

Blackboard Collaborate and the Shriver Center

Scope of Services

- How does your campus want to use **Blackboard Collaborate**?
- Who would be using the **Blackboard Collaborate**? (Department/school/group/etc.)
- Will you be using **Blackboard Collaborate** in Blackboard Vista, Blackboard Learn, or other LMS/integration?
- How many faculty/students are you anticipating will be using **Blackboard Collaborate**?
- When would you like to begin using **Blackboard Collaborate**?
- Do you currently use a similar service/system? Or is this a new service/system you'd like to use?
- What other technical considerations should we know about?

Service Level

- What type of technical support is required in using **Blackboard Collaborate**?
 - Campus will be supporting **Blackboard Collaborate** on own (no additional costs), OR
 - Campus needs third-party help desk support (additional costs involved)
- End User Support
 - Who will need support? (Faculty, Student, Staff)
- Estimate number of incidents for year

Technical Contacts

Name	Campus	Phone	Email