



Revised 08/09/2019

## **INFOhio SUPPORT Service Level Agreement**

### **Statement of Intent**

The Area Cooperative Computerized Educational Service System (ACCESS) and school district mutually agree that this Service Level Agreement (SLA) documents INFOhio software support services provided by ACCESS 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
- Electronic Resources
- Curriculum Resource Catalog
- Data management;
- Training and technical assistance;
- Problem resolution;
- Documentation;
- Communications;
- Quality of service; and
- Service Level Metrics

### **Assumptions/Responsibilities**

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

## **1. Software and Hardware Management**

### Programs Covered

- Library Automation
- OPAC (Online Public Access Catalog)

## **ACCESS**

1. Ensure that appropriate licenses are issued and maintained for all users.
2. Perform vendor disk loads and extracts as needed.
3. Load and/or update patron information nightly.
4. Install INFOhio purchased and developed software updates within 30 days (unless otherwise specified).
5. Comply with INFOhio technical specifications (Appendix A).
6. Make INFOhio custom features available to all end-users (Appendix B).
7. Obtain/Maintain hardware and operating systems platforms necessary to support INFOhio software and services.
8. Maintain service area wide area networks to support delivery of Electronic Resources.
9. Maintain and support Sirsi K-12 Policies.
10. Provide specifications about what access the software needs.
11. 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 enhancements to ACCESS.
5. Inform ACCESS 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 ACCESS 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.
9. Notify district of necessary hardware and software specification needed to run LMS or Workflows.

## **2. Communications**

### **ACCESS**

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 ACCESS immediately of relevant library staff changes.
4. Communicate customer satisfaction level to ACCESS throughout the year.
5. Keep up to date on all ACCESS/INFOhio communications.
6. Send one district representative to any ACCESS/INFOhio Users Group meetings.

### **3. Data Management**

#### ACCESS

1. Maintain nightly backups of Sirsi and data during the regular business operations.
2. Perform vendor disk loads and extracts as needed.
3. Load and/or update patron information nightly.
4. Manage data in accordance with ACCESS's disaster recovery plan.

#### District

1. Immediately notify the appropriate ACCESS contact person as to specific data retrieval needs.
2. Notify ACCESS as to when vendor disk loads are required.
3. Provide specifications for disk loads 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 ACCESS 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.

### **4. Training and Technical Assistance**

#### ACCESS

1. Offer general help desk support to users via the ACCESS Helpdesk, email, telephone, and on-site visits.
2. Provide knowledgeable staff and resources to support various INFOhio services.
3. Assess user-training needs.

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 library staff
5. Provide new user orientation and/or training opportunities as needed.

#### District

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

## **5. Documentation**

#### ACCESS

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 ACCESS in a timely fashion.
2. Use latest versions of documentation.
3. Inform ACCESS regarding accuracy, usability, relevance, and availability of documentation in timely fashion.

## **6. Problem resolution**

#### ACCESS

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 INFOhio.
3. Provide helpdesk support as defined in the following categories:

**a. CRITICAL**

- Significant impact district-wide or system wide (i.e. server down) with no workaround available, and
- Mission critical work cannot continue

**Response:**

ACCESS

- Constant work until issue resolved
- Keep District informed of progress at often as practical

DISTRICT

- Provide 24x7 point of contact
- Be available during work to resolve issue for testing/validation

**b. NON-CRITICAL**

- Significant impact district-wide or system-wide with a workaround available, or
- Minimal number of users affected

**Response:**

ACCESS

- Prioritize with other critical and non-critical issues
- Keep District informed of progress at least every other day

DISTRICT

- Provide timely responses to questions

**c. ROUTINE**

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

**Response:**

ACCESS

- Prioritize with other critical, non-critical, and routine issues
- Keep District informed of progress at least weekly

DISTRICT

- Provide timely response to questions

4. Log requests made by users in the ACCESS Helpdesk if user does not initiate ticket.

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 ACCESS as follows:
  - a. Reporting of non-critical initial problems will be handled through the ACCESS Helpdesk. Critical problems can be reported through a phone call to ACCESS.
  - b. After initial problem report, user will be available for and respond to inquiry regarding problem reported.
  - c. If problem reported is solved by the district staff, staff will notify ACCESS as soon as possible.

- d. Reporting of initial problem to ACCESS will be made to one point of contact, not to multiple individuals, to reduce duplication of effort.
- e. When submitting INFOhio related questions, detailed information helps us respond more quickly. For example:
  - 1. What building were you in when the issue occurred?
  - 2. If you are working in the INFOhio software, on what screen did you encounter the issue? If you see an error message, send a screen shot.
  - 3. If the issue applies to a particular resource, please provide this information.
- 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 ACCESS Helpdesk whenever feasible for the following reasons.
  - a. Allows both users and ACCESS staff to track the status of issues.
  - b. Retains previous questions to which users can refer.
  - c. Provides ACCESS management with an overview of outstanding issues, to make staffing decisions.
  - d. Allows districts and ACCESS to verify that service level agreements are honored.
  - e. Tracks requests in writing to verify work was done in accordance with requirements.
  - f. Ties contact information to the person in case we need to call to talk through the question.
  - g. Helps target professional development needs of users.
- 5. Escalation. 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.

## 7. Quality of Service (QS)

### ACCESS

- 1. Measure customer satisfaction through post-training evaluations.
- 2. Assess the results from surveys and evaluations.
- 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 ACCESS.
- 2. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvements to ACCESS services.
- 3. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.).

## 8. Service Level Metrics

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Timeframe/ Availability	<u>Applications – 98% Uptime</u> 7-3:30pm Availability  <u>Service window</u> Anytime outside normal availability hours  <u>Maintenance Notification Lead Time</u> Emergency – ASAP Routine – 3 days  <u>Support Hours of Operation:</u> Regular business hours: M-F, 8am – 3:30pm After hours: Best effort	Hours down divided by hours possible	Monthly	Manual Data Collection
Software management	100% of major releases installed on time.	Number of major releases installed on time/number of major releases	Monthly	System manager maintains log of actual release date vs. deadline for release for all major software releases.
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	Monthly	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 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	Monthly	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 4 hours/total # of requests	Monthly	Tracking within ACCESS Helpdesk.
	90% Critical requests resolved within 8 business hours of acknowledgement	Critical requests closed with solution within 8 bus. hours of acknowledgement /total # of requests		
Documentation	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 satisfaction question / total number of respondents to overall satisfaction 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. This can be implemented via ACCESS Helpdesk so that data are collected by ACCESS and aggregated by state
Communication	Districts notified of release of new versions within two hours of release.	Number of release notifications sent within two hours of release/ Total number of release notifications	Annual	Log of release notifications sent vs. those sent within two hours of release



Quality of service	80% customer satisfaction with quality of service	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 annual survey that asks "How satisfied were you with the overall quality of service for this software application?" Include responses to this question from all users who complete annual survey. This can be implemented via ACCESS Helpdesk so that data are collected by ACCESS and aggregated by state.
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