



FISCAL SUPPORT SERVICE LEVEL AGREEMENT

Statement of Intent

The Information Technology Center (MVECA) and school district mutually agree that this Service Level Agreement (SLA) documents school accounting systems software support services provided by the ITC that are required by a school district. This document defines the schedule of services, performance deliverables, and the methods by which services are delivered. Both parties share responsibilities under this agreement as described below.

Category Definition

This Service Level Agreement addresses the following software support categories as it applies to USAS and USPS:

- Software management;
- Data management;
- Training;
- Problem resolution;
- Documentation;
- Communication; and,
- Quality of service.

Assumptions/Responsibilities

The district and the ITC must have a reciprocal relationship in order to facilitate high quality delivery of service. Listed below are the responsibilities of both.

Software management.

ITC

1. Install new versions and patches according to specified timeframes.
2. Maintain appropriate application environment.
3. Create and maintain cost-effective software license and annual maintenance agreements.
4. Develop routines to enable interoperability between software applications.
5. Explore new software applications for the benefit of the district.

School District

1. Implement new features associated with updated versions of software.
2. Ensure that user's workstation environment is appropriately configured for software usage.
3. Ensure that appropriate licenses are issued and maintained for all users.
4. Ensure that appropriate authorizations (including signoff from all parties) are in place for access to software.
5. Define new software requirements for new or existing applications to the ITC using recommended mechanisms as feasible or informally as needed.

6. Participate in opportunities (e.g, surveys, demonstrations, user group meetings) facilitated by the ITC to explore new or innovative usage of software applications.
7. Work with ITC to mutually define additional resources (both financial and personnel) required for successful implementation of new software.

Data management

ITC

1. Generate backups on a nightly basis.
2. Maintain and manage offsite storage according to the site's business continuity/disaster recovery plan.
3. Data retrieval will occur in conjunction with district personnel based upon Escalation Procedures. (pg 9)
4. Restore data critical for daily district operations as a top priority according to the site's backup and recovery procedures
5. Enable data transfer between systems, whenever applications make this feasible.
6. Submit data to entities (including but not limited to ODE, IRS, State of Ohio, ODJFS, SERS, STRS) by published deadlines.

School District

1. Upon detection, immediately notify the appropriate ITC contact person as to specific data retrieval needs.
2. Be responsible for rebuilding any lost data after restoration.
3. Meet all published timelines (including but not limited to those set by State Auditor, financial institutions, ODE, and the ITC) for submission of data.
4. Maintain appropriate security policies for protection of data.
5. Follow documentation, guidelines, manuals to insure that established processes are completed. Modifying data outside of the scope of the software is not recommended; but, should be authorized and supervised by an ITC software support specialist to insure data integrity.

User training

ITC

1. Provide all user training in a timely and adequate fashion, developed with user input on topics relevant to districts.
2. Track user attendance and assess user training needs.
3. New user training will be offered at least once per year.

School District

1. Newly assigned employees will attend appropriate district, vendor, and/or ITC training.
2. Alert ITCs to ongoing training needs.
3. Complete evaluation forms to provide immediate feedback and to improve future training sessions.
4. District leadership will assign appropriate staff to attend training sessions and ensure appropriate software authorization. "Appropriate staff" is defined as staff with basic computer skills and expertise in the area associated with the software application.

Problem resolution

ITC

1. Maintain a qualified staff commensurate with staff budget.
 - a. Conduct ourselves in a professional, ethical manner in our effort to do what is best for the district
 - b. Facilitate continuing education for all staff per rules defined in Ohio Administrative Code.
2. Maintain software support contracts with third parties.
3. Provide helpdesk support as defined in Timeframe/Availability in the Service Level Metrics (listed on page 5).
4. Assess frequency and nature of questions from the district and use this information to plan for future training.
5. Log requests made by users, in the CA Cherwell helpdesk software.

School District

1. Maintain and implement a set of procedures (e.g., communication and escalation) for internal software support.
2. Follow the rules and procedures for reporting problems to the ITC as follows:
 - a. Reporting of initial problems will be handled through Cherwell ServiceDesk, email or telephone.
 - b. Initial reporting of the problem will include as much detailed information or documentation (e.g., screen shots, reports, actions taken by user prior to problem occurrence, attempted solutions) as possible. See SLA Appendix A.
 - c. After initial problem report, user will be available for and respond to inquiry regarding problem reported.
 - d. If problem reported is solved by the district staff, staff will notify ITC as soon as possible.
 - e. Reporting of initial problem to ITC will be made to ONE point of contact, not to multiple individuals, to reduce duplication of effort.

MVECA Documentation for Software Applications

ITC

1. Provide documentation for software applications based upon user needs.
 - a. Types of documentation can include user guides, release notes, frequently asked questions, checklists, Forums, and knowledge base within CA Cherwell).
 - b. Content can include best practices, supplements to ODE or vendor documentation (i.e., EMIS Guide), and step by step software use guidance.
2. Enable access to documentation via hard copy and the web.
3. Organize documentation in a manner that facilitates user access and usability (i.e., searchable).
4. Update documentation based on anticipated user demand for changes.

School District

1. Review all documentation and updates within the timeframes specified by the ITC.
2. Use latest versions of documentation.
3. Inform ITC regarding accuracy, usability, relevance, and availability of and future needs for documentation in a timely fashion.

Communication

ITC

1. Notify district of application-driven hardware (e.g., desktop or printer) specifications.
2. Notify district of release of new versions or patches after appropriate pre-release site testing.
3. Communicate based upon user needs.
 - a. Methods can include email messages, newsletters, site visits, telephone calls, meetings (e.g., user groups, governing board, advisory committees), and web site updates.
 - b. Chosen method will be based upon nature and urgency of topic.
 - c. More than one method may be used based on priority level.

School District

1. Notify ITC immediately of relevant staff changes for security purposes and to meet auditor requirements.
 - a. Complete New Account Request Form (available from MVECA webpage) for new hires that need access.
 - b. Notify MVECA in writing when users leave the district to deactivate the account.

Quality of Service

ITC

1. Measure customer satisfaction through an annual survey AND assess incremental progress through at least one other recommended method (e.g., post-training evaluations, caller logs, service desk surveys generated after problem resolution).
2. Assessment results from annual audit (i.e., SAS-70 report) for process improvements.
3. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education.
4. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.)

School District

1. Complete incremental and annual surveys administered by ITC.
2. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvements to ITC services.
3. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.).

Service Level Metrics/Formula

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Timeframe/ Availability	<u>Applications:</u> 24 hours/daily; 7 days/week -98% <u>Support:</u> *Regular business hours: 8:00-4:30 – 5 days a week (minus scheduled holidays) 90% *after hours: Best effort		Annual	
Software Management	100% of major releases installed 10 business days from the date of the release.	Number of major releases installed by deadline/ number of major releases	Annual	System manager maintains log of actual release date vs. number of business days until installation through Tickets entered in CA USD
Data Management	95% of data backups will be no more than one business day old	Number of <i>successful</i> nightly backups/number of work days	Annual	System manager maintains a log of successful backups by date. Log maintained of backup tapes to offsite storage.
Training	Post-training evaluation forms indicate that at least 80% of trainee respondents are at least satisfied or very satisfied with the training overall.	Number of respondents indicating “satisfied” or “very satisfied” on one overall satisfaction question / total number of respondents to overall satisfaction question	Annual	Question added to ALL post-training evaluation forms that asks “How satisfied were you with this training session?” All users who attend trainings complete surveys that include this question.
Problem resolution	95% Requests acknowledged within 4 business hours of receipt	Requests acknowledged within an hour/total # of requests	Annual	Tracking within CA USD.
	80% Requests resolved within 4 business hours of acknowledgement	Requests closed with solution within 4 hours/total # of requests		

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
MVECA Documentation of software applications	80% customer satisfaction with quality of documentation (as defined by its accuracy, usability, relevance, and availability).	Number of respondents indicating "satisfied" or "very satisfied" on one overall documentation quality question /total number of respondents to overall documentation quality question	Annual	Question added to annual survey that asks "How satisfied were you with the overall quality of the documentation for this software application (as defined by its accuracy, usability, relevance, and availability)?" Include responses to this question from all users who complete annual survey.
Communication	Districts notified of installation of release of new versions within two hours of installation.	Number of release notifications sent within two hours of installation/ Total number of release notifications	Annual	CA USD ticket added when release received and email notification to users
Quality of service	80% customer satisfaction with quality of financial services	Number of respondents indicating "satisfied" or "very satisfied" on one overall service quality question for this software application/ total number of respondents to overall service quality question	Annual	Question added to annual survey that asks "How satisfied were you with the overall quality of service for this software application?" (USAS, USPS) Include responses to this question from all users who complete annual survey

Communication and Escalation Procedures

Critical – affects daily operations –

- mission critical work cannot proceed without resolution or
- a high number of users are affected by problem or
- problem affects higher level management

Response: ITC: change priority to high

- involve necessary parties (SSDT, other members of the fiscal team, district superintendent, district Treasurer) to resolve

DISTRICT: provide all necessary files and activity that lead to the problem

- follow log resolution steps as outlined by ITC in CA USD

Non-critical – district is able to continue normal daily operations or

- minimal number of users affected by problem

Non-Critical Response: ITC: prioritize based on other open requests

- involve necessary parties (child ticket in CA Cherwell, if needed) to resolve

DISTRICT: provide all necessary information

- provides a desired timeline for completion (Timeline can be negotiated with ITC)

Routine need is defined as a request for support that can be scheduled or does not have a major impact on operations, or routine questions.

Response: ITC: prioritize based on other critical and non-critical problems

- resolve within district parameters

DISTRICT: provide details and proposed solution completion date (Timeline for resolution can be negotiated with ITC)

Escalation procedure:

Unsatisfactory response by ITC:

Any responses that do not conform to the above, agreed-upon response times/methods, or that do not meet the satisfaction of the district should be escalated directly to the Executive Director orally or in writing. In the event that the Executive Director cannot be reached immediately, contact the Director of Operations.

NOTE: Any suspected misuse of software or district procedure that could jeopardize the integrity of district data will be communicated to the district superintendent or his/her designee by the Executive Director or the Director of Operations, in the event that the Executive Director is unavailable. This is intended to protect the best interest of the district.

SERVICE LEVEL AGREEMENT

Appendix A

How to best benefit from MVECA support

- When rolling out a new software package, MVECA staff recommend that districts:
 - Select a solid, reliable team leader that can:
 - Act as a liaison for your district when there are complex issues to resolve;
 - Have excellent organizational and communication skills.
 - Establish a protocol to funnel communications through primary contacts whenever possible
 - Streamlines communications, alleviates confusion, helps contain costs and improve service quality
- Adhere to suggested deadlines
 - E.g. STRS Advance, SERS, ODJFS and EMIS submissions
- Encourage managers/supervisors to embrace new software or technology projects.
 - Helps districts realize the benefits of the software/technology.
 - People will use it, learn it, and see the intended benefit.
- When submitting software related questions, detailed information helps us respond more quickly.
 - For example:
 - What software package are you using (e.g. USAS/USPS)?
 - What building were you in when the issue occurred?
 - What were you doing when the issue happened?
 - On what screen did you encounter the issue?
 - If you have a report question, what is the name and date of the report?
 - If you see an error message, what is it exactly?
 - Do you have an example? List full names, account codes, etc.
- Please use CA Cherwell whenever feasible.
 - Allows both users and MVECA staff to track the status of issues.
 - Retains previous questions to which users can refer.
 - Provides MVECA management with an overview of outstanding issues, to make staffing decisions.
 - Allows districts and MVECA to verify that service level agreements are honored.
 - Tracks requests in writing to verify work was done in accordance with requirements.
 - Ties contact information to the person in case we need to call to talk through the question.
 - Helps target professional development needs of users.
- If responding through e-mail...
 - Please reply to the e-mail sent by a MVECA staff member when responding instead of sending several different messages. Do NOT reply to any automated email received from the CA Cherwell helpdesk.
 - This helps to include the entire text of the problem in one place. (Another benefit of CA Cherwell.)
- When should I call, as opposed to using CA Cherwell?
 - Examples:
 - When you are working on a process that must be completed on a short timeframe and cannot proceed without technical assistance. (e.g. auditors on site.)
 - When there is an emergency. (e.g. a building connectivity is down)
 - When you have a person standing in the office awaiting something from you. (e.g. special payroll, auditor, printer jam, etc.)