



ProgressBook SUPPORT SERVICE LEVEL AGREEMENT

Statement of Intent

The Information Technology Center (MVECAR-COG) and school district mutually agree that this Service Level Agreement (SLA) documents ProgressBook software support services provided by MVECA. 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 ProgressBook:

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

Assumptions/Responsibilities

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

Software management.

MVECA

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. Communicate prioritized enhancement requests to software vendors.

School District

1. Implement new features associated with updated versions of ProgressBook 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; e.g. following the ProgressBook Setup Sheet for each year.
5. Suggest enhancement requests for ProgressBook to MVECA.

6. Participate in opportunities (e.g, surveys, demonstrations, user group meetings) facilitated by MVECA to explore new or innovative usage of ProgressBook.
7. Work with MVECA to follow procedures for successful implementation of ProgressBook.
8. Encourage managers/supervisors and users to embrace the use of ProgressBook.
9. The Parent Access portion of ProgressBook is maintained at the district level using the provided documentation on the ProgressBook web site: www.mveca.org/progressbook.

Data management

MVECA

1. Generate backups on a nightly basis.
2. Manage data in accordance with MVECA's disaster recovery plan.

School District

1. In case of emergency, immediately notify the appropriate MVECA contact person regarding the nature and extent of the emergency.
2. Be responsible for rebuilding any lost data.
3. Meet all published timelines for providing requested information: including but not limited to yearly setup sheets, report card information. ***Timelines are put in place to assist MVECA in managing staff resources in a cost-effective manner. If a district does not submit data by the required deadline, causing MVECA to ask staff to work overtime, the district will be billed for the cost of the overtime worked in order to complete the task. If a district is more than two weeks past a deadline in providing requested information to MVECA, requests may not be able to be accommodated.***
4. Maintain appropriate security policies for protection of data.
5. Follow documentation, guidelines, manuals to insure that established processes are completed.

User training and technical assistance

MVECA

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. Select a solid, reliable implementation team leader for the district who has excellent organizational and communication skills and is quick to learn new software, that is willing and able to perform the following responsibilities:
 - Attends appropriate training sessions, to become prepared to implement a train the trainer model, whereby this individual will train other district staff on how to use ProgressBook
 - Organize and conduct trainings for other district staff;
 - Acts as a liaison for the district to MVECA when there are complex issues to resolve;
 - Acts as a decision-maker for district data policy issues or questions, such as the indicating information that will be included on report cards
 - Fulfills the administrator role in ProgressBook.
2. Identify key contacts in each building that act as the front line contact to field teacher questions about ProgressBook.
3. Establish a protocol to funnel communications through the implementation team leader and building contacts whenever possible, in order to streamline communications, alleviate confusion, help contain costs and improve service quality.
4. Alert MVECA to ongoing training needs.
5. Complete evaluation forms to provide immediate feedback and to improve future training sessions.

6. In cases where assigned district staff in a single district, require individual repeat sessions on the same subject/topic beyond what is needed by staff in similar positions in other MVECA districts, requiring MVECA staff to be pulled away from supporting other districts, the district will be charged the cost of staff time to prepare for and conduct the training session.

Training and checklist meetings are generally scheduled to occur on at least two different dates so districts have a choice of dates to accommodate the various schedules of MVECA districts. For the benefit of all users training sessions are scheduled in such a way as to maximize the effectiveness and to manage MVECA staff resources in a cost-effective manner. If a district does not attend published trainings which results in providing individual training to a given district, which results in pulling MVECA staff away from supporting other MVECA districts, the district receiving individual training will be billed for the cost of the staff time spent to prepare for and conduct the training session, as well as overtime incurred to respond to the backed up helpdesk questions received while staff were away at the training session.

Problem resolution

MVECA

1. Maintain a qualified staff commensurate with staff budget.
 - Conduct ourselves in a professional, ethical manner in our effort to do what is best for the district
 - Facilitate continuing education for all staff per rules defined in Ohio Administrative Code.
2. Maintain software support contracts with the ProgressBook Software vendor.
3. Provide helpdesk support as defined in Timeframe/Availability in the Service Level Metrics (listed toward the end of this document).
 - a. ProgressBook helpdesk e-mail messages – progressbook@mveca.org
 - b. Cherwell Servicedesk tickets
 - c. Phone calls/voice mail messages
4. Assess frequency and nature of questions from the district and use this information to plan for future trainings or open lab sessions.

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 MVECA as follows:
 - Reporting of initial problems will be handled through the ProgressBook help desk (progressbook@mveca.org), Cherwell ServiceDesk, or email.
 - 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.
 - After initial problem report, user will be available for and respond to inquiry regarding problem reported.
 - If problem reported is solved by the district staff, staff will notify MVECA as soon as possible.
 - Reporting of initial problem to MVECA will be made to one point of contact, not to multiple individuals, to reduce duplication of effort.
 - When submitting software related questions, detailed information helps us respond more quickly.
 1. For example:
 - a. What building were you in when the issue occurred?
 - b. On what screen did you encounter the issue?
 - c. If the issue applies to a specific teacher/class/student, please provide this information.
 - d. If you see an error message, send a screen shot.

- e. Are you working on a Mac or PC?
 - f. What browser are you using, and what version is it (e.g. Internet Explorer 7 or Safari)?
 - g. What operating system and version are you using (e.g. Windows or Mac OSX)
3. If responding through e-mail, please reply or reply all to the e-mail when responding instead of sending several different messages, in order to include the entire text of the problem in one place.
 4. Please use the ProgressBook helpdesk (progressbook@mveca.org) whenever feasible for the following reasons.
 - 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.

MVECA Documentation for Software Applications

MVECA

1. Provide documentation for software applications based upon user needs.
 - Types of documentation can include user manuals, release notes, frequently asked questions, checklists, system requirements.
 - Content can include best practices, supplements to vendor documentation, and step by step software use guidance.
2. Enable access to documentation via the web.
3. Update documentation based on anticipated user demand for changes.

School District

1. Review all documentation and updates as provided by MVECA.
2. Check the web site to make sure the latest versions of documentation are being used.
3. Inform MVECA regarding accuracy, usability, relevance, and availability of and future needs for documentation in a timely fashion.

Communication

MVECA

1. Notify district of necessary hardware and software specification needed to run ProgressBook.
2. Notify district of release of new versions or patches after appropriate pre-release site testing.
3. Communicate based upon user needs.
 - Methods can include email messages, site visits, telephone calls, meetings (e.g., user groups, governing board, advisory committees), and web-site updates.
 - Chosen method will be based upon nature and urgency of topic.
 - More than one method may be used based on priority level.

School District

1. Inform the appropriate MVECA staff when you are having an issue that cannot be resolved by the district or building contacts, as soon as the issue is discovered, so that

MVECA can address it. (Timely notification helps us proactively prioritize work and resolve issues.)

2. Inform MVECA when there are changes in key staff (e.g. district or building contacts), such as when staff move into new positions or enter/leave the district, so that account permissions can be updated appropriately. This will assist MVECA in ensuring that district staff are assigned the appropriate roles, and/or access is turned off for staff no longer employed with the district to promote confidentiality and protect district data.

Quality of Service

MVECA

1. Measure customer satisfaction through post-training evaluations, caller logs.
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.)
5. Conduct scheduled maintenance within stated service window. As much advance notice as possible will be given for emergency maintenance.

School District

1. Complete incremental and annual surveys administered by MVECA.
2. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvements to MVECA 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	<p><u>Applications:</u> 24 hours/daily; 7 days/week -98%, Service window: weekends, between 5:00AM – 8:00AM. As much advance notice as possible will be given for emergency maintenance.</p> <p><u>Support:</u> *Regular business hours: 7:30- 4:00 – 5 days a week (minus scheduled holidays) 90% *after hours: Best effort</p>		Annual	
Software Management	100% of major releases installed 10 business days from the date of the release, unless impact of the release would not be in the best interest of districts.	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.

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Problem resolution	95% Requests acknowledged within 4 business hours of receipt	Requests acknowledged within 4 business hour/total # of requests	Annual	Tracking within ProgressBook helpdesk, CA USD, e-mail.
	80% Requests resolved within 4 business hours of acknowledgement	Requests closed with solution within 4 hours of acknowledgement/total # of requests		
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 one business day 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 ProgressBook software support services	Number of respondents indicating "satisfied" or "very satisfied" on one overall service quality question for this software	Annual	Question added to annual survey that asks "How satisfied were you with the overall quality of service for ProgressBook?" Include

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
		application/ total number of respondents to overall service quality question		responses to this question from all users who complete annual survey

Communication and Escalation Procedures

CRITICAL

- Affects daily operations for all districts, multiple districts, district-wide or building wide.
- AND mission critical work cannot proceed without resolution.

Response:

MVECA:

- change priority to “high”
- involve necessary parties to resolve the issue (e.g. software vendor, systems administrator)

DISTRICT:

- provide all necessary files and activity that lead to the problem
- follow any steps suggested by MVECA to resolve the issue.

NON-CRITICAL

- District is able to continue normal daily operations or
- A minimal number of users are affected by the problem (e.g. a few users are affected in one building)

Non-Critical Response:

MVECA:

- 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 MVECA)

ROUTINE

- A request for support that can be scheduled or does not have a major impact on operations, or routine questions.

Response:

MVECA:

- 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 MVECA)

Escalation procedure:

Unsatisfactory response by MVECA:

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, the district can 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.