

Brightspace Core (Learning Management System) Service Definition Document

D2L Europe Ltd.

Table of Contents

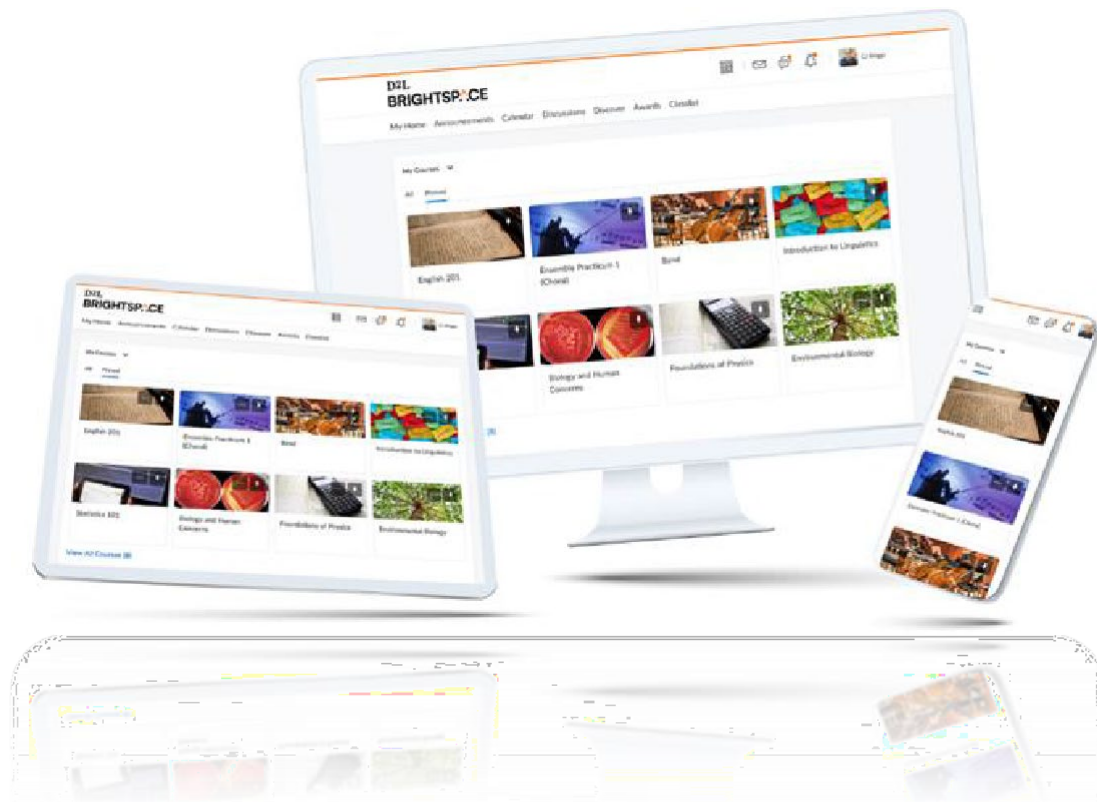
SERVICES OVERVIEW	1
Brightspace Core.....	1
<i>Key Functionality.....</i>	<i>2</i>
<i>A few Brightspace Core feature highlights</i>	<i>4</i>
Optional Add-on Products	5
LEVELS OF DATA BACKUP AND RESTORE – DISASTER RECOVERY	
/BUSINESS CONTINUITY PLANS	7
Business Continuity	7
Business Continuity Response Team	7
Our Plan in Practice.....	7
Data Backup and Restore	8
IMPLEMENTATION PLAN & ONBOARDING SUPPORT	10
Kick-off.....	10
Discover and Design	10
Train and Coach	11
Prepare and Launch.....	12
OFFBOARDING SUPPORT.....	13
<i>Exporting your courses and content.....</i>	<i>13</i>
<i>Exporting user data</i>	<i>13</i>
<i>Timeframe</i>	<i>14</i>
<i>Supporting services</i>	<i>14</i>
SERVICE CONSTRAINTS	15
Maintenance	15
Level of Customisation	15
SERVICE LEVELS	16
Performance & Availability	16
How We'll Compensate Buyers if we do not meet Service Levels.....	18
AFTER SALES SUPPORT.....	19
Achieving More: Your D2L Support System.....	19
Your Customer Success Team	19
Technical Customer Support Team	20
Brightspace Community.....	20
TECHNICAL REQUIREMENTS	21
HOSTING OPTIONS AND LOCATIONS	22
ACCESS TO DATA UPON EXIT.....	23
Exporting your courses and content	23
Exporting user data	24

Timeframe	24
Supporting services	24
SECURITY	25
Physical Security	25
Security Monitoring.....	25
LMS Security in the Brightspace Platform	25
<i>Access and authentication</i>	25
<i>Secure transmission</i>	25
<i>API Security</i>	26
<i>Application Security</i>	26
<i>Backup and Recovery</i>	26

Services Overview

Brightspace Core

Brightspace is a Learning Management System that is used by learners in higher education, primary/secondary education, and the government/corporate sectors to offer a best-in-class, engaging, and personalised learning experience that reaches every learner. Brightspace is not only a native cloud solution, but also the most modern cloud architecture in the industry with 24x7x365 access to your solution backed by a 99.9% uptime guarantee.



We leverage industry-leading Amazon Web Services (AWS) to deploy our platform within a highly reliable and secure architecture. D2L is certified with ISO 27001 (information security management), ISO 27018 (protection of personally identifiable information), ISO 27017 (cloud security management), and ISO 27701 (privacy information management). D2L undergoes an annual external audit to maintain these ISO certifications. We also annually undergo SSAE 18 SOC 1 and 2 audits: a certification for trusted services principles of security, confidentiality, processing integrity, and availability. For more information on D2L ISO certification, see <https://www.d2l.com/security/certifications/>. These certifications are held directly by D2L in addition to those held by AWS.

Brightspace's flexibility supports a variety of learning models and materials and is the centre of your eLearning system, bringing together your favourite tools through support of industry standards and common industry API mechanics, such as LTI, REST/JSON, and Platform APIs. Brightspace includes a complete set of easy-to-use teaching and learning tools and significant analytics, empowering our customers to deliver engaging learning experiences that reach every learner. We also provide advanced solution components and complementary services that enhance this core functionality, the user experience, and your experience as a D2L customer.

Key Functionality

Brightspace Core includes all of the key products you need to offer an engaging and personalised learning experience and the support, services, and training to get the most out of them.

Course Management and Design

- Lessons
- Responsive Design
- Classlist
- Manage Users
- Role Switch
- Impersonate Users
- Attendance
- Seating Chart
- Checklist
- Release Conditions
- Accommodations
- Glossary
- Bookmarks
- Data Purge
- Archive
- HTML Templates & Templates
- FAQ & Help
- Content Management
- Links
- Content
- Copy Course Components
- Intelligent Agents
- Special Access
- Brightspace Editor
- Insert Stuff
- Cross Listing
- Discover
- SIS Integration
- Learning Repository
- Self Registration
- External Self Registration

Collaboration and Communication

- Activity Feed
- Virtual Classrooms
- Announcements
- Calendar
- Email
- Blog
- Discussions
- Synchronous Integration
- Brightspace Pulse (mobile app)
- Social Integration
- Group Lockers
- User Management
- Notification Subscriptions
- Instant Messages
- Video Note

Assessment and Reporting

- Awards
- Quick Eval
- Quizzes
- Question Library
- Surveys
- Rubrics
- Class Progress Dashboard
- Brightspace Analytics
- User Progress Dashboard
- Grades
- Portfolio
- Competencies
- Assignments
- Advanced Statistics
- Video Assignments
- Data Hub

Flexibility and Extensibility

- Org Unit Hierarchy
- Roles and Permissions
- Language Management
- User Preferences
- Custom Widgets
- Homepages
- Navbars
- System Log
- Brightspace APIs
- Admin tool dropdown

Other Tools

- D2L Lumi Caption
- Course Package Converter
- Distributed Administration
- Bulk Course Import
- Bulk User Management
- My CPD Records
- Copy Course Batch
- Auditor

A few Brightspace Core feature highlights

Activity Feed | From one central spot on a course home page, course facilitators and employees can communicate easily about upcoming assignments, new content, or discussions, knowing that their content will be seen by everyone.

Content Experience | An intuitive way to create content aligned to outcomes in a course. It includes a variety of ways to add content, including an Brightspace Editor linking to Google Drive, OneDrive™, web links, videos, external learning activities, and more.

Closed Captions for Video Note | Video Note allows users to record short videos and add them anywhere the Brightspace Editor is available. Closed captions are automatically created.

Discover | Students can drive their own learning by searching for, finding, and self-enrolling in courses that help them achieve their learning goals.

Intelligent Agents | Automated messages can recognize student achievements, provide encouragement and guidance when students may be at-risk, and help ensure students are getting personalized direction and feedback at the right time. Messages are triggered by student activity (e.g., login and course activity) and sent automatically without the instructor needing to intervene.

Learning Repository | An easily searchable online library for storing, managing, and sharing your learning resources (learning objects). A learning object can be a quiz, a presentation, an image, a video, or any other kind of document or file you use to create course content and learning materials for online learning. You can classify learning objects according to defined learning standards or goals. You can also review, rate, and provide feedback on learning objects to ensure high-quality online resources.

Portfolio | Learners can document and share their learning journey with the Portfolio tool. It allows learners to capture photos or videos of their learning as it happens, record their thoughts and reflections, and then share with instructors demonstrating growth over time against learning outcomes.

Release Conditions | Brightspace provides over 40 Release Conditions related to activity and engagement within courses. As an example, additional content can be automatically released to a student based on their previous activity in the course, score on an assessment, or activity within a discussion.

Quick Eval | A streamlined and efficient grading experience for instructors that pulls together submissions from a variety of courses and tools to create a single list of the grading work to be completed. Easily prioritise by sorting and filtering.

Virtual Classrooms | A seamless way to connect face-to-face over video with multiple parties for instruction, assessment, and feedback. Schedule live discussions, office hours, video-based training, and more.

Video Assignments | Structured video workflows allow for repeated skill practice and knowledge application within a real-world context. By using a variety of feedback tools, learners get personalised, pointed feedback from evaluators and peers.

Data Hub | The Data Hub tool allows administrators to access predefined collections of data (data sets) from the Brightspace platform.

Optional Add-on Products

Performance+ | The Performance+ package is composed of products that help you to make intelligent, informed data-based decisions. Advanced Analytics offers rich dashboard visualizations of adoption, engagement, and assessment analytics. Predictive Analytics empower you to quickly see at-risk students and, with a click, action that data. Analytics Builder makes it easy to create personalized and customized reporting.

Creator+ | Creator+ helps users to create and curate engaging, fun, and interactive learning experiences. With easy-to-use tools and workflows, creators can build content and media experiences that appeal to the love of learning, improve comprehension, and achieve high engagement for instructors and students.

Course Merchant | Course Merchant enables a fully featured e-commerce storefront that provides automated student enrolment upon successful online registration and payment if required. Matched to each institution's chosen design, Course Merchant provides customers with familiar shopping cart capabilities that are directly linked to Brightspace accepting credit cards, PayPal, and invoice payments for both delayed and instant enrolment options.

D2L Lumi Pro | D2L Lumi Pro is an integrated suite of AI-powered tools within the Brightspace LMS platform. It supports instructors and learners by streamlining content creation, assessment generation, captioning, summarisation, and study support.

D2L Lumi Chat | Clients can enhance end user support by reducing the volume of IT tickets and shortening wait times with automated answers to FAQs about their organisation or Brightspace.

D2L Lumi Tutor | Learners can benefit from a cognitive coach at every step in the learning journey, incorporating study advice, course details, and student success.

D2L Lumi Feedback | Instructors can deliver educator-driven feedback to learners faster and with greater depth using AI.

D2L Achievement+ | D2L Achievement+ extends native Brightspace functionality, providing additional assessment and achievement reporting functionality focused on data aggregation, achievement tracking, reporting, and workflow functionality.

D2L Accessibility+ | D2L Accessibility+ add-on offers an AI-powered, human-supported content accessibility scanning and remediation solution to simplify accessibility workflows within Brightspace. Developed in partnership with ansrsource, Accessibility+ automates the identification and remediation of common accessibility issues across a wide range of content formats, including HTML, PDFs, Word documents, and PowerPoint files.

Upskilling for Education | Use Brightspace to deliver instructor professional development (PD) on the same platform as your students. Instructors and students sharing the same learning experience gets the most out of Brightspace, help drive adoption, and can spur new ideas for how to leverage Brightspace. As Brightspace is mobile-friendly you'll have anywhere, anytime access to PD.

Levels of Data Backup and Restore – Disaster Recovery /Business Continuity Plans

Business Continuity

Our business continuity plans provide clear roles and actions for our teams in the event of disruptions to our normal business practices. Our continuity plans prioritise the business continuity of our customers during challenging and unpredictable times, including factors beyond anyone's control such as the COVID-19 global pandemic, natural disasters, or other major disruptions. We have tested plans in place to maintain or increase service as appropriate, and in the extreme case of a service outage, restore services to the widest extent possible in the shortest amount of time.

Business Continuity Response Team

Our business continuity plans are supported, improved, and actioned by our Business Continuity Response Team (BCRT). We're in a constant position of readiness because of how our BCRT prepares for and facilitates a coordinated response to major events. The BCRT makes operational decisions, provides direction, and puts our business continuity plan into action. We run real-world scenarios and train on them regularly. We cover a range of scenarios (e.g., pandemic, facility outage, natural disaster, cyber-attack, etc.) and change the practice scenarios such as removing participants from the drill to help our teams respond to the unexpected. Our training promotes remaining calm and critical thinking because we know a real-life scenario will never fully mimic our practice drills. Our procedures are well documented so if someone must step into a situation for the first time, they're equipped to respond and know exactly what to do because we already have the right documentation in place.

Our Plan in Practice

The COVID-19 crisis tested our business continuity plans on a widespread and global scale. The pandemic spread quickly and globally, and this health crisis also quickly caused a crisis in education.

Our business continuity response has been two-fold:

1. Business continuity plans for our global workforce.
2. Business continuity plans to support the business continuity plans of our customers.

We quickly put in place a work-from-home policy for our global teams. With most employees set up to work-from-home as needed during regular business practices, this shift was quick and easy, further supported by a multi-department effort (including our Information Technology and People and Culture teams) to put programs in place to ensure every employee was setup for success at home. We planned for having the necessary equipment in place, stress-tested our infrastructure and surveyed our employees on their confidence in working from home. We leveraged public health resources to provide calm, factual messaging on the pandemic's development in each of our global regions as well as support and resources to help our employees thrive in uncertain times. We hosted company-wide Q&A sessions with senior leadership to provide transparency on our planning, stability, and priorities.

While putting our own business continuity plans in place, we simultaneously helped our customers make the transition to fully online learning. We worked with AWS to ensure capacity availability, and we ran daily stand-ups of cross-functional teams to assess capacity needs. We also adjusted monitoring thresholds, so we could be even more proactive in scaling and minimise risks of performance degradation during this critical time.

This meant that as our customers increased their user numbers and usage, Brightspace was ready. We also knew our customers needed help preparing their instructors and learners for the transition from blended learning to fully online learning. Our teams created COVID-19 resource pages on both our corporate website and user community site with resources for how to get started. Our teams ran webinars, created new user documentation, and were available at a moment's notice to assist, enable, and empower customers to minimise lost education days for learners. Our response to the crisis demonstrates how intertwined our own business continuity planning is with that of our customers.

Data Backup and Restore

Since each environment has fully redundant infrastructure and environmental controls, we can say with confidence that it is highly unlikely that a disaster event will render our environment unsuitable for hosting. However, should an environment be rendered unsuitable for secure hosting of customer data, D2L has a tested Disaster Recovery plan to ensure your organisation can continue to access your learning environment.

In terms of our Disaster Recovery Plan, common measurements utilised for disaster are as follows:

Recovery Point Objective (RPO) | The RPO is the point in time leading up to a disaster or event to which operations are anticipated to be restored. Typically, this equates to the acceptable amount of transaction or data loss measured in minutes, hours, or days.

Recovery Time Objective (RTO) | The RTO is the targeted duration of time to restore the applications, services, and data bringing it back to a normalized state allowing usage to resume.

In the event that an environment is rendered unusable for serving customer sites, D2L will invoke our Disaster Recovery plan for that environment.

Brightspace Core Disaster Recovery*

FAILURE TYPE: LOSS OF HOSTING FACILITY	FAILURE TYPE: INCONSISTENCY, LOSS, CORRUPTION OF DATA
• RPO: 5 minutes • RTO: 1 hour	• RPO: 1 hour • RTO: 1 hour to 48 hours

* Products excluded from Brightspace Core Disaster Recovery: Datasets, IntegrationHub, batch jobs, Pulse, client-specific customizations, Mail/Course Mail.

Implementation Plan & Onboarding Support

As your partner in learning, our implementation approach is focused on setting you up for success so you can see early returns on your investment. Implementation needs to be efficient, timely, and remove past pain points to drive adoption and user satisfaction that leads to the success of your learning program. It's our job to listen to your needs, help make sure you've considered items you hadn't thought of, and then work with you to scope, manage, and deliver a tailored solution.

We offer a true partnership to guide you through the changes needed to support the adoption and engagement that result in ongoing success. Our four-phase approach allows for flexibility and the ability to tailor implementation to each individual organisation. To help you imagine what implementation will look like, the following outlines the deliverables you can expect at each phase.



Kick-off

We introduce you to your D2L Project Manager and D2L Implementation Consultant, who will develop a full project plan within the first two weeks of your project's initiation. They will work with you to define expectations, scope the project, and establish timelines. At the kick-off stage, in collaboration with your team, we:

- Establish the implementation timeline and alignment on project scope and rollout strategy. Define roles and responsibilities for your team and ours. Review and set a change management process
- Review the statement of work and align expectations and success criteria for the project.
- Provide a high-level overview of the site and tools.
- Lead and document requirements analysis
- provide access to the Brightspace Implementation Centre — a course in your Brightspace instance with all implementation workbooks and materials

Discover and Design

We listen to what you need and continue to learn about your organisation, background, vision, goals, and strategic initiatives. We then partner with you to create your solution portfolio.

With this information, we make configuration decisions that support what teaching and learning looks like at your organisation, so that from day-one your users see the platform as an essential learning tool. In collaboration with your team we:

- Provide consultation, visioning, and strategic guidance across feature and workflow recommendations.
- Configure Brightspace based on identified requirements.
- Set-up Approved Support Contact (ASC) for help desk access.
- Consult on and implement the chosen authentication method.(if applicable)
- Consult on and implement the chosen user information system integration method.(if applicable)
- Test course conversion and migration and enable bulk migration toolsets (if applicable)
- Provide guidance and documentation on setting up third-party integrations and LTIs.
- Provide unlimited access to Brightspace Guided Training, an on-demand training program that includes short demo videos, interactive try-it-yourself activities, and best practices, as well as facilitator-guided training webinars for anyone designing, building, teaching, or facilitating courses with Brightspace and for those who support them.

Train and Coach

In addition to setting up a fully configured learning environment, we are focused on providing strategic guidance and supporting you need to achieve your teaching and learning goals. The following services connect you with additional D2L experts to support your successful launch. You can expect us to:

- Provide D2L private Trainer-led sessions using your specific, preconfigured Brightspace environment.deliver tailored training based on your user stories and needs
- update your platform based on new needs identified in training
- Provide unlimited access to our Brightspace Guided Training – an on-demand training program that includes short demo videos, interactive try-it-yourself activities, and best practices, as well as an array of facilitator-guided training webinars available to all users via Brightspace Community.

During implementation, we provide access to D2L's Brightspace Guided Training program, including on-demand content and opportunities to attend trainer-guided webinars. Guided Training is available in short, digestible pieces so it's easy to dip in and out as needed. It's designed to quickly equip anyone at your institution involved in designing, building, teaching, or facilitating courses. Participants have access to instructional videos, many with step-by-step walkthroughs for key workflows and "Try It Yourself" activities that encourage practice in a safe space that does not affect live courses. Even though the content is self-serve, participants receive plenty of guidance including best practices. Additionally, participants have access to instructor-led webinars with D2L Trainers for further guidance and advice. These webinars allow participants to follow along with a Brightspace expert as they move through key tools and workflows. The Brightspace Guided Training Program is available in English, Spanish, French, Dutch, and Portuguese.

As part of a successful launch, your broader user base will also want access to training and help resources, so we provide every user access to Brightspace Community (<https://community.d2l.com/brightspace/>), our comprehensive online forum for students, administrators, and instructors. Here they'll find user documentation, video tutorials, webinars, special interest groups (e.g., Instructional Design Best Practice, Data and Analytics, Accessibility Interest Group, etc.), release notes (including previews and our Product Roadmap), and technical documentation. It's an excellent place to network with customer peers, D2L employees (e.g., Instructional Designers, Courseware Developers, and Product Managers), and super users. Whether users are looking to expand on previous training, learn something new, or explore more advanced capabilities, Brightspace Community offers easy-to-find and easy-to-understand resources. It's also the launch point into our Support Knowledge Base for administrators, and our Developer Platform.

Prepare and Launch

In preparation for launch, we give you the tools and know-how to ensure all technical integrations and workflows are reviewed and validated. This is a perfect opportunity to finish loading user and course data. We're supporting right through to launch by:

- assisting with any questions and troubleshooting
- reviewing launch plans and identifying last-minute changes
- helping with revised adoption or communication strategies
- closing implementation with your approval and sign off
- smoothly transitioning you to our Help Desk and your D2L Customer Success Manager (CSM)

Post-implementation, your CSM is your representative and advocate at D2L who partners with you to continue to plan, measure, and achieve your vision. Our project team keeps your CSM in the know throughout your implementation and provides a full knowledge transfer, so they know your goals, objectives, and adoption and communication strategies from day one.

With D2L as your partner, you can be confident in your decision to choose Brightspace. We've got you covered and will set you up with a platform that excites your users.

Offboarding Support

While our goal is to foster a long-term partnership, in the event that a customer decides to transition to another provider, our exit strategy makes it simple to export your courses from Brightspace in a standards-based format. Our export tools are available as self-serve resources, but during your transition, you remain a D2L customer with the ongoing support of our help desk and account team.

Exporting your courses and content

Our Bulk Course Export tool allows your administrators to export courses in bulk as IMS Common Cartridge (IMS CC) standard packages. Exports run as a scheduled task so you can move hundreds or hundreds of thousands of courses in a batch method. Alternatively, or in combination with our bulk option, you can selectively choose individual courses or components within a course and export them into an XML-based IMS Content Packaging (IMS CP) standard course package with related materials. IMS CP packages can be exported from any course in Brightspace. Items that can be exported include:

- announcements
- assignments
- calendar events
- checklists
- competencies
- content
- course files
- discussion forums and topics
- external links
- FAQ
- glossary
- grade categories and items
- LTI links
- question library
- quizzes
- release conditions
- rubrics
- self-assessments
- surveys

As courses export to the IMS CC or IMS CP standard, they can be readily imported to any solution that also supports these standards. In the same way that it is our responsibility to help you get up and running with migrated courses during implementation, our expectation is that your new solution provider offers guidance on how best to set up migrated courses in your new solution.

Exporting user data

As is common with an LMS migration, the above exports include courses and content but not user data. This helps you get started with new courses in which you then enrol users in your new system. Understandably, you'll still want historical record of user data in support of your data retention policies.

Data Hub enables administrators to download CSV-based data sets of raw, user-level data for incorporation into your own database for data retention purposes. More than 100 data sets are available. Examples available user data include All Grades and Final Grades for historical grades data; Learner Usage for historical learner activity in course offerings; and Course Offering Enrolments for historical data on which users were enrolled in each course.

Full data sets are refreshed weekly and differential data sets are refreshed daily, enabling you to export data throughout the term of your contract. Prior to contract end, API-based access to data is available to build automated data integration with Enterprise Data Warehouses (EDW) and Business Intelligence (BI) tools.

Timeframe

The above toolsets are native features of Brightspace and therefore always available throughout the contract term. This allows you to determine the phase out timeframe that's right for your organisation, whether that be one month, six months, or a year before contract termination.

We will delete, destroy, or render inaccessible a customer's files and data residing on our servers upon termination, unless otherwise agreed in writing.

Supporting services

Our account team and help desk services remain available to your team right until the end of your contract term. This means you can reach out to our help desk should you have any questions with the bulk export and data set features. If you are interested in a more hands-on services engagement with our team (e.g., where we assist with creating the content and data exports), D2L can provide such services for a fee on a time and materials basis.

Service Constraints

Maintenance

For maintenance of our platform, we deliver monthly updates through a Continuous Delivery model without the need for planned downtime. We have a near-zero downtime maintenance model in place which means we can carry out most maintenance activities day-to-day without any interruption to clients. While we have a defined monthly maintenance window, our near-zero downtime model means that we may not use it at all. If downtime is required, it occurs only during the maintenance window and typically does not require the full window. Of course, in very rare cases, issues arise that are outside of our control which require us to perform emergency maintenance. In these extreme cases, where we can, we look to give you advanced notice of this maintenance as well as the reasons for it.

Level of Customisation

Many aspects of our solution can be tailored by your administrators and course designers to align with your vision and brand, colours, features to accommodate accessibility, homepage layout, interface development (widgets), languages, navigation bar layout, organisational units and structures, presentation settings, navigation settings, roles and permissions, and system variables.

For example, branded course homepages provide a centralised access point from which users can access all tools and information regarding a course. Defining a course default homepage and navigation bar ensures that all courses have a consistent look across the entire organisation. Course colour schemes can be applied to a course or to the entire organisation. Also, shared resources such as picture libraries can be used as one controllable source for your logos and images to be used by multiple courses or programs.

Via our Learning Services team, we can professionally customise your interface and brand. Each organisation has unique needs and a unique brand story to share. With that in mind, we offer a Custom Branding solution for purchase. The level of Custom Branding provided is distinctive to meet your specific needs — including branding your learning environment, the alignment of existing collateral, or even end-to-end brand development.

Custom course templates and other assets can also be matured or created to support the creation of consistent learning experiences.

Service Levels

Performance & Availability

D2L provides our clients with reliability by offering a Service Level Agreement (SLA) with 99.9% uptime/availability within each measurement period. In addition to our industry-leading uptime, we support our clients in the following ways:

- We have eliminated planned maintenance windows.
- We leverage the AWS cloud infrastructure in your region to provide elastic scaling during peak periods to give you outstanding performance even when everyone is using the system at the same time.
- We deploy a 24x7x365 cloud monitoring team and reporting dashboards to track that things are always running as they should.

Administrator Support

All support packages include the following:

- 24x7x365 Brightspace Community access and administrator access to a searchable knowledge base of technical resources and documentation
- Historical case reporting for all submitted issues
- Support in English, Spanish, or Brazilian Portuguese
- Access to a Cloud performance dashboard
- Monthly product updates and fixes
- Access to the Product Idea Exchange to share feature requests and enhancements

Below is a brief description of all the support options that we offer:

BASIC	SELECT	PLUS	PLATINUM
• Monday to Friday 8 a.m. to 8 p.m. (local time) chat • 24x7x365 email and web-based support for 2 Approved Support Contacts (ASCs) • 60 cases per year	• 24x7x365 chat, email, and web-based support for 3 Approved Support Contacts (ASCs) • Unlimited cases • Monthly case reports	• 24x7x365 email, chat, telephone, and web-based support for 3 Approved Support Contacts (ASCs) • Unlimited cases • Priority ‘follow the sun’ support for Priority 1 issues	• 24x7x365 email, chat, telephone, and web-based support for 5 Approved Support Contacts (ASCs) with a dedicated toll-free number • Unlimited cases • Priority queuing and major case management • Monthly case and Service Level Objective (SLO) reporting • Quarterly reviews of support service experience

	• Semi-annual reviews of support service experience • Monthly case reporting • Monthly Service Level Objective (SLO) reporting • Post Case Summary for Priority 1 cases reporting upon request	• Priority ‘follow the sun’ support for P1 issues • Post Case Summary for P1 cases reporting upon request • Includes a Technical Account Manager (1:10 TAM): a named contact that provides personalized technical guidance for projects, Brightspace-related questions, and D2L support issues as well as technology updates including a review of the monthly release on product features.
--	--	---

End User Support Add-on

We offer comprehensive end-user support that complements your administrator support. This service covers all your end users, providing direct access to live support agents trained to address their specific needs. Unlimited cases are included.

We offer flexible end-user support options in English, Canadian French, Spanish, and Brazilian Portuguese.

D2L Lumi Chat (standalone)

- 24x7x365 GEN AI powered inquiry support
- Unlimited D2L Lumi Chat interactions
- Yearly D2L Lumi Chat data review report

Basic End User Support

- 24x7x365 GEN AI powered inquiry support
- Unlimited D2L Lumi Chat interactions
- 24x7x365 Live Chat, and Email.
- Standard End User case reports.
- Yearly Support, Quality, and Case review meetings.

Standard End User Support

- 24x7x365 GEN AI powered inquiry support
- Unlimited D2L Lumi Chat interactions

- 24x7x365 Live Chat, Email, and Telephone support (toll-free number for your end users).
- Standard End User case reports.
- Semi-annual Support, Quality, and Case review meetings.

Branded End User Support

As part of the Branded experience, D2L will act as an extension of the client by providing:

- 24x7x365 GEN AI powered inquiry support
- Unlimited D2L Lumi Chat interactions
- 24x7x365 Live Chat, Email, and Telephone support (custom-branded toll-free number for your end users, customized interaction greetings, phone recordings, email signatures, and knowledge articles based on your specific needs).
- Custom End User case reports.
- Quarterly Support, Quality, and Case review meetings.
- *Plus or Platinum Administrator Support is required

D2L Lumi Chat

D2L Lumi Chat is an AI-powered help tool that is integrated directly into Brightspace as a pop-up window from the Get Help button in the bottom right-hand corner of the screen. It provides immediate access to help documentation so you don't have to do research in another browser tab or window. After typing in a question, the tool provides the most relevant documentation available in Brightspace Community.

You can find answers on how to complete course activities, find documentation related to course issues, and connect with live agents without having to leave Brightspace.

If users (with End User Support) still need more assistance, they can contact a live support agent directly from Brightspace.

How We'll Compensate Buyers if we do not meet Service Levels

We have a Service Level Agreement with respect to our Application availability in our Brightspace Cloud environment. We will incur financial penalties for failing to meet 99.9% availability or uptime within the Core platform. This is a financial guarantee on our service availability.

Should downtime occur, and if downtime classifies for a penalty, our Cloud Operations team alerts our Finance team to issue a credit. If a credit is to be issued, this is reflected on the customer's next annual invoice, or if an agreement is terminating and there are no further invoices, a refund is granted.

After Sales Support

We actively collaborate with our customers, both during and after implementation, so we can help them make progress on the objectives that matter to them. We want to transform the way the world learns, and our measure of success is helping our customers achieve real, measurable improvement and progress on their teaching and learning goals.

We begin this journey by setting goals, as defined by you and what's important to your organisation and map these goals to initiatives supported by Brightspace and D2L. This way, we can immediately start measuring and showing impact on your strategic objectives.

Achieving More: Your D2L Support System

Our collaboration with our customers is enabled through a supportive, passionate team of learning and technology experts. Your success is fostered by a support system that consists of:

- a Customer Success team
- Client Sales team
- Technical Customer Support team
- Extensive Knowledge Base in the Brightspace Community

Your Customer Success Team

D2L Customer Success Managers (CSM) collaborate with customers to set highly tailored, customer-driven objectives. Our CSM works closely with the D2L Implementation team, checking and staying informed throughout the project. Once you're up and running, your D2L CSM strategically partners with you to co-define planned outcomes and adoption goals, and what that means in the context of learning. Your D2L CSM is accountable for your growth, adoption, and satisfaction post-launch. Your D2L Customer Success Manager will:

- Be a key point of contact and advocate from day one, dedicated to helping you drive adoption, increase retention, measure achievement, and build a sustainable long-term strategy to achieve your goals.
- Partner with you to bring your strategic vision to life and empower your team to make that happen through regular checkpoints to listen, advise, and guide- ensuring that our solution continues to serve your needs well into the future.
- Share product and services roadmap updates, reviews, and recommendations on driving usage, or introducing new tools that may add to your existing learning experience.
- Share best practices, white papers, client testimonials, and use cases in the industry.
- Foster collaboration with teaching and learning professionals and clients with similar use cases at D2L-sponsored events like Fusion, Connection, and Rise conferences.

To demonstrate what's possible, the following are some examples of customer objectives we're working towards with our customers:

- Brightspace adoption and use monitored, with a goal of 85% weekly log-in for students and 90% daily logins for faculty by end of year.
- Brightspace student and faculty satisfaction measured with a goal of 85% satisfaction achieved by end of year.

- Increase the use of virtual classrooms from 25% to 35% by end of year.
- Understand and increase the use of data sets by end of summer.
- Increasing completion rates in a large class and gateway courses from 60% to 95%.

Client Sales Executive

Each of the above are examples of big jobs to be done. Your Customer Success team pairs a Customer Success Manager (CSM), who sets success measures and is your primary D2L point of contact, with a Customer Sales Executive (CSE), who discusses opportunities for growth and complementary solutions and services available to further support your teaching and learning objectives.

Your CSM will work with you to set yearly objectives and define a path to success supported by Brightspace and D2L. Your CSM is your advocate within D2L and advises on best practices, helps you understand your data, drives adoption, and coaches on how Brightspace can impact your strategic objectives. You tell us what success means to you, and we strategize with you about how to deliver on those goals.

Through all of this, your CSM works closely with the CSE. Both have a deep understanding of your needs, challenges, and goals, so we can continue to make meaningful, informed recommendations as we collaborate with you over the years to come.

Technical Customer Support Team

Making progress on your strategic objectives is a top priority for us, but so is making sure your users are taken care of in their day-to-day use of Brightspace. They need responsive, informative help desk support to get their questions answered and resolve issues quickly. We provide a live, interactive, online portal easily accessed from Brightspace Community where you can submit cases, track case status, and receive updates from our support experts. You can also access a knowledge base of technical documentation and FAQs from the support portal.

Brightspace Community

Brightspace Community is a vibrant community of your Brightspace peers sharing tips, product ideas, and resources. It's also a space that makes it easy for you to keep learning, providing self-help resources to quickly answer your questions and the opportunity to learn from your peers — all to help you get the most out of Brightspace. Of course, our teams are active there too answering to your questions, collaborating on ideas, and sharing tools and resources.

Technical Requirements

Brightspace is designed 'mobile first' and can be accessed by any HTML5 device (mobile or desktop browser); no additional software or special browser plug-ins needed. All that is required for access to Brightspace is an internet connection and a supported browser. Our solution is optimised for production environments when using Google Chrome, Apple Safari, Microsoft Edge, or Mozilla Firefox browsers. For iOS mobile devices, Brightspace supports the latest browser version of Apple® Safari®. For Android OS devices, Brightspace supports the latest version of Google® Chrome™.

Hosting Options and Locations

D2L leverages Amazon Web Services (AWS) to provide hosting for Brightspace in Europe (Republic of Ireland), with primary and secondary locations to achieve geographic redundancy, scalability, and a strong level of security.

However, we wish to provide the following points of clarification with respect to the ability to access regionally hosted data from outside of a customer's region. To the extent any such access constitutes a "transfer" of such data: (1) we seek consent from our customers to allow for access by our affiliates in Canada and Australia to view data from outside their regionally hosted site, solely to the extent reasonably necessary to provide ancillary services such as implementation assistance and 24/7 administrator help desk services and technical assistance, (2) we do not restrict the location from which a customer's users may access the services over the Internet, including locations outside of a customer's region.

Access to Data Upon Exit

While our goal is to foster a long-term partnership, in the event that a client decides to transition to another provider, our exit strategy makes it simple to export their courses from Brightspace in a standards-based format. Our export tools are available as self-serve resources, but during the transition, the client remains a D2L customer with the ongoing support of our help desk and account team.

Exporting your courses and content

Our Bulk Course Export tool allows administrators to export courses in bulk as 1EdTech™ Common Cartridge standard packages. Exports run as a scheduled task so customers can move hundreds or hundreds of thousands of courses in a batch method. Alternatively, or in combination with our bulk option, they can selectively choose individual courses or components within a course and export them into an XML-based 1EdTech Content Packaging (CP) standard course package with related materials. 1EdTech CP packages can be exported from any course in Brightspace. Items that can be exported include:

- announcements
- assignments
- calendar events
- checklists
- competencies
- content
- course files
- discussion forums and topics
- external links
- FAQ
- glossary
- grade categories and items
- LTI links
- question library
- quizzes
- release conditions
- rubrics
- self-assessments
- surveys

Because courses export to 1EdTech standards, they can be readily imported to any solution that also supports these standards. In the same way that it is our responsibility to help a client get up and running with migrated courses during implementation, our expectation is that the new solution provider is providing the client guidance on how best to set up migrated courses in their new solution.

Exporting user data

As is common with an LMS migration, the above exports include courses and content but not user data. This helps you get started with new courses in which you then enrol users in your new system. Understandably, you'll still want historical records of user data in support of your data retention policies.

Data Hub enables administrators to download CSV-based data sets of raw, user-level data for incorporation into their own database for data retention purposes. More than 100 data sets are available. Examples of available user data include All Grades and Final Grades for historical grades data; Learner Usage for historical learner activity in course offerings; and Course Offering Enrolments for historical data on which users were enrolled in each course.

Full data sets are refreshed weekly and differential data sets are refreshed daily, enabling you to export data throughout the term of your contract. Prior to contract end, API-based access to data is available to build automated data integration with Enterprise Data Warehouses (EDW) and Business Intelligence (BI) tools. Clients can find a complete listing of data sets in the Brightspace Data Hub.

Timeframe

The above toolsets are native features of Brightspace and therefore always available to the client during their contract term. This allows them to determine the phase-out timeframe that's right for their organisation, whether that be one month, six months, or a year before contract termination.

We will delete, destroy, or render inaccessible the client's files and data residing on our servers upon termination, unless otherwise agreed in writing.

Supporting services

Our account team and help desk services remain available to the client's team right until the end of their contract term. This means they can reach out to our help desk should they have any questions about the bulk export and data set features. If customers are interested in a more hands-on services engagement with our team (e.g., where we assist with creating the content and data exports), D2L can provide such services for a fee on a time and materials basis.

Security

At D2L, we take your security seriously, as demonstrated by a track record of delivering reliable security to all of our customers. Security is one of D2L's top priorities and considerations during development, and we are committed to providing a trusted and secure learning environment for our clients. We describe the physical security, security monitoring, platform security, and our security best practices in the following overview:

Physical Security

D2L-hosted services are hosted in AWS giving customers best-in-class services. AWS carries numerous certifications for compliance which can be reviewed at their website, including ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 22301, ISO 9001, CSA Star CCM v4.0, and SOC 1 and SOC reports.

Additionally, D2L's certifications for ISO 27001 (information security management), ISO 27018 (protection of personally identifiable information), ISO 27017 (cloud security management), and ISO 27701 (privacy information management) cover the security controls of our own operations within AWS. We also undergo SSAE 18 SOC 1 and 2 audits: a certification for trusted services principles of security, confidentiality, processing integrity, and availability. D2L is also Cyber Essentials certified.

You can find more information on D2L's ISO certifications publicly on our website. We would be more than happy to share our SOC reports once we have an NDA in place. Please contact your account representative to initiate this process.

Security Monitoring

D2L collects, aggregates, and correlates millions of system events a day across D2L's infrastructure to provide monitoring teams with real-time insight into potential security events.

LMS Security in the Brightspace Platform

Brightspace offers the following platform security features.

Access and authentication

The Brightspace platform supports Single Sign On (SSO) and integration with various authentication solutions including Active Directory, LDAP, and CAS.

Secure transmission

Customer connection to the Brightspace platform is via TLS cryptographic protocols with modern cipher suites, so customer data is transferred securely. Brightspace currently uses TLS 1.2.

API Security

Brightspace uses Cross-Site Request Forgery (CSRF) Token protection on all appropriate routes to prevent CSRF attacks. Brightspace sets Cross-Origin Resource Sharing (CORS) headers on both internal and public APIs. Internal APIs have restrictive CORS policies to ensure they can only be used within Brightspace, and public APIs include permissive CORS policies so they can be called from sites integrating with Brightspace.

Application Security

Code for the Brightspace application is developed and tested following principles set out in the Open Web Application Security Project (OWASP) Top Ten framework to help ensure Brightspace is a secure platform.

Backup and Recovery

System and customer data are backed up on a regular basis using synchronous encrypted data transfer to offsite storage so that customer services can be restored quickly in the event of a disaster. All customer data is stored in secure data centres and is replicated over secure links to a disaster recovery data centre. This design provides the ability to rapidly restore service in the case of a catastrophic loss.



About D2L

D2L is the software leader that makes learning experiences better. The company's cloud-based platform is easy to use, flexible, and smart. With Brightspace, organizations can personalize the experience for every learner to deliver real results. The company is a world leader in learning analytics: its platform predicts learner performance so that organizations can take action in real-time to keep learners on track. Brightspace is used by learners in higher education, K-12, and the enterprise sector, including the Fortune 1000. D2L has operations in the United States, Canada, Europe, Australia, Brazil, and Singapore.

CONTACT US

Phone: 1-519-772-0325 (Worldwide)

Toll Free: +44-203-695-8580 (United Kingdom and Europe)
1-888-772-0325 (North America)
0-800-452-069 (New Zealand)
1-800-778-631 (Australia)
0-800-891-4507 (Brazil)

Fax: 1-519-772-0324

Email: ContactUs@D2L.com

Facebook: [facebook.com/D2LInc](https://www.facebook.com/D2LInc)

Twitter: [@D2L](https://twitter.com/D2L)

Web: www.D2L.com

As part of the D2L family of companies, D2L Europe Ltd, the proposing entity, draws upon the experience, values and expertise of its parent company, D2L Corporation, and shares this with clients throughout Europe. For consistency and clarity throughout this proposal, the collective of both D2L Corporation and D2L Ltd. is referred to as "D2L." The D2L family of companies includes D2L Corporation, D2L Ltd, D2L Australia Pty Ltd, D2L Europe Ltd, D2L Asia Pte Ltd, and D2L Brasil Soluções de Tecnologia para Educação Ltda.



The ideas and images in this document are property of their respective owners. All D2L marks are trademarks of D2L Corporation. Please visit [D2L.com/trademarks](https://d2l.com/trademarks) for a list of D2L marks.