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TECHNOLOGY 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 technology support services provided by the ITC that are received 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 categories of MVECA Technical Services and Support:

- Network and General Technical Support (includes web-hosting, distance learning coordination, technology consulting services, and phone support for issues relating to all MVECA provided software and services);
- Internet Content Filtering;
- Email and Email Filtering;
- Contracted Support;
- Training;
- 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.

Network and General Technical Support.

MVECA

1. Address requests for technical help that arrive via helpdesk applications or phone.
2. Maintain network equipment and associated peripheral devices and ensure a minimum of network down-time.
3. Create and maintain cost-effective, annual maintenance agreements.
4. Develop routines to ensure the availability of tools and equipment associated with wide-area-network (WAN) support services.
5. Explore new connectivity options that provide increased bandwidth and reduce prices.
6. Identify software tools that make delivery of MVECA services and upkeep of MVECA resources easier and more cost-effective.
7. Conduct scheduled maintenance within stated service window. As much advance notice as possible will be given for emergency maintenance.

School District

1. Provide front-line support for workstation and local-area-network (LAN) issues so requests for support issued to MVECA pertain to MVECA provided services and support.
2. Ensure that user's workstation environment is appropriately configured for use of MVECA WAN and software resources.
3. Whenever necessary, 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 and services.
5. Define new bandwidth and delivery requirements for new or existing WAN connectivity 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 MVECA services or resources.
7. Work with ITC to mutually define additional resources (both software and network) required for successful implementation of new technologies, software and services.

Internet Content Filtering

ITC

1. Internet access provided via MVECA will be subject to a base level of content filtering. The base level of filtering that MVECA provides will include, but will not be limited to categories relating to pornography, illegal activities, gambling, and sex.
2. Additional filtering categories may be added at the discretion of a committee comprised of Technology Coordinators of MVECA districts.
3. MVECA will provide maintenance of the content filter and will manually unblock or block sites that are not correctly identified by the content filtering software.
4. MVECA will provide, with district superintendent approval, authorized override accounts that will allow users to screen blocked sites for educational value.
5. MVECA, whenever possible, will provide to districts a method to administer additional district access beyond the standards in place for the base level of content filtering.

School District

1. The school district will be responsible for all Internet use of its employees and students.
2. The school district will ensure that Internet use originating at the district level does not violate the Children's Internet Protection Act (CIPA). While MVECA does provide content filtering services, it will be the district's responsibility to ensure that its users do not use Internet resources irresponsibly.
3. The school district will notify MVECA of any instance in which web sites are not properly classified by the content filter.
4. The school district will ensure that authorized override account information is at no time given to students for any reason.
5. The school district will be responsible for the delegated administration of all additional district access adjustments made to the base level of content filtering provided by MVECA.

Email and Email Filtering

ITC

1. MVECA will provide a limited number of email accounts to member districts for their use in improving communication between administration, staff, and other educational entities.
2. Access to email accounts will be provided 24 hours a day with the exception of periods where system maintenance or downtime is required to ensure that other MVECA services can be provided with highest level of quality and dependability.
3. MVECA will ensure that email servers are protected from non-member entities, and will allow access to email accounts from the public Internet only by way of secure connections through the MVECA firewall.
4. Email will be filtered in an effort to minimize the number of unwanted or unsolicited email messages being delivered to users.
5. Email privacy will be respected at all times with the exception of instances in which district level administration requests investigation into business of activities be conducted via any MVECA email account.

School District

1. The school district will be responsible for inappropriate use of email accounts and services by its employees or students.
2. The school district will be responsible for archiving email messages that are considered official records or documents per the district-level retention policy. MVECA will not provide email archiving services at this time.
3. The district will provide its email users with front-line support so that support calls to MVECA for email related problems are kept to a minimum. Districts will instruct users on appropriate uses of email communications.
4. Districts will notify MVECA of instances in which the email filter does not properly classify email.
5. Districts will ensure that MVECA is notified when email users leave the district or when email accounts should be deleted.

Contracted Support

ITC

1. For districts that contract for technical support services, hire technical support personnel, as dictated by signed agreement, in order to provide quality services to client districts.
2. Provide appropriate recommendations of needed parts and supplies and maintain purchasing processes that ensure that client organizations receive the highest quality equipment and supplies at the lowest possible cost.
3. Provide understandable descriptions of equipment needs and/or problem resolutions to end-users of varying technical knowledge.
4. Troubleshoot all supported equipment and network connections and ensure a minimum of down-time for workstations and LAN equipment.
5. Document all support activity in an understandable way for review by client organizations as needed.

School District

1. Provide district-employed, point-of-contact to communicate with ITC and/or service technician.
2. Upon detection, immediately notify the appropriate ITC contact person and/or technical support person as to specific support needs.
3. Be responsible for authorizing purchases needed to ensure minimal downtime for end-users.
4. Provide access to all facilities where support work is to be completed.

5. Maintain appropriate security policies for protection of data, server, and workstation resources.
6. Participate in professional development activities that help end-users to become proficient in the use of educational technologies available in their areas.

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. Provide technology updates and training pertaining to new or existing ITC resources 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 access to district and ITC resources. "Appropriate staff" is defined as staff with basic technical, computer and networking skills and expertise in the area associated with a given resource.

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 and hardware support contracts with third parties.
3. Provide helpdesk support as defined in Timeframe/Availability in the Service Level Metrics (listed later in this document).
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 Unicenter ServiceDesk software.

School District

1. Maintain and implement a set of procedures (e.g., communication and escalation) for internal network and technical support.
2. Follow the rules and procedures for reporting problems to the ITC as follows:
 - a. Reporting of initial problems will be handled through Unicenter 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.

- f. Network outages or requests for emergency service will be directed to a live ITC representative that can ensure that immediate action is taken. (Make sure that information regarding network outages or emergencies is not left on the voicemail of MVECA staff.)

MVECA Documentation for Software Applications

ITC

1. Provide documentation for all ITC network resources based upon user needs.
 - a. Types of documentation can include user guides, release notes, frequently asked questions, checklists, Forums, and knowledge base within CA Unicenter Servicedesk).
 - b. Content can include best practices, supplements to ODE or vendor documentation, and step by step software or hardware 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.
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. Check the MVECA web site to ensure you are using the 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 and/or appropriate hardware configurations
2. Notify district of computer operating system releases or patches that are essential for network access to ITC resources.
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 and communication purposes.
 - a. Complete New Account Request Form (available from MVECA webpage) for new hires that need access to state software applications.
 - b. Notify MVECA in writing when users leave the district to deactivate the account.
 - c. Contact MVECA when there should be an update to CA Unicenter helpdesk accounts to ensure that district receives important technical communications.

Quality of Service

ITC

1. Measure customer satisfaction through at least one other recommended method (e.g., post-training evaluations, caller logs, service desk surveys generated after problem resolution).
2. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education.

3. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.)

School District

1. Complete 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	<p><u>Applications and Network:</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: 8:00-4:30 – 5 days a week (minus scheduled holidays) 90% *after hours: Best effort</p>		Annual	
Contracted Support Services	ITC will provide service technicians to district that are qualified to meet district needs as defined by negotiated agreement. Technicians will be present and productive for contracted time and will not exceed number of agreed upon billable hours.	Service Technicians will document activity, including start and stop times. Documentation will be available for review by district upon request.	Annual	Tracking within CA USD
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 hours of receipt	Requests acknowledged within 4 hours/total # of requests	Annual	Tracking within CA USD, e-mail.
	80% Requests resolved within 8 hours of acknowledgement	Requests closed with solution within 8 hours of acknowledgement/total # of requests		

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
MVECA Documentation of available software and network resources.	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 ITC network resources (as defined by its usability, relevance, and availability)?" Include responses to this question from all users who complete survey.
Communication	Districts notified of configuration changes and/or scheduled system downtime at least two hours prior to outage or event when possible. A minimum of 24 hours notice will be given when configuration changes or outages will require district-level action.	Number of notifications sent within two hours of outage or configuration change/ number of notifications requiring more than two hours	Annual	CA USD ticket added when configuration change and/or outage occurs and email notification to users

		notice/ Total number of notifications.		
Quality of service	80% customer satisfaction with quality of Support and Network Services.	Number of respondents indicating “satisfied” or “very satisfied” on one overall service quality question for a given service or resource/ total number of respondents to overall service quality question	Annual	Question added to survey that asks “How satisfied were you with the overall quality of service for this ITC Service?” (Contracted Support, Network) Include responses to this question from all users who complete a 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 the problem or
- the problem affects higher level management

Response: ITC: change priority to high

- involve necessary parties (SSDT, ETech Ohio, district superintendent, district Treasurer) to resolve

DISTRICT: provide all necessary information about building level activities that lead to the problem, notify live ITC personnel in the event of a network outage (do not leave voicemail).

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

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 Unicenter, 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.