



Revised 08/09/2019

## **STUDENT 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 student support services provided by ACCESS necessary to support and sustain the Student Information 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 software support categories as it applies to Student Services:

- Software and Hardware Management;
- Data management;
- Training and technical assistance;
- Problem resolution;
- Documentation;
- Communication; • Quality of service; and
- Service Level Metrics.

### **Assumptions/Responsibilities**

The district and 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

- Student Information System Applications

##### ACCESS

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 System Application 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 System Applications to ACCESS.
6. Participate in opportunities (e.g., surveys, demonstrations, user group meetings) facilitated by ACCESS to evaluate software functionality and explore new or innovative usage of Student Information System Applications.
7. Work with ACCESS to follow procedures for successful implementation of the Student Information System Applications.

## **2. Data management**

#### ACCESS

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

#### School District

1. Upon detection, immediately notify the appropriate ACCESS 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 report card set up information
4. Maintain appropriate security policies for protection of data.
5. Follow documentation, guidelines, manuals and checklists to insure that established processes are completed.

## **3. User training and technical assistance**

#### ACCESS

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. ACCESS may provide individual training sessions for a single district during software conversions, or when ACCESS staff identifies a critical need in a particular district, as approved by the Executive Director.

#### School District

1. Newly assigned employees will attend appropriate district and/or ACCESS training.

2. Alert ACCESS 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 ACCESS districts, requiring ACCESS 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.

#### 4. Problem resolution

##### ACCESS

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 support contracts with third parties.
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 least hourly, 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. 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 ACCESS Helpdesk 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 ACCESS as follows:
  - Reporting of initial problems will be handled through the ACCESS Helpdesk.
  - 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 ACCESS as soon as possible.
  - Reporting of initial problem to ACCESS 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, Chrome or Safari)?
      - g. What operating system and version are you using (e.g. Windows or Mac IOS)?
3. Please use the ACCESS Helpdesk whenever feasible for the following reasons.
  - Allows both users and ACCESS staff to track the status of issues.
  - Retains previous questions to which users can refer.
  - Provides ACCESS management with an overview of outstanding issues, to make staffing decisions.
  - Allows districts and ACCESS 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.
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.

## 5. Documentation

### ACCESS

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 ACCESS.
2. Check the ACCESS web site to make sure the latest versions of documentation are being used.
3. Inform ACCESS regarding accuracy, usability, relevance, and availability of and future needs for documentation in a timely fashion.

## 6. Communication

### ACCESS

1. Notify district of necessary hardware and software specification needed to run Student Information System Applications.
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 may 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 ACCESS 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 ACCESS can address it. (Timely notification helps us proactively prioritize work and resolve issues.)
2. Inform ACCESS 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 ACCESS 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.

## 7. Quality of Service

### ACCESS

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 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.).

## Service Level Metrics/Formula

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Timeframe/ Availability	<u>Applications – 98% Uptime</u> 24x7 availability  <u>Service window</u> Weekdays, 9pm – 6am Weekends, 10am – 3pm  <u>Maintenance Notification Lead Time</u> Emergency – ASAP Routine – 3 business days  <u>Support Hours of Operation:</u> Regular business hours: M-F, 8:30am – 4pm After hours: Best effort	Hours down divided by hours possible	Monthly	Manual Data Collection
Software Management	100% of major releases installed 20 business days from the date of the release.	Number of major releases installed by deadline/ number of major releases	Monthly	Manual Data Collection
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 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	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 business hours/total # of requests	Monthly	Tracking within ACCESS Helpdesk, e-mail.
	90% of all "Critical" requests resolved within 8 business hours of acknowledgement	Critical requests closed with solution within 8 business hours of acknowledgement/total # of requests		
ACCESS 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	Monthly	Manual Data Collection



Quality of service	80% customer satisfaction with quality of student 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 Support?" Include responses to this question from all users who complete annual survey
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