

# UMass Lowell

## Institutional Information

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### Supported Systems

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- Blackboard Learn
- Blackboard Collaborate
- Helix Universal Media Server
- Wimba
- Atlassian Confluence
- Atlassian JIRA
- AlertSite
- Respondus

### Supported Services

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- Semester Backups and Archives
- Integration Services
- Customized Blackboard Learn Login Page

### Supported Building Blocks

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Building Block	Status	Support Level (UMassOnline)	Licensee
Add Calss	PRODUCTION	Integration/Configuration	
Bb Collaborate	PRODUCTION	Integration/Configuration	
Bb Mobile Assessment	PRODUCTION	Integration/Configuration	
Flickr	PRODUCTION	Integration/Configuration	
MH Connect and Create Dynamic	PRODUCTION	Integration/Configuration	
MH Connect and Create Exam	PRODUCTION	Integration/Configuration	
MH Connect and Create Homework	PRODUCTION	Integration/Configuration	
MH Connect and Create LearnSmart	PRODUCTION	Integration/Configuration	
MH Connect and Create Practice	PRODUCTION	Integration/Configuration	
MH Connect and Create Quiz	PRODUCTION	Integration/Configuration	
MH Connect and Create Reading	PRODUCTION	Integration/Configuration	
MH Connect and Create Web	PRODUCTION	Integration/Configuration	
MHCAMPUS Elibrary	PRODUCTION	Integration/Configuration	
MHCAMPUS LearnSmart	PRODUCTION	Integration/Configuration	
MHCAMPUS Tegrity	PRODUCTION	Integration/Configuration	
NBC Learn	PRODUCTION	Integration/Configuration	
Oselot Basic LTI	PRODUCTION	Integration/Configuration	
OWL Link	PRODUCTION	Integration/Configuration	
Pearson	PRODUCTION	Integration/Configuration	
Slideshare	PRODUCTION	Integration/Configuration	

## Institutional JIRA Activity

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```
<a href="https://confluence.
umassonline.net/plugins/servlet
/gadgets/ifr?
container=atlassian&amp;
mid=4872658419712&amp;
country=GB&amp;lang=en&amp;
view=default&amp;view-params=%
7B%22writable%22%3A%
22false%22%7D&amp;
st=atlassian%
3ALHrGAjNhaVe17WUAqYWcc0fo
4UmRenW3Hcu1G3Ahhd8%
2B8LILJXPWQOyY8qQApUJ4Vh10
T5wf1KT1GoegtpPVR4sPtLtf1fq1
33qXvUqCAuXdTq4koPRNOTnlk8
Zxu5EOJDc4UluWcxcmpD5GdC
8wHwPXwxGCwUWwTuld9F9H0j5
tETNmhNp76ORRwKx%
2FGjluSgdPjzhrR5bS%
2BVsovCSFKSoq%
2BvdGEkYklbpb6tpVYiRn8vrrTMB
wi3rlE4vtJThFVNUi3KTzgFrPQ8c8
POdSA%3D&amp;up_filterId=filter-
12718&amp;up_num=30&amp;
up_isConfigured=true&amp;
up_isPopup=false&amp;
up_columnNames=issuetype%
7Cissuekey%7Cpriority%
7Csummary&amp;
up_refresh=30&amp;url=https%
3A%2F%2Fjira.umassonline.net%
2Frest%2Fgadgets%2F1.0%2Fg%
2Fcom.atlassian.jira.gadgets%
3Afilter-results-gadget%
2Fgadgets%2Ffilter-results-gadget.
xml&amp;libs=auth-
refresh#rpctoken=1939870969"
">Filter Results</a>
```

<b>Wimba Live Classroom</b>	PRODUCTION	Integration/Configuration	
<b>Wimba Podcaster</b>	PRODUCTION	Integration/Configuration	
<b>Wimba Voice Board</b>	PRODUCTION	Integration/Configuration	
<b>Wimba Voice Presentation</b>	PRODUCTION	Integration/Configuration	
<b>YouTube</b>	PRODUCTION	Integration/Configuration	

## Campus Specific Tools/Integrations

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- EZ Reg
- Isis

## Hosting

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System/Service	Host	Status
Blackboard Learn	University Information Technology Services (UITS)	PRODUCTION
Blackboard Vista	University Information Technology Services (UITS)	EOL JANUARY 2014
Blackboard Collaborate	Blackboard SAAS Hosting	IN DEVELOPMENT
Wimba	Blackboard SAAS Hosting	PRODUCTION
Atlassian Confluence	Contegix	PRODUCTION
Atlassian JIRA	Contegix	PRODUCTION
AlertSite	SmartBear	PRODUCTION

## UMassOnline Roles & Responsibilities

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Name	Title	Role
Tim Lambert	Lead Application & Integration Specialist	<ul style="list-style-type: none"> <li>• Application Management</li> <li>• Provide Integration Support</li> </ul>
Ryan Scott	Learning Management System Support Specialist	<ul style="list-style-type: none"> <li>• Blackboard Learn Administrator Support</li> </ul>
Kevin O'Brien	Principal Application Specialist	<ul style="list-style-type: none"> <li>• Technology Operations Management</li> <li>• Administrative Tool Support</li> </ul>
Phil Saulnier	Senior Applications Developer	<ul style="list-style-type: none"> <li>• Building Block Development</li> <li>• Website Development</li> </ul>
Stefanie Henderson	NIFTI Human	

Han Z. Aung	Finance	
Stacey Edwards	Business Relations	

## Service Level Agreements & Customer Service Agreements

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- [UMassOnline and UITS Customer Service Agreement for Blackboard Learn](#)

## Help Desk Information & Resources

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The University of Massachusetts (via UMassOnline) has contracted with [Pearson Embanet Help Desk Services](#) for their Continuing Education Departments support of Blackboard and related online learning technologies.

### Service Levels

**End User Support:** Pearson Embanet is dedicated to providing students with Tier 1 technical support for Blackboard Learn and related technologies. When necessary, tickets are routed to the Campus Help Desk for further assistance.

**Faculty Support:** Pearson Embanet is dedicated to providing faculty with Tier 1 technical support for Blackboard Learn and related technologies. When necessary, tickets are routed to the Campus Help Desk for further assistance.

**Availability:** 24/7/365

## Contacts

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Name	Title	Role