Frederick Community College

Blackboard (Managed Hosting) Reliability Indicators

Period 8/2010 to 8/2011 Number of Cases Submitted from FCC	Description of Severity Level for Cases Submitted to Blackboard	
3	**Severity 1** Blackboard Production System is down outside of normal maintenance windows. System is not functioning, system disabled or non-responsive. Severity Code 1 implies that your Blackboard Production Installation [Software] is down and not functioning. Some examples of Severity Code 1 Software errors are as follows: (i) Software is down and will not restart; (ii) Software is not able to communicate with external systems; and (iii) Software is generating a data corruption condition. Severity Code 1 may not be used for Test Environments.	
11	**Severity 2** Blackboard Product is functioning, but major components are unavailable/unusable. Severity Code 2 implies that the Software is running but you may be unable to use major portions of the Software. Some examples of Severity Code 2 Software errors are as follows: (i) an intermittent, critical Software error, and (ii) a major functional component is unavailable.	
44	**Severity 3** Blackboard Product is operating close to normal; however minor components are functioning abnormally.Severity Code 3 implies that the Software is operating close to normal but there is a non-critical Software error.	
17	**Severity 4** Product enhancement request or instructional assistance is needed. 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.	