

# VMware IT Academy

## D2L Migration

July 2021

With our continuing commitment to supporting our academic community, VMware® IT Academy is transitioning to a new learning management system (LMS), D2L Brightspace, effective June 1, 2021.

Here are a few questions and answers about D2L Brightspace.

### Migration to D2L

Q. Do I have to move to the new LMS? If so, when?

A. After your current subscription ends, you will be expected to move to the new D2L Brightspace solution. New subscriptions and renewals will be available only through D2L beginning June 1, 2021.

Q. Can I move to the new solution before my subscription expires with Kivuto (On the Hub)?

A. Yes. However, you will need to pay the new subscription fee with D2L and won't receive a refund from Kivuto for the remaining time left on your subscription.

Q. I have an existing subscription with Kivuto. Is it still valid?

A. Yes, your subscription is valid with Kivuto until your current subscription expires. IT Academy materials and the academic software licenses will be maintained and will still be available on the site.

Q. How will student and user accounts be migrated?

A. When your subscription expires with Kivuto, you will renew with D2L Brightspace. You can then add your current students into Brightspace and import your existing students using a CSV file.

Q. If a student is added after a bulk import, can we do another bulk import with the additional student included in the list?

A. Yes.

Q. Is there a bulk deactivation for students?

A. At this time, there is not a bulk deactivation function.

Q. If a student is unenrolled, can I assign their seat to someone else?

A. No, a single seat can be assigned to only one person.

Q. What happens to institutions that currently have renewed with Kivuto for two to three years or longer?

A. The institutions will remain with Kivuto until their subscription expires.

## Pricing

Q. What is the subscription cost at D2L, and how does it work?

A. The subscription mechanism at D2L will be tied to the number of students. D2L will offer two student-volume blocks: 200 and 400. Each student block comes with five additional seats for faculty and staff. A block of 200 student licenses will be available at USD \$330, and a block of 400 student licenses will be available at USD \$505.

Institutions will be able to buy one or multiple student license blocks to accommodate their needs. Each purchased block will remain valid for one year. Extra blocks may be purchased at any time. This annual fee is paid directly to D2L for distributing all software licenses, vouchers, labs, teaching resources and support.

Note: There are reduced fees for institutions joining from a *least developed country* (LDC) as defined by the United Nations.

Q. Where can I receive a formal quote, invoice, billing and W9s?

A. For formal quotes, invoices, billing or W9s, approved institutional support contacts can reach D2L via:

<https://community.brightspace.com/VMwareAcademicProgramshelpdesk/s/>

Q. Will we have a tiered approach for developing countries? Such as, will the Democratic Republic of the Congo have a lower cost than Germany?

A. Yes, institutions in a UN-designated least developed country (LDC) are eligible for a discount on the subscription fee. You can find the LDC list [here](#).

Q. Will there still be a cost for e-text like what we had with Kivuto?

A. Please reach out to [Gilmore Global](#) to receive the latest pricing information for e-text and printed text.

Q. Will we get a free credit from Kivuto to transition over?

A. No. Academies will need to buy their subscription from D2L when their subscription with Kivuto expires.

## Software Use

Q. If I am installing software for a lab, do I need a separate license for each computer?

A. No, you will need only one license for your computer lab.

Q. How can I use my software licensing?

A. Program software can be installed in research labs as well on the personal computers of faculty and students involved in research projects or educational pursuits. For more information on usage and requirements, click [here](#).

## Platform Functionality

Q. What browsers are supported in Brightspace?

A. Brightspace Learning Environment is supported on the following **desktop platforms** with the latest browser versions:

PLATFORM	APPLE SAFARI	GOOGLE CHROME	MICROSOFT EDGE	MOZILLA FIREFOX
Apple MacOS	Yes	Yes	Yes	Yes
Microsoft Windows	No	Yes	Yes	Yes

Brightspace Learning Environment is supported on the following **tablets and mobile devices** with the latest browser versions:

PLATFORM	APPLE SAFARI	GOOGLE CHROME	MICROSOFT EDGE	MOZILLA FIREFOX
Apple iOS for iPhone and iPad	Yes	No	No	No
Android OS for Android phones and tablets	No	Yes	No	No

You can find additional details [here](#).

Q. Is the Brightspace platform accessible?

A. Yes, view this YouTube video for more [details](#).

Q. Will there be new/reduced functionality on the new site?

A. Our goal is to become a one-stop shop for our IT Academy community with all IT Academy assets in one place. There will be some differences between the two sites, but over time, we anticipate the Brightspace solution will provide a more positive learning experience. There will be additional visibility in how materials are used, community features, reporting and much more.

Some of the changes include:

- The subscription is not unlimited use, but instead institutions will need to pay according to the number of students they will serve.
- Software downloads will take place from the VMware eval site.
- The user experience will not be the same.

Q. Will the D2L portal support single sign on?

A. No, the D2L portal doesn't support single sign on for the VMware solution at this time.

Q. What e-reader functionality does D2L have, and will it remain available to students after their account/access has expired, for instance, when they graduate?

A. D2L doesn't have e-reader functionality. We are releasing new materials in e-learning format to replace the need for e-text. For the existing courses without e-learning resources, students may buy their e-text materials by sending an email to [Gilmore Global](#).

## Roles

Q. Is it possible to have the role of “Regional” recognized in D2L?

A. Yes, schools will be able to enter their Regional in the new D2L Brightspace platform upon registration.

Q. What roles will exist in the new systems?

A. There are three roles in the system: Student, Instructor and Administrator.

Q. Can my institution have multiple administrator accounts?

A. No, your institution can have only one administrator user.

Q. Can an administrator also have the role of an instructor?

A. Yes.

Q. Are their specific responsibilities for each role?

A. Yes, each role has different functionality.

Q. How is an authorized instructor defined?

A. An authorized instructor would have had to be designated as one of the two Institutional Support Contacts on the application to join the IT Academy or Licensing Program ([here](#)). If they were designated as one of the contacts, then they'll be able to open a ticket with us.

## Available Content on D2L

Q. Will the micro-courses be featured on D2L Brightspace?

A. Yes, the NDG micro-courses will be available on D2L Brightspace.

Q. Will the new Core Technical Skill Courses be available on D2L Brightspace?

A. Yes, the new Core Technical Skill Courses will be available on D2L Brightspace.

Q. Can we host the e-learning content on our own LMS?

A. No, at this stage, we do not allow our academic institutions to host our course content on their own LMS platforms.

Q. How can I access the “Manage Subscriptions” option in the platform?

A. Only those who have bought a subscription previously can see this option.

## D2L Training

Q. What type of training is needed to use the new site?

A. We expect the time required for training on the new site will be minimal. While not required to use the site, webinars, office hours and self-paced training will be available for users to become familiar with the site. Please view the [VMware IT Academy website](#) for details.

Q. When can we see a demo?

A. You can access demo videos on the IT Academy YouTube channel. For easy access click [here](#). Additionally, the VMware IT Academy team will be hosting webinars available in June 2021. You can access them [here](#).

## Vouchers, Badges, and Certifications

Q. What will be the voucher process?

A. Our voucher process will remain the same by using the Partner Student Education (PSE) voucher.

Q. Can the entire class take the micro-courses and get a badge?

A. Badges are issued to *individuals*, not classes. To receive a badge, an individual needs to register for the course and use the materials.

Q. Is there a book available for teaching the courses?

A. You can get both printed and digital books through Gilmore Global.

## Legal and Data

Q. Can you send me a link to the agreement documentation or a copy of the agreement?

A. The VMware IT Academy program agreement is available on our [website](#) here: [Terms and Conditions](#)

Q. Can you tell me a bit more about how data is managed in D2L Brightspace?

A. D2L Brightspace is a fully cloud-based platform that uses Amazon Web Services (AWS) as its hosted service. We have data centers in the U.S., Canada, Europe (Southern Ireland) and APAC. Each region has primary and secondary locations to achieve geographic redundancy, scalability and a strong level of security. As a default, a client's data center will align to the closest D2L region.

Security is of utmost importance. Our hosting providers undergo SSAE16 audits. Additionally, our own ISO 27001:2013 certification covers the security controls for the operations within our data centers. Standard 128-bit encryption is supported. We use standard TLS encryption for multiple areas of the system (including HTTPs for browser traffic and LDAPs for directory authentication when applicable). All data outside the Brightspace Cloud firewalls is encrypted while in transit. SSL encryption ensures web traffic is encrypted from the source web browser to the destination proxy point using at least 128-bit encryption. The SSL termination point is at the load balancer level. Data at rest is also encrypted in the Brightspace Cloud. Volumes are encrypted using the industry-standard AES-256 algorithm, and these unique keys are managed by D2L to ensure your data is kept secure.

Your data is segregated from other customers through the use of access control lists (ACLs) and file share permissions. Each customer process runs in its own security context and can access only the data matching that context. Each customer also has a unique database schema that can be accessed only by their application's processes. Files stored in D2L file systems are rendered when requested by an authorized user within the application.

We claim no rights to any data created by our clients, which may include course materials and user-created content. Our ownership claims are limited to all intellectual property related to things like the applications—including source code, compiled code and the database schema. As custodians of the data, we are committed to ensuring the integrity, security and privacy of customer content. For further information, please refer to our privacy statement: <https://www.d2l.com/legal/privacy/>.

Q. Will age requirements stay the same? Is 14 years old still the base?

A. Yes, 14 is still the minimum age requirement to participate in VMware IT Academy Courseware.

## Support

Q. What's the best way for an instructor to contact D2L with a question?

A. The best way for an authorized instructor to contact D2L would be through their Brightspace Community Portal [here](#).

Q. Where can I get support?

A. D2L Brightspace has a [support page](#) for you to find answers to your commonly asked questions.

- Kivuto webstore support: [elms-fusion@kivuto.com](mailto:elms-fusion@kivuto.com)
- NDG support: [support@netdevgroup.com](mailto:support@netdevgroup.com)
- Gilmore Global: [vmwareitacademy@gilmore.ca](mailto:vmwareitacademy@gilmore.ca)
- VMware Support questions: [itacademy@vmware.com](mailto:itacademy@vmware.com)