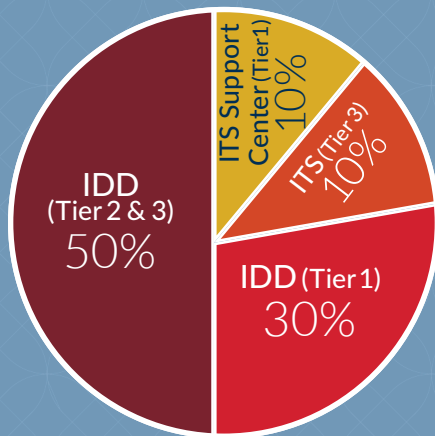# Blackboard Job Duties
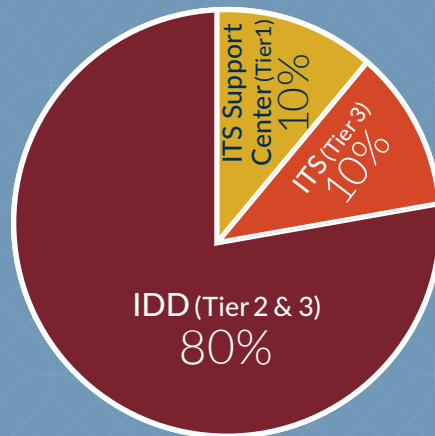## Divided Among ITS and IDD

Workflow:

ITS Support center would triage calls and then send them to the correct tier (1, 2 or 3).

- All help and troubleshooting that was forward facing/customer service went to IDD.
- ITS tier 3 managed script running, building block and LTI tool integrations and other backend upgrades.
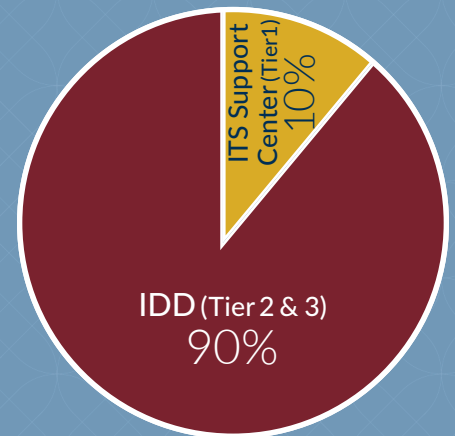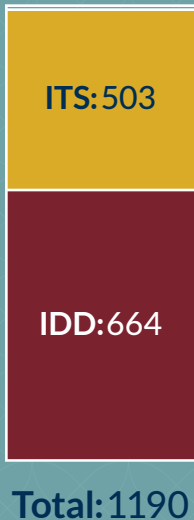
Pre Pandemic

- ITS Support Center (Tier 1) 10%
- ITS (Tier 3) 10%
- IDD (Tier 2 & 3) 50%
- IDD (Tier 1) 30%

Pandemic

- ITS Support Center (Tier 1) 10%
- ITS (Tier 3) 10%
- IDD (Tier 2 & 3) 80%

Jan 2021 – Present

- ITS Support Center (Tier 1) 10%
- IDD (Tier 2 & 3) 90%

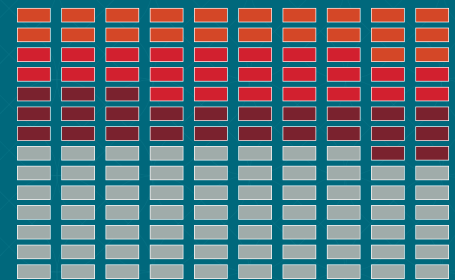## Blackboard Tech Tickets

- ITS: 503
- IDD: 664

Total: 1190

IDD and ITS (Tier 3) manage course copy and setting up content for Faculty and Staff. There are about 7000 course loaded in a year into blackboard.
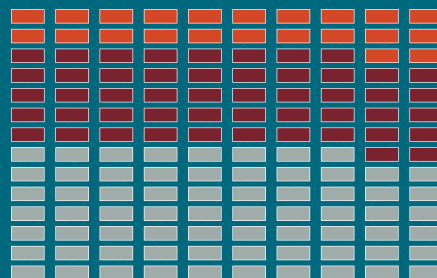
Each Box = 50 Courses
ITS (Tier 3)   **IDD** (Tier 2)
IDD (Tier 3)   **Blank Courses**

2019

2020

2021