

In an effort to maintain a secure and optimal performance of CUNY's Blackboard LMS as well as ensure all third-party Tools (Building Block and LTI) requests are completed in a consistent and timely fashion, the following process has been developed:

1. Requester (faculty or academic staff member) complete the request form with all the necessary information. The request form is submitted to the Department Chair.
2. If the Department Chair approves, he/she will forward the request form to the provost for approval.
3. If the Provost approves the request, it must then be forwarded to the Data Security, Procurement, and Legal representatives.
4. If the Data Security, Procurement and Legal representatives approve, the form is then given to Blackboard Support who complete their portion of the form and review it for errors.
5. The request form is submitted to the Building Block Committee for review. The committee will contact the vendor and the requester if there's a need for more information and/or presentation. Then, the request is added to the agenda for the next Blackboard Management Council (BMC) meeting.
6. The Blackboard Management Council (BMC) submits to CIS a formal request to install the tool on the test/staging server along with any necessary information (from the request form, which should include the security policy from the vendor).
7. The tool is installed by CIS on staging server.
8. CIS performs technical testing in order to confirm the tool is working and not causing any performance issue:
  - The requester and local campus Blackboard Admin are expected to participate in the testing to ascertain that the tool meets the instructional need (along with the testing group and other Blackboard Admins if necessary).
  - The testers should provide testing documents and scenarios to CIS along with their findings.
  - CIS documents all issues that happen during the testing (such as installation/maintenance/support issues).
9. A decision about the tool is made:

The decision will be referred to the Blackboard Management Council and the Blackboard Admin from the campus that the request originated from.

- If approved: CIS is asked to install the tool on the University Blackboard production environment using normal IT change management procedures and the requester will be notified as well.
- If rejected: The rationale is documented and communicated back to the original requester by the Building Block Committee

Some of the reasons a request might be rejected:

- Significant costs are involved
- Significant downtime is involved
- Significant workload for the Blackboard Admins at campuses that don't use the tool

- Significant data security issue\*
- Significant impact on performance\*
- No funding decision was agreed upon

**It is recommended to start this process at least a semester before you want to use this Building Block/LTI.**

**\* Automatic rejection**

**Please note: The Building Block Committee reserves the right to reject any request for a third- party tool that does not comply with the system standards.**