

Blackboard

Blackboard Support Case Severity Levels

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Product: All Products

Resource Type: Support Tools

Description:

All support requests are important. However, some requests take precedence over others. Support has created categories for support requests. Requests for support are handled based on the severity code assigned to each issue.

Severity codes also determine initial response time targets. The most severe cases have the swiftest targeted response times. Severity level definitions and their response times are described in the sections below.

The time a request is logged under Basic Support is the time the call or web-based self-service request is recorded by the Company. Web-based self-service and telephone are the only approved means for initial support request submission under Basic Support. The Basic Support staff is not responsible for responding to requests made by third parties or directly to Company support staff members, or by any means other than those described above.

Information:

Severity Levels for Blackboard Ally, Blackboard Analytics, Blackboard Collaborate, Blackboard Learn, and Community Engagement.

Severity Code1 Issues

Your Blackboard Production Installation [application] is down and not functioning, the system is disabled or non-responsive. Response time for Severity Code 1 is within one (1) hour when submitted during business hours. Some examples of Severity Code 1 Software errors are as follows:

- Software is down and will not restart.
- Software is not able to communicate with external systems.
- Software is generating a data corruption condition.

When a Severity 1 issue is reported, the Company will assign resources to remedy the error. If access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

Severity Code 1 is not be used for Test Environments.

Severity Code 2 Issues

Your Blackboard Product is functioning, but major components are unavailable or unusable. The application is running but you may be unable to use major portions of the Software. Response time for Severity Code 2 is within four (4) hours when submitted during business hours. Some examples of Severity Code 2 Software errors are as follows:

- An intermittent, critical Software error.
- A major functional component is unavailable.

When a Severity 2 issue is reported, the Company will assign resources to remedy the error. If access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

Severity Code 2 is not be used for Test Environments.

Severity Code 3 Issues

Your Blackboard Product is operating close to normal. However, minor components are functioning abnormally. Response time for Severity Code 3 is within one (1) business day. Severity Code 3 errors include non-critical Software errors. Severity Code 3 errors may be fixed in future software releases, including major releases, Application Packs, Services Packs or Hotfixes. Severity 1 and 2 Software errors take priority over Severity 3 issues.

Severity Code 4 Issues

Severity Code 4 implies that the Software is operating normally but you may be in need of instructional assistance or you are requesting functionality that is not currently included in the Software. Response time for Severity Code 4 is within one (1) business day. Severity Code 1, 2, and 3 Software errors will take priority over Severity Code 4 cases.