



# Service Level Description

BOCES Support and Coordination

## APPR MANAGEMENT SYSTEMS

### OVERVIEW

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This document represents a Service Level Description (SLD) between subscribing Local Educational Agencies (LEA) as the subscriber, and the Northeastern Regional Information Center (NERIC) as the provider, for the provision of the **APPR Management Systems** service. The document outlines the parameters of the service, as it is mutually understood.

### SERVICE DESCRIPTION

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**eDoctrina®** is a Web-based suite of teaching and administrator tools designed to streamline the Annual Professional Performance Review (APPR) process. Included in this software package are modules that build, track and store online and paper assessments; prioritize state standards; provide templates for creating student learning objectives (SLOs), curriculum maps and lesson plans; streamline the teacher/principal evaluation process and manage school/district specific, measurable, achievable, realistic and timely (SMART) and individual student goals all within a user-friendly environment.

**Educational Vistas (StaffTrac™)** is a comprehensive and customizable cloud-based software application that provides an integrated platform for APPR management. Through StaffTrac™ administrators can schedule and manage teacher/principal evaluations and student learning objective (SLO) development. The software allows for customization of district forms, offers easy access to approved rubrics, and automatically calculates composite and SLO scores. Additionally, the software easily links to student information and New York state or local assessment data systems and manages professional learning/improvement plans.

#### Billing Code

CoSer: 604-7710

Service Codes: 604.660/661

#### Pricing

Pricing for **APPR Management Systems** service is based on NERIC's 2016-2017 service costs and is subject to adjustment based on additions or removals.

### GOALS & OBJECTIVES

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The goal of this document is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the subscribers of this service. The objective of this Service Level Description is to clearly articulate the roles and responsibilities of the NERIC as a service provider and the LEA as a service subscriber.



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## CONTACT INFORMATION

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Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or [lisa.ruud@neric.org](mailto:lisa.ruud@neric.org)

## SERVICE DETAILS

### SERVICE SCOPE

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The Instructional team with eLearning Services intends to ensure that proper elements and commitments are in place to provide consistent service support and delivery to the customer. Training and support services provided by NERIC's instructional team include:

- Purchase of software licensing and any vendor set-up fees.
  - Coordination of software implementation.
  - Initial and follow-up training for district end-users.
  - Continued support via site visitation, online, and phone.
  - Liaison between district and vendor.
  - Facilitator of user and focus group meetings.
  - Coordination of service renewal.
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Subscribers to this service can purchase user licenses for supported APPR management systems. Through the ongoing base fee, NERIC staff provides local software support to teachers and administrators.

In a subscriber's first year in the service, NERIC staff delivers formal training on the system to new users. Training includes an initial orientation to the software, guidance on software set-up, and guided instruction, coaching and practice of system features. Where appropriate, professional development may be presented in collaboration with the Instructional Resources staff.

### SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

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Service provider project management including:

- Provide district with service level agreement, pricing for vendor licensing, NERIC support, coordination and training.
  - Purchase of software licenses and vendor set up.
  - Software implementation and planning services – liaison with vendor for software set-up, on-site pre-service meeting to plan software implementation and training.
  - Initial training for all end-user and administrative staff – includes either 1/2, full, or multiple day on-site training as needed determined by scope and size of district implementation.
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- Ongoing support and coordination – includes phone, email, online technical assistance, troubleshooting, support of back-end systems.
  - Onsite or online refresher and new user training as needed.
  - Provide software updates to appointed district liaison.
  - Facilitate and host local user group/focus meetings with or without software vendor.
  - Liaison with local BOCES for additional support.
  - Coordination of Data Warehouse and Student Management Services for upload and maintenance of district data to vendor (*where applicable*).
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## Subscriber responsibilities:

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- District will designate central contact person for correspondence and communication with NERIC.
  - District will designate a main point of contact from each building receiving services to establish mutually agreed upon training date(s) and ensure attendance of appropriate staff at all trainings.
  - District will designate a local technical support person to work directly with NERIC service provider(s).
  - District will communicate technical issues pertaining to the software directly to the designated service provider(s) from NERIC.
  - District will be responsible for all conductivity and that workstations meet the minimum requirements to operate software applications.
  - District will authorize designated NERIC service provider(s) to have administrative access to the software application.
  - District will supply the vendor with any necessary templates, required forms, and/or staff data to facilitate set-up of application.
  - As part of the renewal process, the district is responsible for communicating licensing requirements to the designated NERIC service provider(s) in order to receive an accurate commitment and continuation of service. Written authorization from the district to the NERIC service provider(s) is required in order to obtain additional licenses prior to renewal.
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## SERVICE MANAGEMENT

### SERVICE ONBOARDING

- Implementation meeting with subscriber designees to determine software licensing and training needs assessment.
- Initial training for all end-user staff – includes either 1/2, full, or multiple day on-site training as needed determined by scope and size of district implementation.
- Training support throughout the school year for new staff, follow up training of additional components within software, refresher training either onsite, online, or video/phone conference.
- Back-end administrative tasks training either onsite, online, or video/phone conference.
- Unless alternative arrangements are made – districts will be billed for any travel expenses for on-site training beyond 120 miles of the Albany office location.

### SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **APPR Management Systems** service is to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- Support, Monday through Friday (except school holidays), 8 a.m. - 4 p.m. via telephone (518) 862-5322 and/or email, [sara.gavens@neric.org](mailto:sara.gavens@neric.org). This does not include after-hours, weekend and/or holiday support however, the NERIC will make a best effort in providing support for board meetings and/or other scheduled special events, as requested and applicable.
- Subscriber will provide sufficient notice of planned technology initiatives to ensure timely completion. In cases where sufficient notice is not provided by the subscriber, reprioritization of incidents/service requests may result in delayed service delivery times.
  - In instances where the NERIC is unable to meet *subscriber requested service delivery dates*, subscribers may have the option to purchase additional resources. Additional service charges may apply.
- Non-standard services may require project planning, with the appropriate NERIC service provider, to determine project costs and delivery dates.

### SERVICE REQUEST PROCEDURES

#### Incidents and Service Requests

The process for all subscriber incidents and service requests begin with a ticket submitted through the ServiceNow self-service portal, <https://bocescr.service-now.com/> or by phone at (518) 862-5400 or (800) 205-0735.

- **Incidents** - Application(s)/technology inquiries that require troubleshooting/response.
- **Service Request** - A new technology initiative where subscriber and service provider must determine the scope of work and service to be delivered.



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## INCIDENT RESOLUTION TIMES

It is the expectation that NERIC, as the service provider, will respond to customer service requests within four hours (during scheduled business hours each weekday from 7 a.m. to 5 p.m.) of receiving the request. This does not mean that the ticket will be resolved in that time period, but the customer will receive a response that the NERIC is aware of the request and will facilitate a solution in a timely manner, allowing for triaging of incidents.

The Incident Resolution Schedule (below) shows the incident priority, target assignment, target status update and target resolution time for a subscriber's documented incidents. Each incident is defined as:

**Priority** - The NERIC Contact Center assigns a priority to every incident or service request that is initiated. The **NERIC Prioritization Model** is used to ensure a consistent approach in defining the sequence in which an item needs to be resolved and to assign appropriate resources.

Under the **NERIC Prioritization Model**, priority assigned to a ticket depends upon:

1. Impact on the business: Size, scope and complexity of the incident
2. Urgency to the business: Time within which resolution is required
3. Resource availability (NERIC, district, vendor)
4. Expected effort in resolving or completing a task (NERIC, vendor, contractor)

**Target Assignment Time** - the total time from ticket creation to the time that the ticket is assigned to a technical resource responsible for resolving the incident.

**Target Status Update Time** - the time interval that the Service Desk has to update the ticket status for the customer who reported the incident.

**Target Resolution Time** - the total time from ticket creation to incident resolution and restoration of service to the user. Service may be restored either by a workaround or by a permanent solution. NERIC strives to resolve ninety percent of incidents within the timeframe specified for each priority. Resolution times are measured in business hours unless otherwise specified and include:

| Priority | Target Assignment Time | Target Status Update Time                      | Target Resolution Time |
|----------|------------------------|--|------------------------|
| Critical | 10 Minutes             | Every 60 minutes or as agreed upon by customer | 4 hours                |
| High     | 1 Hour                 | Every 2 hours or as agreed upon by customer    | 8 hours                |
| Moderate | 4 Hours                | Upon request                                   | 28 hours               |
| Low      | 16 Hours               | Upon request                                   | 32 hours               |



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## ESCALATION PROCEDURES

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Begin the escalation process when:

- You have not received a response to incident or service request within four hours or as defined in the Incident Resolution Schedule above.
  - The response you received to your incident or service request is unsatisfactory.
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The escalation process begins by calling the contact listed in Escalation Step 1 (below).

If after completing Escalation Step 1, you do not receive a response within the specified Target Resolution Time above, proceed to the next Escalation Step.

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## ESCALATION CONTACT LIST

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**For districts in the greater Albany area:**

Escalation Step 1: *(point of contact, TBD)*

Escalation Step 2: Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or [lisa.ruud@neric.org](mailto:lisa.ruud@neric.org)

Escalation Step 3: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499 or [michael.sylofski@neric.org](mailto:michael.sylofski@neric.org)

Escalation Step 4: David Versocki, NERIC deputy director, (518) 862-5303 or [david.versocki@neric.org](mailto:david.versocki@neric.org)

Escalation Step 5: Dale Breault, NERIC director, (518) 862-5424 or [dale.breault@neric.org](mailto:dale.breault@neric.org)

**For districts located in Northern NY:**

Escalation Step 1: *(point of contact, TBD)*

Escalation Step 2: Shannon Pitcher-Boyea, supervising training specialist, [shannon.pitcherboyea@neric.org](mailto:shannon.pitcherboyea@neric.org)

Escalation Step 3: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499 or [michael.sylofski@neric.org](mailto:michael.sylofski@neric.org)

Escalation Step 4: Roxanne Pombrio, NERIC assistant director, (518) 862-5427 or [roxanne.pombrio@neric.org](mailto:roxanne.pombrio@neric.org)

Escalation Step 5: Dale Breault, NERIC director, (518) 862-5424 or [dale.breault@neric.org](mailto:dale.breault@neric.org)





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## MAINTENANCE SCHEDULE(S)

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Subscriber will receive a minimum five-day notice prior to scheduled updates.

## DATA CONFIDENTIALITY ASSURANCES

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Service Provider Responsibility:

Please be advised that subscribing to this NERIC service authorizes NERIC to access student PII or confidential teacher or principal data (hereinafter referred to as “confidential data”).

NERIC does not sell or release confidential data for any commercial purposes. Access to confidential data is restricted to approved and authorized staff only, and access to servers containing confidential data is controlled through the use of a firewall, secure networks and user directory service permissions.

In addition, NERIC will ensure that all subcontractors or other third party vendors will sign appropriate non-disclosure agreement and/or confidentiality agreements.

After a contract is terminated, NERIC will destroy all copies of relevant databases and related internal backups will be destroyed within thirty days. Any physical data will be stored for the time period required by law, and then destroyed.

Any breach of the NERIC’s confidential data that compromises the security, confidentiality or integrity of confidential data will be promptly reported by the NERIC to the superintendent of the school subscribing to the service, to the BOCES Information Security Officer, to the BOCES District Superintendent and to the New York State agencies as required by Education Law section 2-d; State Technology Law, section 208; and Labor Law section 203-d.

## PERIODIC REVIEW

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Provider and subscriber will review the Service Level Description bi-annually (or as required) concurrently with the acceptance of the annual BOCES Final Service Request (FSR)/Annual Service Contract (AS-7).

- This document is governed by the operating procedures and policies as outlined in the NYSED BOCES Administrative Handbook.
- Customers may request a review of the service level description at any time by contacting their service level manager and/or Technical Account Manager (if applicable).
- The Service Level Description will require a review under any of the following conditions:
  - a significant and/or sustained change to the delivery of services.
  - a significant change or departure from the agreed upon Service Level Description and/or comprehensive technology inventory.



# Service Level Description

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This document is valid from the effective date outlined herein and is valid until further notice.

EFFECTIVE DATE: \_\_\_\_\_

PREVIOUS REVIEW DATE: \_\_\_\_\_

NEXT REVIEW DATE: \_\_\_\_\_

SUBSCRIBER ACKNOWLEDGMENT (SIGNATURE): \_\_\_\_\_

PROVIDER ACKNOWLEDGMENT (SIGNATURE): \_\_\_\_\_