



## **STUDENT INFORMATION 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 STUDENT INFORMATION software support services provided by MVECA necessary to support and sustain the Student Information Services application know as STUDENT INFORMATION or Data Analysis for Student Learning. 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 STUDENT INFORMATION:

- 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 STUDENT INFORMATION software.
2. Ensure that user's workstation environment is appropriately configured for software usage (i.e. minimum browser requirements, operating systems, technical specs, etc.).
3. Where applicable, ensure that appropriate licenses are issued and maintained for all users.

4. Ensure that appropriate authorizations are in place for access to software.
5. Suggest enhancement requests for STUDENT INFORMATION to MVECA.
6. Participate in opportunities (e.g, surveys, demonstrations, user group meetings) facilitated by MVECA to evaluate software functionality and explore new or innovative usage of STUDENT INFORMATION.
7. Work with MVECA to follow procedures for successful implementation of STUDENT INFORMATION.

## Data management

### MVECA

1. Generate backups on a nightly basis.
2. Manage data in accordance with MVECA's disaster recovery plan.
3. Enable data transfer between systems whenever applications make this feasible.

### School District

1. Upon detection, immediately notify the appropriate MVECA contact person as to specific data retrieval needs.
2. Be responsible for rebuilding any lost data after restoration.
3. Meet all published timelines for providing requested information: including but not limited to ITC report card set up information. ***Timelines are put in place to assist MVECA in managing staff resources in a cost-effective manner. If a district does not provide requested information by the required deadline, causing MVECA to ask staff to work overtime, in fairness to other MVECA districts, the late district will be billed for the cost of the overtime worked in order to complete the task, so that other districts do not bear the cost of missed deadlines by one district. 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, so that other districts can continue to receive the quality of service to which they have become accustomed.***
4. Maintain appropriate security policies for protection of data.
5. Follow documentation, guidelines, manuals and checklists to insure that established processes are completed.

## User training and technical assistance

### MVECA

1. Provide all user training related to the supported software and its functionality 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.
4. MVECA may provide individual training sessions for a single district during software conversions, or when MVECA staff identifies a critical need in a particular district, as approved by the Executive Director. If staff is available to conduct a training session for a single district, the district will be asked to pay for mileage and the cost of materials for said training. Depending upon the nature of the training and the amount of preparation/customization required, the district may also be asked to pay for the cost of staff time preparing for the training session.

### School District

1. Newly assigned employees will attend appropriate district and/or MVECA training.
2. Alert MVECA 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. 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.

5. **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 STUDENT INFORMATION Software vendor.
3. Provide helpdesk support as defined in Timeframe/Availability in the Service Level Metrics (listed toward the end of this document) with priority as follows:
  - a. **Cherwell Servicedesk tickets**
  - b. **STUDENT INFORMATION helpdesk e-mail messages**
  - c. **Phone calls/voice mail messages**
4. Log requests made by users in the CA Cherwell servicedesk 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 MVECA as follows:
  - Reporting of initial problems will be handled through the Cherwell Service Desk.
  - 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 (breadcrumb trail)?
      - 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 CA Cherwell service desk 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. Update documentation based on anticipated user demand for changes.

### School District

1. Review all documentation and updates as provided by MVECA.
2. Check the MVECA 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 STUDENT INFORMATION.
2. Notify district of release of new versions or patches after appropriate pre-release site testing.
3. Communicate based upon user needs.
  - Methods of communication will be through the STUDENT INFORMATION Portal page but may also 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. Assess 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 hours/total # of requests	Annual	Tracking within STUDENT INFORMATION helpdesk, CA USD, e-mail.
	80% Requests resolved within 4 business hours of acknowledgement	Requests closed with solution within 4 business 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

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Quality of service	80% customer satisfaction with quality of STUDENT INFORMATION software support 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 STUDENT INFORMATION?" Include responses to this question from all users who complete annual survey

## Communication and Escalation Procedures

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### 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 desired district parameters, as negotiated with the district.

#### **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.**