

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Cc: [Jenkins, Gordon](#)
Subject: For the next Infogram - All levels
Date: Friday, April 10, 2020 3:00:42 PM

Maribeth, for your approval, a draft message for the next Infogram:

Tech Support Plan for Staff and Students – All Levels

As we prepare to launch Distance Learning, we wanted to share some important information with you concerning technology support for staff, teachers and students. Please continue to use RequestIT. Simply log-in to VPN, and go to [RequestIT](#) to enter a ticket. (New to VPN? [See the VPN installation guide.](#)) RequestIT allows us to monitor problems globally to quickly identify any trends and make adjustments. Do not email Technology Support Specialists (TSSpecs) directly or use alternative request systems.

There are three levels of support for technology needs: 1) self-help troubleshooting resources, 2) remote support from a TSSpec (solves the majority of issues), and 3) on-site drop off and replacement. To expedite service for students, we will continue to leverage schools and teachers as the primary relationship and point of contact. Students should be instructed to first work with their teacher when they experience technical difficulties. Often a student is simply trying to access a resource incorrectly and needs further direction from a teacher to quickly resolve the issue. The table below describes the support levels in order for the two primary groups:

	Self-Help	Remote Support	On-Site Drop Off/Replacement
Teachers and Staff	Self-help guides have been posted in FCPS 24-7 Blackboard to help with quick troubleshooting. To access: <ol style="list-style-type: none"> 1. Navigate to the "My FCPS" tab at the top 2. Under the Continuity of Learning panel in the upper left, select either "Elementary Resources" or "Middle and High School Resources." 3. On the next screen, you will see links in the left-hand side bar. Scroll all the 	Enter a RequestIT ticket <ul style="list-style-type: none"> - Ticket will be routed to your TSSpec automatically - TSSpec will provide remote support 	TSSpec will work with school admin team and provide direction on dropping off laptop for repair by appointment only. (see drop-off instructions below table) NOTE: When laptops are dropped off for repair, loaner laptops will be provided.

	<p>way down to “Support Resources” and select that link.</p> <p>4. The Support Resources screen provides several help guides for FCPS online resources.</p>		
Students/Parents	<p>Self-help guides have been posted in FCPS 24-7 Blackboard to help with quick troubleshooting. To access:</p> <ol style="list-style-type: none"> 1. Navigate to the “My FCPS” tab at the top 2. Under the Continuity of Learning panel in the upper left, select either “Elementary Resources” or “Middle and High School Resources.” 3. On the next screen, you will see links in the left-hand side bar. Scroll all the way down to “Support Resources” and select that link. 4. The Support Resources screen provides several help guides for FCPS online resources. 	<p>Contact a teacher and report the difficulty.</p> <p>Teacher will attempt to help and determine if it is a tech support issue; teacher will enter a RequestIT ticket on student’s behalf.</p> <ul style="list-style-type: none"> - Teachers should include a parent email or phone number in the ticket - Ticket will be routed to your TSSpec automatically - TSSpec will work with teacher to provide remote support to student 	<p>TSSpec will work with school admin team and provide direction on dropping off laptop for repair by appointment only. (see drop-off instructions below table)</p> <p>NOTE: When laptops are dropped off for repair, loaner laptops will be provided.</p>

DROP-OFF INSTRUCTIONS:

TSSpecs can access both student and teacher laptops remotely and fix most issues. If they

are unable to fix the problem remotely, they will work with the school admin team to provide further instructions on dropping off laptops and getting a loaner laptop.

- When the TSSpec determines that manual intervention is necessary for a repair, the TSSpec will coordinate with the school admin team to *create appointments* for staff or students in need of further technology repair. Each appointment will only take 10-15 minutes to drop off and pick up a loaner.
- Much like the laptop distribution model, the school team will need to assist with contacting staff members or families to ask the Health Department [pre-screening questions](#) **prior to** scheduling an appointment. Anyone that answers “yes” to any of the pre-screening questions should NOT be scheduled for an appointment until they have been symptom-free for a minimum of 72 hours. For the safety of staff, there should be no exceptions to this rule.
- Social distancing and health department guidelines must be followed with any on-site appointments (i.e. one-at-a-time scheduled appointments, no more than 10 people in the area at a time, minimum of 6 feet spacing between people, sanitization supplies available).
- School teams are encouraged to establish a weekly scheduled day for appointments to minimize the time spent on-site.

Thank you for your cooperation in following the support plan to help us ensure ongoing success and safety for teachers and students.

Contact: IT Service Desk
ITServiceDesk@fcps.edu

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Cc: [Jenkins, Gordon](#)
Subject: RE: Draft Communication for ALL Principals---Technology Support for Distance Learning
Date: Friday, April 10, 2020 2:53:00 PM

Needs to go as a Gram.

Thanks,
Maribeth

From: Jewell, Tracey D.
Sent: Friday, April 10, 2020 2:38 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Jenkins, Gordon <gbjenkins@fcps.edu>
Subject: FW: Draft Communication for ALL Principals---Technology Support for Distance Learning

Maribeth... we would like to send this communication to all principals to help them further understand the tech support model. Much of this is known already, but it clarifies the process for anything that can't be solved remotely. It also reinforces that teachers are the first point of contact for students. Gordon and team are confident that we have the capacity to provide loaners, based on the demand we're currently seeing. If that should exceed our capacity, we'll re-adjust the process.

To: Principals ALL
Subject: Tech Support Plan for Staff and Students

As we prepare to launch Distance Learning, we wanted to share some important information with you concerning technology support for staff, teachers and students. Please continue to use RequestIT. Simply log-in to VPN, and go to [RequestIT](#) to enter a ticket. (New to VPN? [See the VPN installation guide.](#)) RequestIT allows us to monitor problems globally to quickly identify any trends and make adjustments. Do not email Technology Support Specialists (TSSpecs) directly or use alternative request systems.

There are three levels of support for technology needs: 1) self-help troubleshooting resources, 2) remote support from a TSSpec (solves the majority of issues), and 3) on-site drop off and replacement. To expedite service for students, we will continue to leverage schools and teachers as the primary relationship and point of contact. Students should be instructed to first work with their teacher when they experience technical difficulties. Often a student is simply trying to access a resource incorrectly and needs further direction from a teacher to quickly resolve the issue. The table below describes the support levels in order for the two primary groups:

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Teachers and Staff	Self-help guides have been posted in FCPS 24-7 Blackboard to help with quick troubleshooting. To	Enter a RequestIT ticket - Ticket will be routed to your TSSpec	TSSpec will work with school admin team and provide direction on dropping off laptop for repair by appointment

	<p>access:</p> <ol style="list-style-type: none"> 1. Navigate to the "My FCPS" tab at the top 2. Under the Continuity of Learning panel in the upper left, select either "Elementary Resources" or "Middle and High School Resources." 3. On the next screen, you will see links in the left-hand side bar. Scroll all the way down to "Support Resources" and select that link. 4. The Support Resources screen provides several help guides for FCPS online resources. 	<p>automatically</p> <ul style="list-style-type: none"> - TSSpec will provide remote support 	<p>only. (see drop-off instructions below table)</p> <p>NOTE: When laptops are dropped off for repair, loaner laptops will be provided.</p>
<p>Students/Parents</p>	<p>Self-help guides have been posted in FCPS 24-7 Blackboard to help with quick troubleshooting. To access:</p> <ol style="list-style-type: none"> 1. Navigate to the "My FCPS" tab at the top 2. Under the Continuity of Learning panel in the upper left, select either "Elementary Resources" or "Middle and High School Resources." 3. On the next screen, you will see links in the left-hand side bar. Scroll all the way down to "Support 	<p>Contact a teacher and report the difficulty.</p> <p>Teacher will attempt to help and determine if it is a tech support issue; teacher will enter a RequestIT ticket on student's behalf.</p> <ul style="list-style-type: none"> - Teachers should include a parent email or phone number in the ticket - Ticket will be routed to your TSSpec automatically - TSSpec will work with teacher to provide remote support to 	<p>TSSpec will work with school admin team and provide direction on dropping off laptop for repair by appointment only. (see drop-off instructions below table)</p> <p>NOTE: When laptops are dropped off for repair, loaner laptops will be provided.</p>

	<p>Resources” and select that link.</p> <p>4. The Support Resources screen provides several help guides for FCPS online resources.</p>	<p>student</p>	
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DROP-OFF INSTRUCTIONS:

TSSpecs can access both student and teacher laptops remotely and fix most issues. If they are unable to fix the problem remotely, they will work with the school admin team to provide further instructions on dropping off laptops and getting a loaner laptop.

- When the TSSpec determines that manual intervention is necessary for a repair, the TSSpec will coordinate with the school admin team to *create appointments* for staff or students in need of further technology repair. Each appointment will only take 10-15 minutes to drop off and pick up a loaner.
- Much like the laptop distribution model, the school team will need to assist with contacting staff members or families to ask the Health Department [pre-screening questions](#) **prior to** scheduling an appointment. Anyone that answers “yes” to any of the pre-screening questions should NOT be scheduled for an appointment until they have been symptom-free for a minimum of 72 hours. For the safety of staff, there should be no exceptions to this rule.
- Social distancing and health department guidelines must be followed with any on-site appointments (i.e. one-at-a-time scheduled appointments, no more than 10 people in the area at a time, minimum of 6 feet spacing between people, sanitization supplies available).
- School teams are encouraged to establish a weekly scheduled day for appointments to minimize the time spent on-site.

Thank you for your cooperation in following the support plan to help us ensure ongoing success and safety for teachers and students.

From: Luftglass, Maribeth
To: Jewell, Tracey D.; Welsh, Jean; NewRingeisen, Michelle; Kretzer, Sandy; Siegl, Jim F.
Subject: RE: Blackboard Amendment
Date: Friday, April 10, 2020 2:02:00 PM

School Board members are employees, and we need to make sure they are covered. We also need them to clarify (which they agreed to on the phone call) that Blackboard Collaborate Ultra sessions can be broadcast/streamed, like we have been doing for recent board meetings.

From: Jewell, Tracey D.
Sent: Friday, April 10, 2020 1:50 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; NewRingeisen, Michelle <manewringeis@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: Blackboard Amendment

The only real use I think this amendment does not cover is individual SB member use, outside of simple by-appointment office hours. We may need to ensure that those individuals are replicating what Dr. Brabrand is doing for bigger town-hall-like "broadcasts". He is using Facebook Live.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 1:46 PM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; NewRingeisen, Michelle <manewringeis@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: FW: Blackboard Amendment

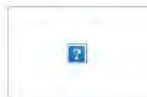
See attached.
Thanks,
Maribeth

From: Adam [redacted] [mailto:[redacted]]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam [redacted] <[redacted]> "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam [redacted] <[redacted]>, Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam [redacted] <[redacted]>
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [redacted] <[redacted]>

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Thursday, April 9, 2020 at 1:08 PM

To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>

Sent: Thursday, April 9, 2020 12:35 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232

MS – 29,977

HS – 59,788

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 7:38 PM

To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification


Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu


From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

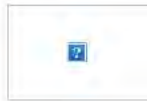
From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

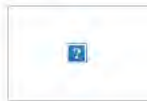
Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

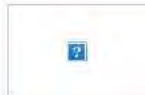
We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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From: [Kretzer, Sandy](#)
To: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [Welsh, Jean](#); [NewRingeisen, Michelle](#); [Siegl, Jim F.](#)
Subject: RE: Blackboard Amendment
Date: Friday, April 10, 2020 2:01:47 PM

I agree, it doesn't appear that that would cover the SB town hall scenario.

If I am understanding this amendment correctly, once the three month term expires we will be back to our previous agreement with expectation of use equivalent to pre-March 2020.

Sandy

From: Jewell, Tracey D.
Sent: Friday, April 10, 2020 1:50 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; NewRingeisen, Michelle <manewringeis@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: Blackboard Amendment

The only real use I think this amendment does not cover is individual SB member use, outside of simple by-appointment office hours. We may need to ensure that those individuals are replicating what Dr. Brabrand is doing for bigger town-hall-like "broadcasts". He is using Facebook Live.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 1:46 PM
To: Jewell, Tracey D. <TJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; NewRingeisen, Michelle <manewringeis@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: FW: Blackboard Amendment

See attached.
Thanks,
Maribeth

From: Adam [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])>
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])>
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])> "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])> Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle:

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam [REDACTED]; "Luftglass, Maribeth" <meluftglass@fcps.edu>; "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get something back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools.**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule.**
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week.**
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam [REDACTED]; "Luftglass, Maribeth" <meluftglass@fcps.edu>; "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [REDACTED]; Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,
Adam

Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jwelsh@fcps.edu>; Jewell, Tracey D. <TJjewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam



Adam [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam



Adam [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam



Adam [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

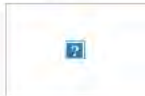
We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[REDACTED]

From: Adam [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]



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From: Adam [REDACTED]
To: Downey, Paul J.; Pratt, Michelle; Luftglass, Maribeth
Cc: Scott [REDACTED]
Subject: Re: Blackboard Amendment
Date: Friday, April 10, 2020 1:21:14 PM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)
[image016.png](#)
[image018.png](#)
[image020.png](#)
[image022.png](#)
[FCPS Blackboard Amendment 20200410 Clean Final\[3\].pdf](#)

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call.

Best,
Adam



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam [REDACTED] <[REDACTED]>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam [REDACTED] <[REDACTED]>, Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

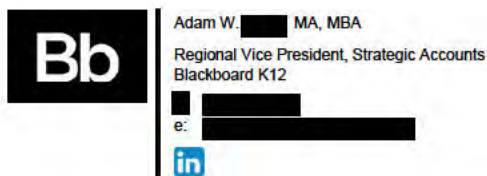
Michelle

From: Adam [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
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From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Thursday, April 9, 2020 at 1:08 PM

To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>

Sent: Thursday, April 9, 2020 12:35 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get something back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and an anticipated use instances. Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools
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3. Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232

MS – 29,977

HS – 59,788

Best,
Adam



Adam W. [REDACTED] MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 7:38 PM

To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>

Sent: Wednesday, April 8, 2020 5:40 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

--	--	--

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

m: [redacted]
e: [redacted]



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [redacted] <[redacted]>; Scott [redacted] <[redacted]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [redacted] <[redacted]>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [redacted] <[redacted]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [redacted] Bill [redacted] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [redacted]

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

m: [redacted]
e: [redacted]



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [redacted] <[redacted]>; Scott [redacted] <[redacted]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [redacted] <[redacted]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [redacted] <[redacted]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to

answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W. [REDACTED] MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED] MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED] MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.



We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

 Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]


From: Adam [Redacted] <[Redacted]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote



Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

 Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]


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Blackboard Collaborate Amendment

This amendment (“Amendment”) amends the Order Form dated May 22, 2019 (the “Order Form”) between Blackboard Inc. (“Blackboard”) and Fairfax County Public Schools (“FCPS”, together with Blackboard, the “Parties”). The Parties agree to amend the pricing in the Order Form with the following terms effective April 13, 2020 (the “Effective Date”).

In consideration of the promises set forth herein, and other good and valuable consideration, the receipt of which are hereby acknowledged, the parties hereby agree as follows:

A. Product and Pricing Summary

1. The following terms are in addition to, and not in lieu of, the current price and terms of the Order Form.
2. This Amendment is intended to address FCPS’s use of Collaborate for the three (3) month period starting on April 13, 2020, after which time, use of Collaborate pursuant to these terms shall expire (except with respect to the payment obligations set forth below), the Order Form (and use of Collaborate thereunder) shall still be in full force and effect, and the Parties will cooperate in good faith to reassess and review the terms of this Amendment to determine whether an additional amendment is necessary.
3. All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original.
4. FCPS’s usage of Collaborate is limited by Authorized User. An “Authorized User” means any individual who is a student, teacher, parent of student, or employee of yours (including invited third-parties thereof), however in no event shall the number of Authorized Users exceed the number set forth below. For purposes of counting Authorized Users, parents of a student and that student attending on the same Collaborate instance will count collectively as one Authorized User. For purposes of this Amendment, the Authorized User limit is set at **201,000 per month**.
5. The price is **\$0.75 per Authorized User per month**, resulting in a per month fee of **\$150,750 per month for three (3) months**.

B. Term

1. The Term of this Amendment shall begin on the Effective Date and expire upon the expiration of the current term of the Order Form, unless extended by the Parties’ via a subsequent amendment.

C. Payment Terms

1. All initial and subsequent payments shall be invoiced monthly and be due Net 30. Alternatively, FCPS may elect upon written notice to Blackboard to pay the entire amount due hereunder of **\$452,250.00** in one payment to Blackboard at any time but due no later than the due date of the next monthly payment. All pricing above is in United States currency.
2. Sales Tax: If applicable, a copy of your Sales Tax Direct Pay Certificate or your Sales Tax Exemption Certificate must be returned with this Order Form.

D. Special Provisions

1. All other terms between the Parties shall remain the same.

Agreed:

BLACKBOARD

FCPS:

Signature

Signature

BILL [REDACTED] DEPUTY GENERAL COUNSEL

Name and Title (printed)

Name and Title (printed)

Date

Date

From: [Luftglass, Maribeth](#)
To: [Walker, Holly J](#)
Subject: Re: Follow-up from Blackboard Investigation
Date: Friday, April 10, 2020 12:46:33 PM

Thanks for the heads up. Many people are shaken by the COVID-19 which manifests itself in many ways.

Maribeth

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 10, 2020, at 12:32 PM, Walker, Holly J <HJWalker@fcps.edu> wrote:

Just FYI- one of the Kindergarten teachers is still convinced that there was something nefarious in this that wasn't caught in the investigation. She still isn't totally appeased and is still spinning.

I am working on it with her and think it's good, but I just wanted to give you a heads up.

Thanks
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 12:29 PM
To: Walker, Holly J <HJWalker@fcps.edu>
Subject: RE: Follow-up from Blackboard Investigation

Thanks, Holly!
Maribeth

From: Walker, Holly J
Sent: Friday, April 10, 2020 11:51 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Ko, Esther <yko@fcps.edu>
Subject: FW: Follow-up from Blackboard Investigation

Maribeth,

Please see below the email I sent to the team. Let me know if you need any additional information.

Thanks
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Walker, Holly J
Sent: Friday, April 10, 2020 11:47 AM
To: Baker, Nancy <NABaker@fcps.edu>; Hayes, Melissa <mhayes@fcps.edu>; Cheung, Jacqueline <JJCheung@fcps.edu>; Heidt, Gail L <glheidt@fcps.edu>; Clifford, Kat <KCClifford@fcps.edu>
Cc: Dorr, Amanda <ACDorr@fcps.edu>; McGrath, Willa <wimcgrath@fcps.edu>; Wagner, W. Forrest <wfwagner@fcps.edu>
Subject: Follow-up from Blackboard Investigation

Good Morning Everyone,

I have received information on the investigation that was done on your Blackboard Account and I wanted to share the results and suggestions for moving forward.

- One concern was the “_previewuser”. IT sent an email previously explaining that is not someone doing anything unusual, it is a log on that is created in Blackboard (email sent on 4/6/20 from IT Fast Team).
- You indicated to me that you had additional concerns of account compromise and sharing of information due to one person having a significantly increased number of logins. Network Security further investigated using audit logs from Blackboard. All logins came from the same IP address.
- Network Security also checked the sign-in activities of all teachers and there is no indication of account compromise.
- At this time, there is no evidence to suggest that the account credential was either shared or compromised.

We understand that this was very disturbing and concerning to be on your account and watch folders moving, leaving and reappearing. You

worked so hard on getting everything set-up and then had to redo work, while also being concerned about a compromise to the account.

Moving forward, please have only the teachers, SBTS or administration as instructors in Blackboard courses. At this time, we are not expecting anything to happen, but if there are any concerning items as we begin Distance Learning next week please let me know immediately. We will complete a RequestIT ticket indicating the concerns and items will be looked into from there.

I hope you all have a wonderful weekend and I will "see" you Monday at the 10am Staff Meeting.

Take care,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

From: [Walker, Holly J](#)
To: [Luftglass, Maribeth](#)
Subject: RE: Follow-up from Blackboard Investigation
Date: Friday, April 10, 2020 12:32:27 PM

Just FYI- one of the Kindergarten teachers is still convinced that there was something nefarious in this that wasn't caught in the investigation. She still isn't totally appeased and is still spinning.

I am working on it with her and think it's good, but I just wanted to give you a heads up.

Thanks
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
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(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 12:29 PM
To: Walker, Holly J <HJWalker@fcps.edu>
Subject: RE: Follow-up from Blackboard Investigation

Thanks, Holly!
Maribeth

From: Walker, Holly J
Sent: Friday, April 10, 2020 11:51 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Ko, Esther <yko@fcps.edu>
Subject: FW: Follow-up from Blackboard Investigation

Maribeth,

Please see below the email I sent to the team. Let me know if you need any additional information.

Thanks
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles

#OtherPeopleMatter
(703) 561-2900

From: Walker, Holly J

Sent: Friday, April 10, 2020 11:47 AM

To: Baker, Nancy <NABaker@fcps.edu>; Hayes, Melissa <mhayes@fcps.edu>; Cheung, Jacqueline <JJCheung@fcps.edu>; Heidt, Gail L <glheidt@fcps.edu>; Clifford, Kat <KCClifford@fcps.edu>

Cc: Dorr, Amanda <ACDorr@fcps.edu>; McGrath, Willa <wimcgrath@fcps.edu>; Wagner, W. Forrest <wfwagner@fcps.edu>

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Take care,
Holly

Holly Walker
Principal

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(703) 561-2900

From: [Luftglass, Maribeth](#)
To: [Walker, Holly J](#)
Subject: RE: Follow-up from Blackboard Investigation
Date: Friday, April 10, 2020 12:30:00 PM

Thanks, Holly!
Maribeth

From: Walker, Holly J
Sent: Friday, April 10, 2020 11:51 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Ko, Esther <yko@fcps.edu>
Subject: FW: Follow-up from Blackboard Investigation

Maribeth,

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Thanks
Holly

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From: Walker, Holly J
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To: Baker, Nancy <NABaker@fcps.edu>; Hayes, Melissa <mhayes@fcps.edu>; Cheung, Jacqueline <JJCheung@fcps.edu>; Heidt, Gail L <glheidt@fcps.edu>; Clifford, Kat <KCClifford@fcps.edu>
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Take care,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

From: [Ko, Esther](#)
To: [Walker, Holly J](#)
Cc: [Luftglass, Maribeth](#)
Subject: Re: Follow-up from Blackboard Investigation
Date: Friday, April 10, 2020 12:25:02 PM

Thank you both!

Esther

On Apr 10, 2020, at 11:50 AM, Walker, Holly J <HJWalker@fcps.edu> wrote:

Maribeth,

Please see below the email I sent to the team. Let me know if you need any additional information.

Thanks
Holly

Holly Walker
Principal
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Soar with the Eagles
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(703) 561-2900

From: Walker, Holly J
Sent: Friday, April 10, 2020 11:47 AM
To: Baker, Nancy <NABaker@fcps.edu>; Hayes, Melissa <mhayes@fcps.edu>; Cheung, Jacqueline <JJCheung@fcps.edu>; Heidt, Gail L <glheidt@fcps.edu>; Clifford, Kat <KCClifford@fcps.edu>
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Take care,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

From: [Walker, Holly J](#)
To: [Luftglass, Maribeth](#); [Ko, Esther](#)
Subject: FW: Follow-up from Blackboard Investigation
Date: Friday, April 10, 2020 11:50:35 AM

Maribeth,

Please see below the email I sent to the team. Let me know if you need any additional information.

Thanks
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

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Sent: Friday, April 10, 2020 11:47 AM
To: Baker, Nancy <NABaker@fcps.edu>; Hayes, Melissa <mhayes@fcps.edu>; Cheung, Jacqueline <JJCheung@fcps.edu>; Heidt, Gail L <glheidt@fcps.edu>; Clifford, Kat <KCClifford@fcps.edu>
Cc: Dorr, Amanda <ACDorr@fcps.edu>; McGrath, Willa <wimcgrath@fcps.edu>; Wagner, W. Forrest <wfwagner@fcps.edu>
Subject: Follow-up from Blackboard Investigation

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Take care,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

From: [Jagels, David E.](#)
To: [Luftglass, Maribeth](#); [Baenig, Rebecca G](#); [McCann, Eric G](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 10:06:12 AM

Thank you. We appreciate the information, Maribeth.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 9:50 AM
To: Baenig, Rebecca G <RGBaenig@fcps.edu>; Brent, Eric <evbrent@fcps.edu>; Jagels, David E. <DEJagels@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

FYI

From: Walker, Holly J
Sent: Friday, April 10, 2020 9:47 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Absolutely Maribeth. We do appreciate everything you all are doing.

Have a great day,
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 9:46 AM
To: Walker, Holly J <HJWalker@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Holly,
We understand that everyone is working under stressful conditions. When you email the teachers, please either copy me and Esther Ko (Auditor General), or forward us the email so we can close the case.

Thanks,
Maribeth

From: Walker, Holly J
Sent: Friday, April 10, 2020 9:43 AM
To: Nie, Connie <YNie@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thanks Connie. I will absolutely talk with them about that as well. I know they were stressed about this and I had just been announced as the new principal that morning, so I think they panicked a bit thinking their account had been compromised and jumped to emailing everyone.

Thank you all again for your quick response and investigation. It is very much appreciated,
Holly

Holly Walker
Principal
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Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Holly: I am not sure I mentioned it in our conversation: Would you please inform your staff that next time if something like this happens., contact ITSD or open a RequestIT ticket? You can also contact me or David (cc'ed on the email) directly if the situation is urgent.

Thanks!
Connie

From: Walker, Holly J <HJWalker@fcps.edu>
Sent: Friday, April 10, 2020 9:01 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>

Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth,

I am planning to email the Kindergarten teachers today. Is there something else that you would like me to do?

Thanks,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

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Sent: Friday, April 10, 2020 8:58 AM

To: Walker, Holly J <HJWalker@fcps.edu>

Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>

Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Importance: High

Holly,

Have the staff who reported the incident to the Auditor General been informed of the outcome of the investigation?

Thanks,
Maribeth

From: Ko, Esther

Sent: Friday, April 10, 2020 8:25 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>

Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth
Sent: Thursday, April 9, 2020 9:34 PM
To: Ko, Esther <yko@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

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Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

The email to the ITSD and Auditor General also expressed concern about possible account compromise. With Blackboard's assistance, ITFASTeam and the Network Security team both looked into the issue, ITFASTeam from the application function perspective and Network Security from the incident investigation perspective, and none of us identified any evidence that any of the accounts were compromised. For example, the “_previewuser” is generated when a teacher chooses to

preview content as a student; it is part of the system function.

There was a lot of concern that one particular IA's account might be compromised. Network Security requested audit logs for this user's activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?) We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: [Luftglass, Maribeth](#)
To: [Rebecca Baenig \(RGBaenig@fcps.edu\)](#); [Eric Brent \(evbrent@fcps.edu\)](#); [Jagels, David E.](#)
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 9:50:00 AM

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Please let me know if there is anything that we can support.

Esther

From: [Luftglass, Maribeth](#)
To: [Pratt, Michelle](#); [Welsh, Jean](#); [Downey, Paul J.](#)
Cc: [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:43:00 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

I think we want to have the contract stay the same as it is which accommodates the online campus and the occasional collaborate training sessions and meetings as we have had in the past, but have an amendment that calls for the \$150,000/month if/when the school system goes to full time distance learning. That way if we have to go full time again for 2 months next year, we would have to pay a surcharge of \$300k.

From: Pratt, Michelle
Sent: Friday, April 10, 2020 9:22 AM
To: Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Do we need to revisit the “user” definition for OLC?

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Friday, April 10, 2020 9:20 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

If count is based on 200,000 X .75 = \$150,000/ mo.

What is fee after first 3 month (10 weeks)

Current contract fee \$67K/ yr. July 1, 2020- June 30, 2021 for OLC- so we will still pay this?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Welsh, Jean
Sent: Friday, April 10, 2020 9:12 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Would this be pd month by month?
Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[Redacted]

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Wednesday, April 8, 2020 12:11 PM
To: Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[Redacted]

[REDACTED]

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Calderon, Allison H. <AHCalderon@fcps.edu>
Sent: Wednesday, April 8, 2020 12:04 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:55 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Luftglass, Maribeth
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Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.
Thanks,
Maribeth

From: Downey, Paul J.
Sent: Wednesday, April 8, 2020 11:41 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon,

Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:37 AM
To: Jewell, Tracey D. <TJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] <[mailto:\[REDACTED\]](mailto:[REDACTED])>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:15 AM

To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED]
<[REDACTED]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>

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Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W. [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 9:35 AM

To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED]
<[REDACTED]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED] MA, MBA

Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the “teacher/administrators” language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give

me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

[Redacted]
[Redacted]



This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

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From: [Walker, Holly J](#)
To: [Nie, Connie](#); [Luftglass, Maribeth](#)
Cc: [Downey, Paul J.](#); [Mikhail, David K.](#); [DIT SMT](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 9:42:33 AM

Thanks Connie. I will absolutely talk with them about that as well. I know they were stressed about this and I had just been announced as the new principal that morning, so I think they panicked a bit thinking their account had been compromised and jumped to emailing everyone.

Thank you all again for your quick response and investigation. It is very much appreciated,
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Nie, Connie <YNie@fcps.edu>
Sent: Friday, April 10, 2020 9:14 AM
To: Walker, Holly J <HJWalker@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Holly: I am not sure I mentioned it in our conversation: Would you please inform your staff that next time if something like this happens., contact ITSD or open a RequestIT ticket? You can also contact me or David (cc'ed on the email) directly if the situation is urgent.

Thanks!
Connie

From: Walker, Holly J <HJWalker@fcps.edu>
Sent: Friday, April 10, 2020 9:01 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth,

I am planning to email the Kindergarten teachers today. Is there something else that you would like me to do?

Thanks,
Holly

Holly Walker

Principal

Floris ES

Soar with the Eagles

#OtherPeopleMatter

(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Friday, April 10, 2020 8:58 AM

To: Walker, Holly J <HJWalker@fcps.edu>

Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>

Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Importance: High

Holly,

Have the staff who reported the incident to the Auditor General been informed of the outcome of the investigation?

Thanks,

Maribeth

From: Ko, Esther

Sent: Friday, April 10, 2020 8:25 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>

Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth

Sent: Thursday, April 9, 2020 9:34 PM

To: Ko, Esther <yko@fcps.edu>

Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>

Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

From: Nie, Connie
Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

The email to the ITSD and Auditor General also expressed concern about possible account compromise. With Blackboard's assistance, ITFASTeam and the Network Security team both looked into the issue, ITFASTeam from the application function perspective and Network Security from the incident investigation perspective, and none of us identified any evidence that any of the accounts were compromised. For example, the “_previewuser” is generated when a teacher chooses to preview content as a student; it is part of the system function.

There was a lot of concern that one particular IA's account might be compromised. Network Security requested audit logs for this user's activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of

account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?). We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: [Pratt, Michelle](#)
To: [Welsh, Jean](#); [Luftglass, Maribeth](#); [Downey, Paul J.](#)
Cc: [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:21:48 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

Do we need to revisit the “user” definition for OLC?

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Friday, April 10, 2020 9:20 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

██

██

██

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Welsh, Jean
Sent: Friday, April 10, 2020 9:12 AM
To: Jewell, Tracey D. <TJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Would this be pd month by month?
Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools

*Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864*

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[Redacted]

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Wednesday, April 8, 2020 12:11 PM
To: Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[Redacted]

*Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864*

From: Calderon, Allison H. <AHCalderon@fcps.edu>

Sent: Wednesday, April 8, 2020 12:04 PM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:55 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Luftglass, Maribeth

Sent: Wednesday, April 8, 2020 11:43 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.

Thanks,

Maribeth

From: Downey, Paul J.

Sent: Wednesday, April 8, 2020 11:41 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:37 AM

To: Jewell, Tracey D. <TJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Sent: Wednesday, April 8, 2020 11:34 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,
Adam



Adam W. [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:15 AM

To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJjewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>

Date: Monday, April 6, 2020 at 5:04 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pidowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pidowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pidowney@fcps.edu>

Date: Friday, April 3, 2020 at 4:00 PM

To: Adam [redacted] <[redacted]>

Cc: Scott [redacted] <[redacted]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [redacted] <[redacted]>

Sent: Friday, April 3, 2020 3:01 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Scott [redacted] <[redacted]>

Subject: [External] RE: Blackboard Collaborate Pricing and Clarification

Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [redacted]
- [redacted]
- [redacted]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

[Redacted]
[Redacted]



From: Adam [Redacted] <[Redacted]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [REDACTED] MA, MBA

Regional Vice President, Strategic Accounts
Blackboard K12



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From: [Welsh, Jean](#)
To: [Luftglass, Maribeth](#); [Downey, Paul J.](#)
Cc: [Pratt, Michelle](#); [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:19:42 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

[REDACTED]

[REDACTED]

[REDACTED]

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Welsh, Jean
Sent: Friday, April 10, 2020 9:12 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Would this be pd month by month?
Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass,

Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Wednesday, April 8, 2020 12:11 PM
To: Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>;
Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[REDACTED]

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Calderon, Allison H. <AHCalderon@fcps.edu>
Sent: Wednesday, April 8, 2020 12:04 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell,
Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:55 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification



From: Luftglass, Maribeth

Sent: Wednesday, April 8, 2020 11:43 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.

Thanks,

Maribeth

From: Downey, Paul J.

Sent: Wednesday, April 8, 2020 11:41 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:37 AM

To: Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get

the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,

Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED] MA, MBA

Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED] [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any

questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your

counsel if helpful, at any time.

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [redacted] <[redacted]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.



**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



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From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#); [Pratt, Michelle](#)
Subject: RE: BlackBoard
Date: Friday, April 10, 2020 9:19:21 AM

[REDACTED]

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Thursday, April 9, 2020 9:37 PM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; NewRingeisen, Michelle <manewringeis@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>
Subject: FW: BlackBoard
Importance: High

Please provide a summary for Grady Carlson.
Thanks,
Maribeth

From: Carlson, Grady
Sent: Thursday, April 9, 2020 9:33 PM
To: Downey, Paul J. <pjdowney@fcps.edu>
Cc: Luftglass, Maribeth <meluftglass@fcps.edu>; Larsen, Barbara A <balarsen@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Subject: Fwd: BlackBoard

[REDACTED]

[REDACTED]

[REDACTED]

From: gkcarlson@fcps.edu
Date: April 9, 2020 9:26:18 PM EDT
To: Marie Luftglass <meluftglass@fcps.edu>, "pjdowney@fcps.edu" <pjdowney@fcps.edu>
Cc: John Foster <jefoster@fcps.edu>, Michelle Pratt <mrpratt@fcps.edu>, Barb Larsen <balarsen@fcps.edu>, Lisa Greve <llgreve@fcps.edu>
Subject: BlackBoard

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [Pratt, Michelle](#)
To: [Welsh, Jean](#); [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [Downey, Paul J.](#)
Cc: [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:14:48 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

It might be easier to May 1 and June 1 for 2 full months.

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Friday, April 10, 2020 9:12 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Would this be pd month by month?

Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Wednesday, April 8, 2020 12:11 PM
To: Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[REDACTED]

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Calderon, Allison H. <AHCalderon@fcps.edu>
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To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:55 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Luftglass, Maribeth
Sent: Wednesday, April 8, 2020 11:43 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.

Thanks,
Maribeth

From: Downey, Paul J.
Sent: Wednesday, April 8, 2020 11:41 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:37 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] <[mailto:\[REDACTED\]](mailto:[REDACTED])>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED]
<[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [redacted] <[redacted]> Scott [redacted]
<[redacted]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [redacted] <[redacted]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [redacted] <[redacted]>

Date: Monday, April 6, 2020 at 5:04 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>

Date: Monday, April 6, 2020 at 4:51 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



From: Adam [REDACTED] <[REDACTED]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]



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From: [Nie, Connie](#)
To: [Walker, Holly J](#); [Luftglass, Maribeth](#)
Cc: [Downey, Paul J.](#); [Mikhail, David K.](#); [DIT SMT](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 9:13:54 AM

Holly: I am not sure I mentioned it in our conversation: Would you please inform your staff that next time if something like this happens., contact ITSD or open a RequestIT ticket? You can also contact me or David (cc'ed on the email) directly if the situation is urgent.

Thanks!
Connie

From: Walker, Holly J <HJWalker@fcps.edu>
Sent: Friday, April 10, 2020 9:01 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth,

I am planning to email the Kindergarten teachers today. Is there something else that you would like me to do?

Thanks,
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 8:58 AM
To: Walker, Holly J <HJWalker@fcps.edu>
Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

Holly,
Have the staff who reported the incident to the Auditor General been informed of the outcome of the investigation?

Thanks,
Maribeth

From: Ko, Esther
Sent: Friday, April 10, 2020 8:25 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth
Sent: Thursday, April 9, 2020 9:34 PM
To: Ko, Esther <yko@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

From: Nie, Connie
Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

The email to the ITSD and Auditor General also expressed concern about possible account compromise. With Blackboard's assistance, ITFASTeam and the Network Security team both looked into the issue, ITFASTeam from the application function perspective and Network Security from the incident investigation perspective, and none of us identified any evidence that any of the accounts were compromised. For example, the "_previewuser" is generated when a teacher chooses to preview content as a student; it is part of the system function.

There was a lot of concern that one particular IA's account might be compromised. Network Security requested audit logs for this user's activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Monday, April 6, 2020 11:20 AM

To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>

Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Importance: High

From: Ko, Esther

Sent: Monday, April 6, 2020 11:10 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>

Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?). We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: [Pratt, Michelle](#)
To: [Welsh, Jean](#); [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [Downey, Paul J.](#)
Cc: [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:13:25 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Friday, April 10, 2020 9:12 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Would this be pd month by month?
Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

From: Welsh, Jean <jrwelsh@fcps.edu>

Sent: Wednesday, April 8, 2020 12:11 PM

To: Calderon, Allison H. <AHCalderon@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[REDACTED]

*Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864*

From: Calderon, Allison H. <AHCalderon@fcps.edu>

Sent: Wednesday, April 8, 2020 12:04 PM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:55 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

[REDACTED]

From: Luftglass, Maribeth

Sent: Wednesday, April 8, 2020 11:43 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.

Thanks,

Maribeth

From: Downey, Paul J.

Sent: Wednesday, April 8, 2020 11:41 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Wednesday, April 8, 2020 11:37 AM

To: Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Sent: Wednesday, April 8, 2020 11:34 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
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Hi Paul,

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12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
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Adam W. [REDACTED]



Regional Vice President, Strategic Accounts
Blackboard K12

[Redacted]
[Redacted]



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 9:35 AM

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<[Redacted]>

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Cc: Scott [Redacted] <[Redacted]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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Best,
Adam



Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

[Redacted]
[Redacted]



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

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Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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Date: Monday, April 6, 2020 at 4:51 PM
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Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12





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Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
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Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [redacted] <[redacted]>
Cc: Scott [redacted] <[redacted]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

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We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

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Sent: Friday, April 3, 2020 3:01 PM

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Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

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We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [redacted] <[redacted]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.



**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12
[redacted]
[redacted]

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From: [Welsh, Jean](#)
To: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [Downey, Paul J.](#)
Cc: [Pratt, Michelle](#); [Siegl, Jim F.](#)
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Friday, April 10, 2020 9:11:45 AM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)

Would this be pd month by month?
Would user count vary by month? i.e. summer, April vs. Oct?

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Wednesday, April 8, 2020 12:14 PM
To: Welsh, Jean <jrwelsh@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification


[REDACTED]

From: Welsh, Jean <jrwelsh@fcps.edu>
Sent: Wednesday, April 8, 2020 12:11 PM
To: Calderon, Allison H. <AHCalderson@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>;
Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Original per user price:

[REDACTED]

[REDACTED]

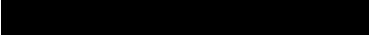


*Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864*

From: Calderon, Allison H. <AHCalderon@fcps.edu>
Sent: Wednesday, April 8, 2020 12:04 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

The issue is functionality for Online campus.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:55 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification



From: Luftglass, Maribeth
Sent: Wednesday, April 8, 2020 11:43 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Let's stick with the call. They would probably record the collaborate session.
Thanks,
Maribeth

From: Downey, Paul J.
Sent: Wednesday, April 8, 2020 11:41 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I believe the phone bridge will announce how many callers are in when a caller enters, so they may be aware of additional callers.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Wednesday, April 8, 2020 11:37 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>
Subject: FW: [External] RE: Blackboard Collaborate Pricing and Clarification

Should we do a phone call so others can participate more easily?

From: Adam [REDACTED] <[\[mailto:\[REDACTED\]\]](mailto:[REDACTED])>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[\[REDACTED\]](mailto:[REDACTED])>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:15 AM

To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED]
<[REDACTED]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>

Sent: Wednesday, April 8, 2020 11:12 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST

2 – 3:30pm EST

After 4pm EST

Best,
Adam



Adam W. [REDACTED]

Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 9:35 AM

To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED]
<[REDACTED]>

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>

Sent: Monday, April 6, 2020 6:58 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>

Date: Monday, April 6, 2020 at 5:04 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>

Cc: Scott [REDACTED] <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any

confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED] <[REDACTED]>
Cc: Scott [REDACTED] <[REDACTED]> "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the “teacher/administrators” language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [Redacted]
Regional Vice President, Strategic Accounts
Blackboard K12

[Redacted]
[Redacted]



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From: [RequestIT Service Desk](#)
To: [Luftglass, Maribeth](#)
Subject: Incident INC000003045575 reported by you has been resolved. BB collaborate - RE: Blackboard has been hacked
Date: Friday, April 10, 2020 9:03:25 AM

We are pleased to inform you that your reported Incident has been resolved for INC000003045575.

Your reported Incident has been resolved with the following resolution:

Vendor was able to provide us with IP addresses of users who joined the Blackboard Collaborate session inappropriately from Justice HS.

Summary:

BB collaborate - RE: Blackboard has been hacked

Notes:

Please make sure they submit a RequestIT ticket immediately when something like this occurs.

From: Zuluaga, Fabio

Sent: Friday, April 3, 2020 10:52 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Gros, Penny <pmgros@fcps.edu>; Menuey, Brendan P. <BPMenuey@fcps.edu>

Subject: FW: Blackboard has been hacked

Heads up - Thanks for all you do -- Fabio

From: Eck, Maria V. <MVEck@fcps.edu<<mailto:MVEck@fcps.edu>>>

Sent: Friday, April 3, 2020 10:50 AM

To: Zuluaga, Fabio <fezuluaga@fcps.edu<<mailto:fezuluaga@fcps.edu>>>

Cc: Menuey, Brendan P. <BPMenuey@fcps.edu<<mailto:BPMenuey@fcps.edu>>>

Subject: Blackboard has been hacked

We had a teacher who was holding an open house on Blackboard and this happened as well as inappropriate comments. With Blackboard we do not have (that I am aware) a way of figuring out who the individuals might be. Just wondering what the county will do when this happens more often. For now we gave the teacher a new link. I'm happy to follow up with SBTS management. Let me know if you would like for me to do that.

Thanks,

[cid:image001.jpg@01D609A6.41E731A0]

Sent from my iPhone

This message contains an attachment.

Please take a moment to complete the RequestIT survey. We value your feedback and are constantly looking for ways to improve our service to you.

Web Link: <http://fcpsrequestit.fcps.edu/arsys/forms/ritapprod/SRM%3ASurveyResponseDialog/Survey+Response/>

Should there be any further questions or inquiries regarding your Incident, please do not hesitate to contact the IT Service Desk.

Yours sincerely,

IT Service Desk

From: [RequestIT Service Desk](#)
To: [ITCSC-MSS](#); [DIT SMT](#); [IT CSC Leads](#)
Subject: Management Notification - School Board/Leadership Team Ticket # INC000003045575 Resolved
Date: Friday, April 10, 2020 9:02:31 AM

VIP RequestIT ticket INC000003045575 has been resolved with a priority of Medium.

The resolution was as follows: Vendor was able to provide us with IP addresses of users who joined the Blackboard Collaborate session inappropriately from Justice HS.

Client: Marie Luftglass
Phone: 703-503-7610
Site: Nancy Sprague Technology Ctr

Owner and Group: FASTeam - FCPS 24-7

Ticket Description: BB collaborate - RE: Blackboard has been hacked
Notes: Please make sure they submit a RequestIT ticket immediately when something like this occurs.

From: Zuluaga, Fabio
Sent: Friday, April 3, 2020 10:52 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Gros, Penny <pmgros@fcps.edu>; Menuey, Brendan P. <BPMenuey@fcps.edu>
Subject: FW: Blackboard has been hacked

Heads up - Thanks for all you do -- Fabio

From: Eck, Maria V. <MVEck@fcps.edu<<mailto:MVEck@fcps.edu>>>
Sent: Friday, April 3, 2020 10:50 AM
To: Zuluaga, Fabio <fezuluaga@fcps.edu<<mailto:fezuluaga@fcps.edu>>>
Cc: Menuey, Brendan P. <BPMenuey@fcps.edu<<mailto:BPMenuey@fcps.edu>>>
Subject: Blackboard has been hacked

We had a teacher who was holding an open house on Blackboard and this happened as well as inappropriate comments. With Blackboard we do not have (that I am aware) a way of figuring out who the individuals might be. Just wondering what the county will do when this happens more often. For now we gave the teacher a new link. I'm happy to follow up with SBTS management. Let me know if you would like for me to do that.

Thanks,

[cid:image001.jpg@01D609A6.41E731A0]

Sent from my iPhone
This message contains an attachment.

Reported Date: 4/3/2020 10:54:09 AM
Resolved Date: 4/10/2020 9:02:10 AM
Resolved by: Nitin Bhatia

From: [Walker, Holly J](#)
To: [Luftglass, Maribeth](#)
Cc: [Nie, Connie](#); [Downey, Paul J.](#); [Mikhail, David K.](#); [DIT SMT](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 9:01:00 AM

Maribeth,

I am planning to email the Kindergarten teachers today. Is there something else that you would like me to do?

Thanks,
Holly

Holly Walker
Principal
Floris ES
Soar with the Eagles
#OtherPeopleMatter
(703) 561-2900

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 10, 2020 8:58 AM
To: Walker, Holly J <HJWalker@fcps.edu>
Cc: Nie, Connie <YNie@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

Holly,
Have the staff who reported the incident to the Auditor General been informed of the outcome of the investigation?
Thanks,
Maribeth

From: Ko, Esther
Sent: Friday, April 10, 2020 8:25 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of

data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth
Sent: Thursday, April 9, 2020 9:34 PM
To: Ko, Esther <yko@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

From: Nie, Connie
Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

The email to the ITSD and Auditor General also expressed concern about possible account compromise. With Blackboard's assistance, ITFASTeam and the Network Security team both looked

into the issue, ITFASTeam from the application function perspective and Network Security from the incident investigation perspective, and none of us identified any evidence that any of the accounts were compromised. For example, the “_previewuser” is generated when a teacher chooses to preview content as a student; it is part of the system function.

There was a lot of concern that one particular IA’s account might be compromised. Network Security requested audit logs for this user’s activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included “IT

Service Desk” in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?). We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: [Luftglass, Maribeth](#)
To: [Walker, Holly J](#)
Cc: [Nie, Connie](#); [Downey, Paul J.](#); [Mikhail, David K.](#); [DIT SMT](#)
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 8:57:36 AM

Holly,

Have the staff who reported the incident to the Auditor General been informed of the outcome of the investigation?

Thanks,
Maribeth

From: Ko, Esther
Sent: Friday, April 10, 2020 8:25 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth
Sent: Thursday, April 9, 2020 9:34 PM
To: Ko, Esther <yko@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

From: Nie, Connie

Sent: Thursday, April 9, 2020 8:53 PM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>

Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>

Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

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There was a lot of concern that one particular IA's account might be compromised. Network Security requested audit logs for this user's activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

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Please let me know if there is anything that we can support.

Esther

From: [RequestIT Service Desk](#)
To: [Luftglass, Maribeth](#)
Subject: Incident INC000003041116 reported by you has been resolved. FCPS 24-7 Learning (Software)
Date: Friday, April 10, 2020 8:32:15 AM

We are pleased to inform you that your reported Incident has been resolved for INC000003041116.

Your reported Incident has been resolved with the following resolution:

Blackboard course access data was provided on 4/3. This was requested by SB member as well as IS. Please let us know if further information is needed.

Summary:

FCPS 24-7 Learning (Software)

Notes:

Notes:

Maribeth,

Thanks for everything you continue to do during the closure. I know you are juggling a million things right now.

We have heard about the great traffic our current online learning materials are receiving.

Can someone on your team break that down by unique visitors?

Also, can they find out how many parents and students respectively have logged into the system for resources? How many of them have returned more than once?

I think answers to these questions will help as we engage with the community about the broad availability of resources for continuity of learning that currently exist.

Very much appreciated,

Karl

KARL FRISCH
Providence District Representative
Fairfax County School Board
(571) 423-1084 office
Facebook | Twitter | Instagram

Barcode:

Please take a moment to complete the RequestIT survey. We value your feedback and are constantly looking for ways to improve our service to you.

Web Link: <http://fcpsrequestit.fcps.edu/arsys/forms/ritapprod/SRM%3ASurveyResponseDialog/Survey+Response/>

Should there be any further questions or inquiries regarding your Incident, please do not hesitate to contact the IT Service Desk.

Yours sincerely,

IT Service Desk

From: [Ko, Esther](#)
To: [Luftglass, Maribeth](#)
Cc: [Yocom, Julie A](#); [Flanagan, Heidi](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Friday, April 10, 2020 8:24:40 AM

Thank you Maribeth. With your team completing the investigation, we are closing this inquiry from our end.

As a last thought, if IT thinks it is appropriate, I believe the teachers whom reported the situations will like to hear back that the matters have been thoroughly reviewed and there is no evidence of data breach. IT might have already done it and I just want to relay.

Esther

From: Luftglass, Maribeth
Sent: Thursday, April 9, 2020 9:34 PM
To: Ko, Esther <yko@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
Maribeth

From: Nie, Connie
Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
Subject: RE: Correspondence and Voice Messages re Potential BB data breach

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

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hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents were deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

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In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>

Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

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It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?). We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: [Welsh, Jean](#)
To: [Downey, Paul J.](#); [Siegl, Jim F.](#); [Pratt, Michelle](#); [Luftglass, Maribeth](#)
Subject: RE: Blackboard Collaborate Discussion
Date: Friday, April 10, 2020 8:21:15 AM

Thanks Paul I will listen in

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

-----Original Appointment-----

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 8:19 AM
To: Siegl, Jim F.; Welsh, Jean
Subject: FW: Blackboard Collaborate Discussion
When: Friday, April 10, 2020 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: 877-336-1831(code 9527100)

Not sure if you want to call in earlier and silently
No updated quote has been shared at this time.

-----Original Appointment-----

From: Downey, Paul J.
Sent: Thursday, April 9, 2020 8:00 PM
To: Downey, Paul J.; Scott [REDACTED] Adam [REDACTED] Pratt, Michelle; Luftglass, Maribeth
Subject: Blackboard Collaborate Discussion
When: Friday, April 10, 2020 9:00 AM-10:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: [REDACTED]

From: [Nie, Connie](#)
To: [Luftglass, Maribeth](#)
Subject: Re: Blackboard has been hacked
Date: Thursday, April 9, 2020 9:51:15 PM

Nope. Still waiting for BB to provide logs. I have been asking BB every day, but they have to get it from Collaborate...

Sent from my iPhone

On Apr 9, 2020, at 9:34 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

Is there an update on this incident?

Thanks,
Maribeth

From: Nie, Connie <YNie@fcps.edu>
Sent: Friday, April 3, 2020 11:09 AM
To: Eck, Maria V. <MVEck@fcps.edu>
Cc: Mikhail, David K. <DKMikhail@fcps.edu>
Subject: FW: Blackboard has been hacked
Importance: High

Hi, Maria. The incident below has been referred to our team (IT Network Security). We are looking to see if we can pull some audit trails and investigate further. We would like to get a little more information on the incident:

1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thank you!

Connie Nie, CISSP
Network Security Manager
Fairfax County Public Schools
703.329.7509

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Friday, April 3, 2020 10:54 AM
To: Zuluaga, Fabio <fezuluaga@fcps.edu>; IT Service Desk <CallCenter@fcps.edu>

Cc: Gros, Penny <pmgros@fcps.edu>; Menuey, Brendan P. <BPMenuey@fcps.edu>;
Nie, Connie <YNie@fcps.edu>
Subject: RE: Blackboard has been hacked
Importance: High

Please make sure they submit a RequestIT ticket immediately when something like this occurs.

From: Zuluaga, Fabio
Sent: Friday, April 3, 2020 10:52 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Gros, Penny <pmgros@fcps.edu>; Menuey, Brendan P. <BPMenuey@fcps.edu>
Subject: FW: Blackboard has been hacked

Heads up – Thanks for all you do -- Fabio

From: Eck, Maria V. <MVEck@fcps.edu>
Sent: Friday, April 3, 2020 10:50 AM
To: Zuluaga, Fabio <fezuluaga@fcps.edu>
Cc: Menuey, Brendan P. <BPMenuey@fcps.edu>
Subject: Blackboard has been hacked

We had a teacher who was holding an open house on Blackboard and this happened as well as inappropriate comments. With Blackboard we do not have (that I am aware) a way of figuring out who the individuals might be. Just wondering what the county will do when this happens more often. For now we gave the teacher a new link. I'm happy to follow up with SBTS management. Let me know if you would like for me to do that.

Thanks,

<image001.jpg>

Sent from my iPhone

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#); [Michelle NewR \(manewringeis@fcps.edu\)](#); [Welsh, Jean](#)
Cc: [Downey, Paul J. \(pjdowney@fcps.edu\)](#); [Kretzer, Sandy](#)
Subject: FW: BlackBoard
Date: Thursday, April 9, 2020 9:37:00 PM

Please provide a summary for Grady Carlson.

Thanks,
Maribeth

From: Carlson, Grady
Sent: Thursday, April 9, 2020 9:33 PM
To: Downey, Paul J. <pjdowney@fcps.edu>
Cc: Luftglass, Maribeth <meluftglass@fcps.edu>; Larsen, Barbara A <balarsen@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Subject: Fwd: BlackBoard

[REDACTED]

[REDACTED]

Begin forwarded message:

From: gkcarlson@fcps.edu
Date: April 9, 2020 9:26:18 PM EDT
To: Marie Luftglass <meluftglass@fcps.edu>, "pjdowney@fcps.edu" <pjdowney@fcps.edu>
Cc: John Foster <jefoster@fcps.edu>, Michelle Pratt <mrpratt@fcps.edu>, Barb Larsen <balarsen@fcps.edu>, Lisa Greve <llgreve@fcps.edu>
Subject: BlackBoard

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [Luftglass, Maribeth](#)
To: [Nie, Connie](#); [DIT SMT](#)
Cc: [Walker, Holly J](#); [Downey, Paul J](#); [Mikhail, David K](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Thursday, April 9, 2020 9:35:24 PM

Thanks, Connie. I appreciate the investigation and summary.
Maribeth

From: Nie, Connie
Sent: Thursday, April 9, 2020 8:53 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Walker, Holly J <HJWalker@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mikhail, David K. <DKMikhail@fcps.edu>
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Maribeth:

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compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM
To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

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Please let me know if there is anything that we can support.

Esther

From: [Luftglass, Maribeth](#)
To: [Nie, Connie](#)
Subject: FW: Blackboard has been hacked
Date: Thursday, April 9, 2020 9:35:00 PM

Is there an update on this incident?

Thanks,
Maribeth

From: Nie, Connie <YNie@fcps.edu>
Sent: Friday, April 3, 2020 11:09 AM
To: Eck, Maria V. <MVEck@fcps.edu>
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Subject: FW: Blackboard has been hacked
Importance: High

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[REDACTED]

Thank you!

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Network Security Manager
Fairfax County Public Schools
703.329.7509

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Please make sure they submit a RequestIT ticket immediately when something like this occurs.

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Thanks,

<image001.jpg>

Sent from my iPhone

From: [Luftglass, Maribeth](#)
To: [Esther Ko \(yko@fcps.edu\)](#)
Cc: [Yocom, Julie A](#); [Flanagan, Heidi](#)
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Date: Thursday, April 9, 2020 9:34:00 PM

Esther,

Per your request, the message below from Connie Nie, IT Network Security Manager, summarizes the findings of the investigation of an allegation of a Blackboard data breach at Floris ES.

The investigation reveals that there was no data breach or “hack”. All changes to the Blackboard site were made by Floris ES staff. They have removed the modification privileges from their Instructional Assistants so that they can no longer make changes to the course in question.

Thanks,
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Importance: High

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To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
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refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: Luftglass, Maribeth
To: Downey, Paul J.; Pratt, Michelle; Adam [REDACTED]
Cc: Scott [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Thursday, April 9, 2020 9:08:00 PM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)
[image016.png](#)
[image018.png](#)
[image020.png](#)

Fine with me.
Thanks,
Maribeth

From: Downey, Paul J.
Sent: Thursday, April 9, 2020 7:57 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam [REDACTED] <[REDACTED]> Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam [REDACTED] <[REDACTED]> Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam [REDACTED] <[REDACTED]>
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>

Sent: Thursday, April 9, 2020 12:35 PM
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Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
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- 3) Can you please confirm your elementary, middle and high school enrollment numbers?
ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 5:40 PM
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Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [REDACTED]; [REDACTED] Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED]; [REDACTED] Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12





From: Adam [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED]; "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED]
Cc: Scott [REDACTED]; "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,
Adam

Adam W [REDACTED]
Regional Vice President, Strategic Accounts



Blackboard K12



From: Adam [redacted]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

200k users

[redacted]
[redacted]
[redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra.*

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



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From: [Nie, Connie](#)
To: [Luftglass, Maribeth](#); [DIT SMT](#)
Cc: [Walker, Holly J](#); [Downey, Paul J.](#); [Mikhail, David K.](#)
Subject: RE: Correspondence and Voice Messages re Potential BB data breach
Date: Thursday, April 9, 2020 8:53:14 PM

Maribeth:

I think we have all the information at this point regarding this incident, and I would like to provide you with a summary. The principal of Floris ES is cc'ed per her request.

On Thursday April 2nd, one of the teachers on the Floris ES kindergarten teaching team spent many hours to populate the contents in their Blackboard Course, which they setup in preparation for the distance learning. The next day, Friday April 3rd, when the team of five teachers worked together on the course, they saw the course contents being moved around by someone else. Nothing offensive was posted and no contents was deleted. At this point, the course had 10 people in the teacher role, including 5 teachers and 5 IAs. They downgraded all the IAs to student role, and each teacher also changed her password respectively. After which point, no unexpected change was made to course contents.

The email to the ITSD and Auditor General also expressed concern about possible account compromise. With Blackboard's assistance, ITFASTeam and the Network Security team both looked into the issue, ITFASTeam from the application function perspective and Network Security from the incident investigation perspective, and none of us identified any evidence that any of the accounts were compromised. For example, the "_previewuser" is generated when a teacher chooses to preview content as a student; it is part of the system function.

There was a lot of concern that one particular IA's account might be compromised. Network Security requested audit logs for this user's activities from Blackboard. All logins from this user came from one local IP address, which is consistent with the source IP seen on her Microsoft sign-in activities. We also checked the Microsoft sign-in activities of all five teachers, and there is no indication of account compromise.

In conclusion, the content change the teachers saw on Friday, April 3rd was due to inappropriately assigned privilege, which was promptly corrected. No unexpected activities have been observed since then. There was no evidence to suggest that the account credential was either shared or compromised.

Please let me know if you have any questions or comments.

Thank you!

Connie

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 6, 2020 11:20 AM

To: DIT SMT <DIT_SMT@fcps.edu>; Nie, Connie <YNie@fcps.edu>
Subject: FW: Correspondence and Voice Messages re Potential BB data breach
Importance: High

From: Ko, Esther
Sent: Monday, April 6, 2020 11:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Yocom, Julie A <jayocom@fcps.edu>; Flanagan, Heidi <hmflanagan@fcps.edu>
Subject: Correspondence and Voice Messages re Potential BB data breach

Dear Maribeth,

Good morning. I hope that you had a good weekend.

During the past few days, my office received multiple emails and voice mails regarding potential BB breach, and one email regarding BB access. Please see attached.

It appears that the potential BB breach emails are from Floris ES, and the claimants included "IT Service Desk" in some of the communication. OAG will respond to the claimants that IT department is the subject matter expert, and we have forwarded the related concerns to DIT for review. Please kindly review and advise of your thoughts regarding the claims.

Separately, there is one email (last email attached here) where another claimant inquired about the access to BB (?). We responded and let this claimant know that DIT is the subject matter expert, and refer the claimant to DIT.

Please let me know if there is anything that we can support.

Esther

From: Downey, Paul J.
To: Pratt, Michelle; Adam [REDACTED]; Luftglass, Maribeth
Cc: Scott [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Thursday, April 9, 2020 7:57:01 PM
Attachments: image002.png
image004.png
image006.png
image008.png
image010.png
image012.png
image014.png
image016.png
image018.png
image020.png

I will set for 9 AM unless anyone objects

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Sent: Thursday, April 9, 2020 6:40 PM
To: Adam [REDACTED]; [REDACTED] Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
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Paul, Maribeth, and Michelle;

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Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam [REDACTED]; [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>; "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

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Cc: Scott [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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HS – 59,788

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam [redacted]; [redacted] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [redacted]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

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Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [redacted]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

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High	7	Tues + Thurs

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [redacted]; [redacted] Scott [redacted]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

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Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

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Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting [REDACTED]

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED]; Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

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12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED]; Scott [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

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Adam



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Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

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From: Adam [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] "Welsh, Jean" <jwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

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Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [redacted] <[redacted]>
Cc: Scott [redacted] <[redacted]> "Welsh, Jean" <jlwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [redacted] <[redacted]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jlwelsh@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [redacted]
- [redacted]
- [redacted]

[redacted]

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From: Adam [redacted] <[redacted]>
Date: Tuesday, March 31, 2020 at 2:07 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

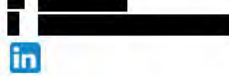
[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

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Regional Vice President, Strategic Accounts
Blackboard K12



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From: Pratt, Michelle
To: Adam [REDACTED]; Downey, Paul J.; Luftglass, Maribeth
Cc: Scott [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification
Date: Thursday, April 9, 2020 6:39:38 PM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)
[image016.png](#)
[image018.png](#)
[image020.png](#)

Anytime will work for me, thanks.

Michelle

From: Adam [REDACTED] <[REDACTED]>
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle,

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam [REDACTED] <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED] <[REDACTED]>
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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1. We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools
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3. Can you please confirm your elementary, middle and high school enrollment numbers?

ES - 95,232
MS - 29,977
HS - 59,788

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam [redacted] <[redacted]> "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [redacted] <[redacted]>
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott [redacted] <[redacted]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam



Adam W [redacted]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [redacted] <[redacted]> Scott [redacted] <[redacted]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [redacted] <[redacted]>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [redacted] <[redacted]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam [REDACTED]; [REDACTED] Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below. please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam



Adam W [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam [REDACTED]; [REDACTED] Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

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Adam W [REDACTED] MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
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To: Adam [REDACTED]
Cc: Scott [REDACTED]; "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
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Importance: High

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We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

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Subject: Collab Ultra Pricing Quote

Paul and Jean,

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[REDACTED]



**Please note this pricing only applies to Blackboard Collaborate Ultra*

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Blackboard K12



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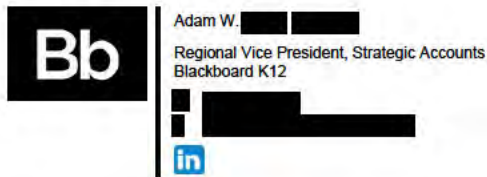
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Date: Thursday, April 9, 2020 6:37:33 PM
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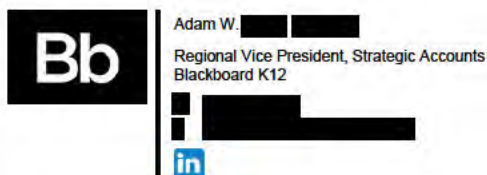
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Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

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Cc: Scott [REDACTED] <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

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Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

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Cc: Scott [REDACTED] <[REDACTED]>
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Fairfax Team,


Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]


From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam [REDACTED] <[REDACTED]> Scott [REDACTED] <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED] <[REDACTED]>
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED] <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott [REDACTED] Bill [REDACTED] and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: <https://bit.ly/39ZGRq8>

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:15 AM

To: Adam [REDACTED]; [REDACTED]; Scott [REDACTED]

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]

Sent: Wednesday, April 8, 2020 11:12 AM

To: Downey, Paul J. <pjdowney@fcps.edu>; Scott [REDACTED]

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST

2 - 3:30pm EST

After 4pm EST

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 9:35 AM

To: Adam [REDACTED]; [REDACTED]; Scott [REDACTED]

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam [REDACTED]

Sent: Monday, April 6, 2020 6:58 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>

Cc: Scott [REDACTED]

Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: Adam [REDACTED] <[REDACTED]>
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott [REDACTED] <[REDACTED]>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam [REDACTED]
Cc: Scott [REDACTED]; "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]


From: Adam [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]



**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam



Adam W. [REDACTED]
Regional Vice President, Strategic Accounts
Blackboard K12



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From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Cc: [NewRingeisen, Michelle](#); [Canody, Tom](#)
Subject: FW: RequestIT Upgrade PR
Date: Thursday, April 9, 2020 5:12:00 PM
Attachments: [Column-RemedyUpgrade 2020 upgrade_ext.pdf](#)

Maribeth... The attached purchase request is to take us through the end of the fiscal year with our Remedy RequestIT upgrade work. It includes moving us off of the unsupported version, as well as ongoing work on our enhancements and UAT. I approve of this work, and wanted you to have the information as well, due to the current scrutiny around purchases. Below is a paragraph of justification for the expenditure.

In this unprecedented time, FCPS distance learning is placing even more demand on the RequestIT ticketing system to provide technical support for staff and students working remotely. The current platform version of RequestIT has gone out of support with the vendor, and this development work will allow us to upgrade the platform version, while we implement value-add features. RequestIT supports staff who provide technology support and provides FCPS teachers and other staff with the tools they need to request service, support and information for all of their technology needs. It is critical to continue to develop and improve our IT Service Management (ITSM) system, now more than ever before, as we depend on creative and innovative support for distance learning, FCPS on computers and the remote support of FCPS staff. With this upgrade, FCPS will have greater stability, improved customer experience, and new features for customers - including online chat support for staff and a knowledge management system for support teams to capture problems and resolution steps that will expedite service. This need was already an important one and has become even more critical in our remote support environment.

**DEPARTMENT OF INFORMATION TECHNOLOGY
PURCHASE REQUEST FORM - EQUIPMENT / SERVICES**

ITSS / SECTION:

ITCSC

REQUEST DATE:

4/9/2020

VENDOR ID: CC07-910527-69A
 VENDOR NAME: **Column Technologies**
 ADDRESS: 1400 Opus Place, Suite 110
 CITY: Downers Grove
 STATE: IL
 ZIP CODE: 60514
 CONTACT PHONE: 630-515-6647
 CONTACT FAX: 630-271-1487
<http://www.columnit.com>

VENDOR NAME & ADDRESS:

CONTRACT NUMBER: 630-487-1351

DELIVERY LOCATION: Sprague Center S880B
 Wilton Woods Center S880A

BILL TO: BT872

REQUEST TYPE: (Check below)
 Contracted Services Audio Visual Software
 Furniture Rental/Lease Supplies
 Hardware Maintenance Memberships

FCIN	PART NUMBER	ITEM	QTY	UNIT	COST /PER*	TOTAL
		RequestIT Upgrade Project - SOW Upgrade to 20.02 and extend until July 2020	640	hour	\$175.00	\$112,000.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
					Sub-Total	\$112,000.00
					Shipping & Handling	\$0.00
					Total	\$112,000.00

JUSTIFICATION / PROJECT: RequestIT upgrade

FUND CODE: 880220

Baseline Centralized Tech Plan

CONTACT: Tom Canody

PHONE #: 703-856-7215

SCAN ORDER TO:

SIGNATURE: _____
 (Manager)

DATE: _____

SIGNATURE: YB E. Canody _____

DATE: 4/9/2020

SIGNATURE: _____
 (Director if over \$5,000)

DATE: _____

From: [Torre, John](#)
To: [Cabinet \(Superintendent\)](#); [Presidio, Sloan](#); [Johnson, Teresa L](#); [Luftglass, Maribeth](#)
Subject: COVID Update April 9
Date: Thursday, April 9, 2020 5:07:06 PM

Fairfax County Health Department

April 9 New Positive Cases: 120*

Total Positive Cases: 690

Health District includes Fairfax County, City of Fairfax, City of Falls Church and towns within the county

Total Deaths: 16

** Daily reported numbers as reported by the Virginia Department of Health*

April 8 New Positive Cases: 38*

Total Positive Cases: 570

Health District includes Fairfax County, City of Fairfax, City of Falls Church and towns within the county

Total Deaths: 9

Instruction

Kindergarten Immersion, Magnet School Lottery Registrations Extended

[Kindergarten Immersion, Magnet School Lottery Registration](#)

Letter to preK-8 parents/guardians about opt-outs

[Opt out letter](#)

Food Distribution

Day	Date	Student Meals	Adult Meals	Total
Monday	3/30/2020	16,505	182	16,687
Tuesday	3/31/2020	17,270	114	17,384
Wednesday	4/01/2020	18,123	136	18,259
Thursday	4/02/2020	19,073	160	19,233
Friday	4/03/2020	20,018	111	20,129
Monday	4/06/2020	19,779	143	19,922
Tuesday	4/07/2020	20,601	128	20,729

Wednesday	4/08/2020	21,306	126	21,432
Thursday	4/09/2020	21,768	122	21,890

Total Meals Served Since March 13: 294,212 (through April 9)

Technology Distribution

Distribution Report through April 8: **12,519 Laptops 517 MiFis**

<https://www.fcps.edu/sites/default/files/Student%20CheckOut%20Daily%20Summary%20Cumulative%20040820.pdf>

Fairfax County

Video: Fairfax County Health Department Nurse Discusses Cloth Face Coverings

<https://fairfaxcountyemergency.wpcomstaging.com/2020/04/09/video-fairfax-county-health-department-nurse-discusses-cloth-face-coverings/>

Media

An Unexpected Tool for Remote-Learning During Coronavirus

<https://www.edweek.org/ew/articles/2020/04/06/an-unexpected-tool-for-remote-learning-during-coronavirus.html>

Loudoun School Board members question distance-learning grading policy

https://www.loudountimes.com/news/loudoun-school-board-members-question-distance-learning-grading-policy/article_189b47e0-799b-11ea-a407-f7681521f71f.html

Governor recommends delaying May municipal elections

<https://www.virginiamercury.com/2020/04/08/northam-recommends-delaying-may-municipal-elections-to-november-pushing-june-primaries-back-two-weeks/>

Virginia peak date estimated to be April 20

https://www.richmond.com/news/virginia/report-social-distancing-is-helping-in-virginia-but-covid-19-cases-and-deaths-continue-to/article_4a4a383f-97c3-57e2-bd45-f804b5213d64.html

VDOE Q and A

Can the requirement for a verified credit be waived for a current senior who was planning to take an assessment this Spring for a course they had previously earned a standard credit for? The verified credit requirement is waived for seniors who were enrolled in Virginia public schools at the time of the school closure and who had previously earned a standard credit in a class but had not yet earned the required verified credit. These students do not have to be currently enrolled in the class for which a verified credit is needed to exercise this flexibility.

Are students who exited Virginia public schools prior to the 2019-2020 school year without a diploma and are returning solely to take an SOL end-of-course test for verified credit covered under the waivers for students in the 2019-2020 graduation cohort? No. Because these students were not enrolled in Virginia public schools in spring 2020, they are not eligible for a

verified credit waiver or for flexibility provided by the Board of Education's Emergency Guidelines: Locally-Awarded Verified Credits (LAVC), adopted on April 2, 2020.

For students enrolled in high school credit-bearing courses graduating in 2021 or after, can the verified credit requirement be waived? For students graduating in 2021 or after and who are currently enrolled in high school credit-bearing courses, the use of the emergency LAVC process would be permitted for courses they are enrolled in as of spring 2020. As noted in the emergency guidelines, the flexibility might be extended into summer 2020 classes but only if an emergency order continues.

Resources

The FCPS Parent Resource Center continues to provide direct assistance to families, educators and community members

[Parent Resource Center](#)

Legal Services of Northern Virginia

[Legal Services](#)

Connect2Compete (Cox Communications)

<https://www.cox.com/residential/internet/connect2compete.html>

COVID-19 Wellness Resources

<https://fairfaxcountyemergency.wpcomstaging.com/2020/04/08/covid-19-wellness-resources-for-you-and-your-family/>

School Outreach

Ravensworth ES

Upcoming Events

April 13th

- Grade Level Open House, see schedule below
- Virtual PTA Board Meeting- 6:00 p.m.

April 14th- Distance Learning Begins

A Message from the Principal

Dear Ravensworth Families,

We are excited to kick off our Distance Learning Plan by hosting grade level Virtual Open Houses on Monday, April 13th. Classroom teachers emailed families on Friday, April 3rd information about their grade level Virtual Open House and the Blackboard Collaborate Ultra (BBCU) link to be used. During these meetings teachers will do a brief overview of BBCU, share about the structure for learning, and provide an opportunity to answer questions. Both students and parents are welcome to attend.

Please know that we can't wait to welcome our students back to school on Tuesday, April 14th.

Teacher-directed instruction might look different each day. Sometimes teachers might be speaking with students live and it may be interactive. On other days they might be pre-recorded videos and check-in with students later in the day to provide feedback. This is new learning for all of us. Our teachers will make virtual content lessons available so that you can watch at a convenient time with your child. We know that some families have several children sharing devices. Please stay flexible, positive and communicate regularly with your child's classroom teacher.

As you can imagine, our first week of online instruction will be a growing experience, and we anticipate a few hiccups. However, we know with your support and encouragement, that we will persevere and exceed our shared expectations!

Take good care and stay safe.

Sincerely,

Erika Aspuria

Principal

Read more: [Ravensworth ES newsletter](#)

Orange Hunt ES

Stay Informed - Updates on Distance Learning Plan and COVID-19

<https://www.fcps.edu/academics/distance-learning/instruction/learning-at-home>

April 5 - Recently updated information in *bold italics*

- **Facebook Live - Superintendent's [Q&A on Facebook](#) (April 3)**
- **Senior Class** - [Read letter](#) from Superintendent to Class of 2020
- **FCPS Distance Learning**
 - Resources and strategies to support students as they prepare for distance learning: [Learning at home](#)
 - Complete Plan is [available here](#) (PDF)
 - Learn more about Plan: [Watch presentation](#)
 - Read Message about [Plan for Students with Disabilities](#)
- **Daily Update** - FCPS provides a daily update to community. [View updates](#).
- **Resources**

FCPS Office of Psychology Services

<https://twitter.com/FCPSPsychs>

FCPS parents may schedule a 30-minute phone consultation w/ a school psychologist or school social worker, for themselves or their middle/high school student to receive guidance on how to support their child's emotional well-being during their time away from school.

FCPS Providing Mental Wellness Service for Students and Families

[Mental Wellness Service](#)

- **Frequently Asked Questions** - Read updated [FAQs](#)

Food - FCPS offers grab and go meals at schools and locations around Fairfax County. **Distribution of meals will continue over spring break, April 6-10.** Details on locations and times are available [here](#).

Read more: [Orange Hunt newsletter](#)

Glasgow MS

Glasgow Community:

I hope this email finds you safe and well. I have been so impressed by our incredible staff and their flexibility, eagerness to dive into uncharted territory to support our students, and ability to collaborate with each other at a high level to ensure our approach to distance learning meets our students and their families' needs.

We are getting so excited about the launch of Distance Learning at Glasgow. We have built our approach on an asynchronous model supported by synchronous learning opportunities. The key to our approach is to provide meaningful learning opportunities for our students as well as provide support, feedback, and opportunities to collaborate. These learning opportunities can take place either online or using FCPS's learning packets. The following sections will outline what we mean when we say Distance Learning at Glasgow.

On Friday, April 10, at 9:00am, Joash Chung, DSS, and I will be hosting a virtual parent coffee that will hopefully answer any lingering questions. Here is the *new* link to the [Blackboard Collaborate Coffee Session](#). You can also call in anonymously using [REDACTED]. Looking forward to seeing you there!

Read more: [Glasgow MS newsletter](#)

COVID 19 Web Links

FCPS www.fcps.edu

Fairfax County <https://www.fairfaxcounty.gov/covid19/>