


## Customer: U.S. Department of Veterans Affairs Medical Center, Miami, FL

A decorative graphic consisting of a grid of orange squares of varying sizes, arranged in a pattern that tapers to the right.

In support of the Miami, Florida Veterans Affairs Learning Resource Center DOMA Technologies provides Online Hosting support for the Blackboard Learning Management System (LMS) and provides managed Distance Learning systems support services. The Blackboard hosting support provides a state of the art communications infrastructure to support online learning for 2500 Veterans Affairs employees at locations throughout the United States. VA employees are able to register at a DOMA Technologies Web Site and log in to training sessions conducted through the Blackboard LMS as required. The Blackboard LMS hosted by DOMA provides a Learning Resource tool that allows VA personnel to develop customized learning paths of instruction; facilitate student participation; provide online collaboration tools that enable synchronous and asynchronous interaction; provides a real-time authoring tool; and provides live virtual classroom capability through a text based chat environment. DOMA Blackboard hosting also provides VA instructors the ability to deliver real-time automatically scored student assessments and surveys. DOMA Systems Support Technicians are responsible for managing and facilitating these instructional events in conjunction with the online training offering; maintaining all systems and software; and ensuring communications connectivity. DOMA prepares and submits monthly status reports and Blackboard usage reports regarding VA employee status of training and conducts debriefing sessions with the VA Learning Resource Center Management Staff. The Blackboard LMS hosted by DOMA encompasses enterprise scalability, multi-language support, and an open architecture that has the ability to scale to thousands of active online users. DOMA personnel work closely with the Learning Resource Center staff in identifying communications requirements, establishing schedules, scheduling VA resources such as the VA National Teleconferencing System and resolving courseware, system and telecommunications issues as required.