpdesk (Tier 2 support)
- Tier 2 support will then provide a solution to the Faculty or Student via the College Administrator/Ed Tech support (Tier 1).
- If Tier 2 is not able to troubleshoot the issue, they will escalate the matter to the specific HCT IT/Partnering Vendor/Platform support personnel via their internal helpdesk system (e.g. Behind the Blackboard helpdesk system of Blackboard)
- Once the resolution is provided by Tier 3, it is relayed to Tier 1 support (College Admin/Ed Tech Staff) by CS Helpdesk (Tier 2).

eText Help Desk Support Workflow

Blackboard Support (Tier 3)

CS IT, Banner, Development Team (Tier 3)

Banner, Ceye or Server related Issues

CS eTextHelp desk (Tier 2)

Publisher/Aggregator (Tier 2)

Blackboard Related Issues

Publisher Related Issues

College Admins /Local Ed Tech Support staff (Tier 1 support)

Faculties
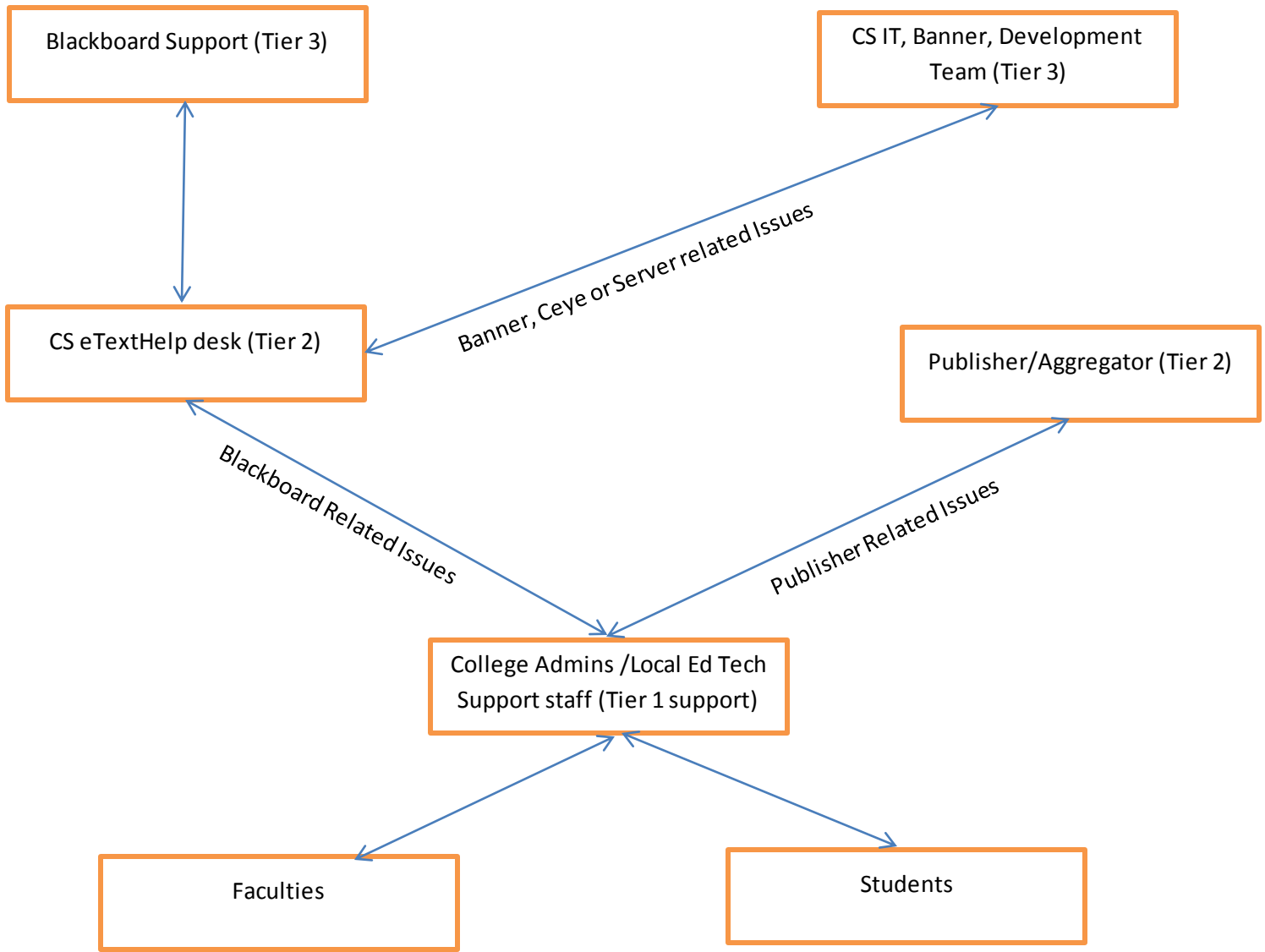
Students

Support workflow explained:

- When Faculty or Student raise an eText related query/issue at a campus, Tier 1 support (College Administrators of that campus) receive the query and provide a resolution.
- If Tier 1 support is not able to provide a resolution to the Faculty or Student, they escalate the issue to CS BBHelpdesk (Tier 2 support) OR directly to the Publisher/Aggregator support if it is relating to their platform
- Tier 2 OR Publisher/Aggregator support will then directly provide a solution to the Faculty or Student via their College Administrator/Ed Tech support (Tier 1).
- If Tier 2 is not able to troubleshoot the issue, they will escalate the matter to the specific HCT IT/Partnering Vendor/Platform support personnel via their internal helpdesk system (e.g. Behind the Blackboard helpdesk system of Blackboard)
- Once the resolution is provided by Tier 3, it is relayed to Tier 1 support (College Admin/Ed Tech Staff) by CS Helpdesk (Tier 2).