



INFOhio SUPPORT Service Level Agreement

Revised 9/1/08

Statement of Intent

The Information Technology Center (MVECAR-COG) and school district mutually agree that this Service Level Agreement (SLA) documents INFOhio software support services provided by MVECA necessary to support and sustain INFOhio Library Services applications. 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 services:

- Software management
 - Library Automation (LA)
 - Electronic Resources (ER)
 - Curriculum Resource Catalog (CR)
- Data management (DM)
- Training and technical assistance (TR)
- Problem resolution (PR)
- Documentation (DC)
- Communications (CM)
- Quality of service (QS)

Assumptions/Responsibilities

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

Software Management (includes LA, ER & CR)

MVECA

1. Ensure that appropriate licenses are issued and maintained for all users.
2. Maintain nightly backups of software and data during the regular business operations.
3. Perform vendor disk loads and extracts as needed.
4. Load and/or update patron information nightly Tuesday through Saturday.
5. Install INFOhio purchased and developed software updates within 30 days (unless otherwise specified).
6. Comply with INFOhio technical specifications (Appendix A).

7. Make INFOhio custom features available to all end-users (Appendix B).
8. Obtain/Maintain hardware and operating systems platforms necessary to support INFOhio software and services.
9. Maintain service area wide area networks to support delivery of Electronic Resources.
10. Maintain and support Sirsi K-12 Policies.
11. Setup MORE users within requested timeframe.
12. Provide specifications about what access the software needs.
13. Communicate prioritized enhancement requests to software vendors.

District

1. Implement new features associated with updated versions of software.
2. Ensure that user's workstations environment is appropriately configured for software usage.
3. Ensure that appropriate authorizations (including signoff from all parties) are in place for access to software.
4. Submit suggestions for software enhancement/s.
5. Inform MVECA of Sirsi K-12 Policy needs and changes.
6. Participate in opportunities to explore new or innovative usage of Library Management Systems.
7. Assign a minimum of one qualified contact per district to work with MVECA to mutually define requirements for successful implementation of LMS software.
8. 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.

Communications

MVECA

1. Maintain email distribution lists of automated libraries and all librarians in your service area:
 - Maintain MAIL_INFO_LIBRARIANS
 - Maintain MAIL_INFO_AUTOMATION
2. Communicate INFOhio service, improvements, and school library-related issues to end-users as directed by INFOhio.
3. Subscribe and participate in INFOhio Forum and INFOhio listservs (INFOhio-L and Providers-L).
4. Hold a minimum of one Users Group meeting annually utilizing the update information provided by INFOhio.

District

1. Submit email contacts for inclusion in the automated and all librarians distribution lists.

2. Communicate INFOhio service, improvements, and school library-related issues to district staff as necessary.
3. Inform MVECA immediately of relevant library staff changes.
4. Communicate customer satisfaction level to MVECA throughout the year.
5. Keep up to date on all MVECA/INFOhio communications.
6. Send one district representative to any MVECA/INFOhio Users Group meetings.
7. Notify district of necessary hardware and software specification needed to run LMS or Workflows.

Data Management

MVECA

1. Maintain nightly backups of Sirsi and data during the regular business operations.
2. Maintain monthly backups of operating system.
3. Perform vendor disk loads and extracts as needed, communicate issues with vendors.
4. Load and/or update patron information nightly Tuesday through Saturday.
5. Manage data in accordance with MVECA's disaster recovery plan.

District

1. Immediately notify the appropriate MVECA contact person as to specific data retrieval needs.
2. Notify MVECA as to when vendor disk loads are required.
3. Provide specifications for diskloads and/or data for patron information loading and updating.
4. District needs to supply vendors with specs for data to be loaded.
5. Provide vendors with a mechanism for MVECA to retrieve data from vendor.
6. Maintain appropriate security policies for protection of data.
7. Follow documentation, guidelines, manuals and checklists to insure that established processes are completed.

Training and Technical Assistance

MVECA

1. Offer general help desk support to users via the CA Unicenter Service Desk, email, telephone, and on-site visits.
2. Provide knowledgeable staff and resources to support various INFOhio services.
3. Assess user-training needs and report them to INFOhio.
4. Make the following Library Automation training opportunities on each of the following topics available every year, using the most current INFOhio documentation:
 - Cataloging module
 - Circulation module
 - Reports module

- Inventory module
 - New features
 - OPAC to end user
5. Provide new user orientation and/or training opportunities as needed.
 6. Provide opportunities for end users to receive Electronic Resource training annually.

District

1. Newly assigned employees will attend appropriate orientation and/or training opportunities.
2. Inform MVECA of 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.

Documentation

MVECA

1. Review all documentation and updates within the timeframes specified by INFOhio.
2. Utilize latest version of documentation available.
3. Inform INFOhio regarding accuracy, usability, relevance, and availability of documentation in timely fashion.
4. Provide access to state end user documentation.

District

1. Review all documentation and updates from the MVECA in a timely fashion.
2. Use latest versions of documentation.
3. Inform MVECA regarding accuracy, usability, relevance, and availability of documentation in timely fashion.

Problem resolution

MVECA

1. Use appropriate reporting and escalation procedures when requesting assistance and reporting problems.

2. Assess frequency and nature of questions from end-user and use information to plan for future training and to communicate end user needs to INFOhio.
3. Maintain communications and escalation procedures for Districts to report problems and questions.
4. Respond to District request for assistance and reported problems per communications and escalation procedures.
5. Assess frequency and nature of questions from Districts and use information to plan for future training.

Districts

1. Reporting of initial problems will be handled through the means mutually agreed upon.
2. Initial reporting of problems 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.
3. After initial problem report, user will be available for and respond to inquiry regarding problem reported.
4. If problem reported is solved by the district staff, staff will notify MVECA as soon as possible.
5. Reporting of initial problem to MVECA will be made to ONE point of contact, not to multiple individuals, to reduce duplication of effort.

Quality of Service (QS)

MVECA

1. Measure customer satisfaction through post-training evaluations, caller logs.
2. Assess the results from surveys, evaluations and caller logs and share with INFOhio.
3. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education.
4. Assess results from annual audit (i.e., SAS-70 report) for process improvements.
5. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.)
6. Conduct scheduled maintenance within stated service window. As much advance notice as possible will be given for emergency maintenance.

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.</p> <p>As much advance notice as possible will be given for emergency maintenance.</p> <p><u>Support:</u> *Regular business hours: 8:30-5:00 – 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.	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	<p>95% of data backups will be no more than one business day old.</p> <p>Submit data to ODE by specified timeframes, 100% of the time.</p>	<p>Number of <i>successful</i> nightly backups/number of work days</p> <p>Number of submissions before the weekly deadline/ number of submissions</p>	Annual	<p>System manager maintains a log of successful backups by date. Log maintained of backup tapes to offsite storage.</p> <p>EMIS staff maintains a log of EMIS data submissions to ODE.</p>

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
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 8 hours of receipt 80% Requests resolved within 16 hours of acknowledgement	Requests acknowledged within 8 hours/total # of requests Requests closed with solution within 16 hours of acknowledgement/total # of requests	Annual	Tracking within CA USD, e-mail.
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 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.

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
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 INFOhio 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 EMIS?" Include responses to this question from all users who complete annual survey

Five Point Scale

- 1 = Consistently below expectations
- 2 = Sometimes below expectations
- 3 = Meets expectations
- 4 = Sometimes exceeds expectations
- 5 = Consistently exceeds expectation

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. INFOhio Technical services, systems administrator, vendor)

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 Unicenter, 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.

APPENDIX A

Technical Specifications

MVECAs must adhere to the following recommendations and guidelines as established by INFOhio:

- Maintain a specific root directory and account for INFOhio Technical Services support
- Allow Telnet or Decnet access to your VMS system by INFOhio Technical Services support
- Allow Telnet or SSH access to your INFOhio Unix system by INFOhio Technical Services support
- Agree to allow temporary Remote Console access to your Web2 webserver by INFOhio Technical Services support
- Maintain INFOhio standard access to library automation databases.
- Install current releases of Sirsi, Library web server and INFOhio software within 30 days of release date.
- Utilize Library Web Server INFOhio customizations to provide the web-based public access library catalogs
- Maintain MAIL_INFO_LIBRARIANS and MAIL_INFO_AUTOMATION email distribution lists
- Maintain necessary access to and support for library automation Z39.50 and SIP servers.
- Purchase of MVECA wide Sirsi SmartPort license

APPENDIX B

Custom Features

The following INFOhio supplemental services and offerings are to be made available to all end-users.

- Bibliographic Authority Control procedures for INFOhio's library automation software (as available)
- Automated procedure for retrieving and loading Curriculum Resource Catalog records into INFOhio's library automation software
- Automated procedure for retrieving and loading Library of Congress records into INFOhio's library automation software
- Supplemental Reports, Menus, etc. for INFOhio's library automation software
- Barcode generation
- Spine label generation
- INFOhio Library Attendance module
- Regularly scheduled reports and maintenance for INFOhio's library automation software
- Content Enrichment for OPAC catalog

