There’s a reason Blackboard is the world’s most popular learning platform: it's both powerful and flexible, allowing institutions to deliver on their education strategy and goals. To take full advantage of all that power, it often makes sense for institutions to call in the experts so they can tailor the platform precisely to their needs, and ensure every key member of their team has the skills to exploit it. And who better than Blackboard’s experts to help?

There are three key areas where we can help: implementation services, technical services and training services.

<table>
<thead>
<tr>
<th>Implementation services</th>
<th>Technical services</th>
<th>Training services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping you create and deliver tailor-made plans, these have three key aims:</td>
<td>Design and implement services to support your technical team:</td>
<td>Use collaboration tools to create customised learning program:</td>
</tr>
<tr>
<td>• Create a tailored deployment plan</td>
<td>• Deliver technical training</td>
<td>• Develop training programs for staff</td>
</tr>
<tr>
<td>• Map out use cases</td>
<td>• Create integrations and customisations</td>
<td>• Create operational plan</td>
</tr>
<tr>
<td>• Define development paths</td>
<td>• Help optimise services</td>
<td>• Provide coaching and mentoring</td>
</tr>
</tbody>
</table>
Five Steps To Success

With every service we provide, our focus is always on delivering a successful outcome for your institution. Over years of experience, we’ve honed this to five steps to success.

### Implementation services

1. **Align**
   - Work with institutions to determine the educational and administrative needs

2. **Discover**
   - Work with faculty to identify specific root obstacles to overcome in meeting needs

3. **Plan**
   - Create tailor-made plan for training necessary to meet institution needs

4. **Develop**
   - Develop well-defined pathways to meet the needs of each institution

5. **Document**
   - Measure and document outcomes to facilitate improvement and future learning

### Technical services

1. **Report**
   - Define and establish reporting approach via building blocks and analytics

2. **Define**
   - Design and evolve the technology ecosystem to provide effective support

3. **Integrate**
   - Identify, define and develop system and data integrations to serve course needs

4. **Customise**
   - Design and build functionality specific to your institution

5. **Deliver**
   - Implement and operationalise technology environment that aligns with your needs

### Training services

1. **Define**
   - Establish the vision, goals, strategies, governance model and key metrics

2. **Cost**
   - Create a financial model for one-time and ongoing costs and revenue

3. **Certify**
   - Develop systematic approach to identifying and measuring competencies

4. **Plan**
   - Define the milestones, responsibilities, roles and management process

5. **Coach**
   - Deliver ongoing coaching and mentoring, enabling your trainers to deliver sustainable courses