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## EMIS 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 EMIS software support services provided by ACCESS necessary to support and sustain the Education Management Information System (EMIS) software and related reporting requirements for districts. 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 EMIS:

- Software 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 management

##### Programs Covered

- EMIS
- EMISWeb
- EMIS Reports (web and mainframe)
- Student Information Application EMIS screens (various)

##### 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 enhancement requests to the Ohio Department of Education and/or the State Software Development Team that maintains the EMIS software, whichever is most appropriate for the specific enhancement request.

#### School District

1. Assign a staff person as an EMIS coordinator that has the requisite ability and authority to coordinate the collection and reporting of required data through EMIS.
2. Implement new features associated with updated versions of EMIS software.
3. Ensure that user's workstation environment is appropriately configured for software usage (i.e. minimum browser requirements, operating systems, technical specs, etc.).
4. Where applicable, ensure that appropriate licenses are issued and maintained for all users.
5. Ensure that appropriate authorizations are in place for access to software.
6. Suggest enhancement requests for EMIS to ACCESS, which would then be shared with the Ohio Department of Education.
7. Participate in opportunities (e.g., surveys, demonstrations, user group meetings) facilitated by ACCESS to evaluate software functionality and explore new or innovative usage of EMIS.
8. Work with ACCESS to follow procedures for successful EMIS reporting.

## **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. (e.g. from Student Information system or USPS to the Alpha, or submission of data to ODE.)

#### School District

1. District staff is most knowledgeable about the programs, staff and students at their district. It is the responsibility of the school district to make sure that data are accurate and complete to the best of their knowledge; and that the data reflect what is occurring at their district.
2. District staff is responsible for generating and reviewing aggregation reports and making sure that any fatal errors are corrected, so that required data will be submitted to ODE.
3. Contact ACCESS with any questions about errors on aggregation or validation reports.
4. Upon detection, immediately notify the appropriate ACCESS contact person as to specific data retrieval needs.
5. Be responsible for rebuilding any lost data after restoration.
6. Meet all published timelines: including but not limited to completing the ACCESS data submission form, data submission according to the ODE EMIS processing schedule, and completing tasks on the ACCESS-created EMIS checklists. Timelines are put in place to assist ACCESS in managing staff resources in a cost-effective manner.
7. Maintain appropriate security policies for protection of data.
8. Follow documentation, guidelines, manuals and checklists to insure that established processes are completed within timelines on the ODE-developed EMIS processing schedule.

## **3. Training and technical assistance**

#### ACCESS

1. Provide all EMIS training in a timely and adequate fashion, developed with user input on topics districts identify as relevant.
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 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. New users will have new user accounts in place and tested for accessibility prior to attending the first hands-on training session or open lab held at ACCESS.
3. Alert ACCESS to ongoing training needs.
4. Complete evaluation forms to provide immediate feedback and to improve future training sessions.
5. District leadership will assign appropriate staff to attend training sessions and to open lab times to obtain assistance in addressing open EMIS questions. "Appropriate staff" is defined as staff with basic computer skills and expertise in EMIS reporting requirements.

**4. 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 the State Software Development Team.
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 required

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 software 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 system. 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 through the ACCESS Help Desk system (to be viewed by in-house team) or to one point of contact via phone, not to multiple individuals at ACCESS, to reduce duplication of effort.
  - e. When submitting EMIS related questions, detailed information helps us respond more quickly. For example:
    1. To which EMIS data element/ record does the question pertain?
    2. What building were you in when the issue occurred?
    3. If you are working in the EMIS software, on what screen did you encounter the issue (breadcrumb trail)? If you see an error message, send a screen shot.
    4. If the issue applies to a particular staff person/teacher/class/student, 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 system 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.

## 5. Documentation

ACCESS

1. Provide documentation for EMIS based upon user needs.
2. Types of documentation can include release notes, ODE communications, frequently asked questions, checklists, system requirements.

3. Content can include best practices, supplements to SSDT or ODE documentation, and step by step reporting 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 and ODE web sites 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. Maintain email distribution lists of EMIS coordinators for ACCESS districts (MAIL\_EMIS)
2. Communicate EMIS information provided by the Ohio Department of Education EMIS staff, to end-users as directed by ODE.
3. Utilize ACCESS helpdesk application to communicate EMIS issues and questions to the Ohio Department of Education on behalf of districts.
4. Subscribe and participate in EMIS Forum, EMIS listservs, and any EMIS training provided by the Ohio Department of Education.
5. Hold a minimum of three EMIS training sessions (e.g. October, February, and Yearend).
6. Provide information to districts on annual EMIS changes, and any changes to state-developed EMIS software, or changes in processes and/or procedures for reporting EMIS data.
7. Notify district of necessary hardware and software specification needed to run EMIS software.
8. Notify districts of release of new versions or patches after appropriate pre-release site testing.
9. Communicate based upon user needs.
  - Methods 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 district staff, 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 disabled 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 periodic 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/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, 10pm – 5am Weekends, 5am – 8am  <u>Maintenance Notification Lead Time</u> Emergency – ASAP Routine – 1 week  <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 10 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.  Submit data to ODE by specified timeframes, 100% of the time.	Number of <i>successful</i> nightly backups/ number of work days  Number of submissions before the weekly deadline/ number of submissions	Monthly	System manager maintains a log of successful backups by date. Log maintained of backup tapes to offsite storage.  EMIS staff maintain a log of EMIS data submissions to ODE.
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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	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  90% Critical requests resolved within 8 business hours of acknowledgement	Requests acknowledged within 4 hours/total # of requests  Critical requests closed with solution within 8 bus. hours of Acknowledgement/total # of requests	Monthly	Tracking within Helpdesk Application, e-mail.

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 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 notifications sent within one day/Number of notifications sent	Monthly	Manual Data Collection
Quality of service	80% customer satisfaction with quality of EMIS 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