



Service Level Description

BOCES Support and Coordination

CAFETERIA SOLUTIONS

OVERVIEW

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 **Cafeteria Solutions**. This includes the **Cafeteria Systems** service and **NUTRIKIDS® POS Vending Solutions**. The document outlines the parameters of the services as they are mutually understood.

SERVICE DESCRIPTION

NERIC's Cafeteria Systems service is a Windows-based, point-of-sale food service accountability program that allows districts to have local access to their data for viewing and updating. The service provides for initial implementation, training and support, as well as annual maintenance.

NERIC NutriKids® coordinators provide school districts with implementation project management, technical assistance, training and support for their NutriKids® Cafeteria Management and Point of Sale Systems. NUTRIKIDS® is used in over 8,000 school districts in 50 states across the U.S.

The system helps students move through the lunch line quickly and efficiently. This software is intuitive and automates the process without overcomplicating it. Touch-screen terminals simplify the cashier station. Cash sales, student charges, prepayments, negative charges and adult meals are all easily processed in seconds, giving students more time to enjoy the nutritious meals served at school. Daily and monthly reporting and year-end processing have never been easier.

A free and reduced-price lunch application processing module is also available. Free and reduced information exports from NUTRIKIDS® can be automatically generated and loaded into the Data Warehouse, reducing data entry time and data redundancy at the district level. Also available is an integrated online payment option, MyschoolBucks.com. This allows parents and guardians to make online payments, see what their students have purchased in the last 30 days, check student balances and receive low balance emails.

Billing Code

Cafeteria Systems Service:

CoSer: 604-7710

Service Codes: 604.540

Pricing

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



Service Level Description

BOCES Support and Coordination

SERVICE DESCRIPTION (CON'T.)

NUTRIKIDS® POS Vending Solutions give your district another way to serve reimbursable breakfast/lunch meals. Vending machines can be placed where they are needed most. Whether it is in a traditional cafeteria to ease serving line congestion, or in locations (e.g., satellite schools) where traditional cafeterias are not able to be placed.

Service features include:

- Initial implementation
- Training and support
- Annual maintenance
- Limited two-year warranty

Billing Code

NUTRIKIDS® POS Vending Solutions:

CoSer: 604-7710

Service Codes: 604.541

Pricing

Pricing for the NUTRIKIDS® POS Vending Solutions is based on NERIC's 2016-2017 service costs and is subject to adjustment based on additions or removals.

GOALS & OBJECTIVES

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 the **Cafeteria Services**. 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.



Service Level Description

BOCES *Support and Coordination*

CONTACT INFORMATION

Jeffrey Luks, managing program coordinator II, Student Services, (518) 862-5381 or jeffrey.luks@neric.org



Service Level Description

BOCES Support and Coordination

SERVICE DETAILS

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC Responsibilities	LEA Responsibilities
Global Administrator	<ul style="list-style-type: none"> NERIC will provide training and guidance to the LEA and Global Administrator 	<ul style="list-style-type: none"> LEA will ensure a key staff member is identified as a single point of contact for both LEA internal staff as well as the Nutrikids support team LEA will provide first level of SMS support within the district
Servers, POS, Workstations and Hardware	<ul style="list-style-type: none"> NERIC will provide specifications for workstations and servers needed for proper installation and functioning of Nutrikids NERIC will work with LEA to ensure POS Station and related hardware is set up appropriately 	<ul style="list-style-type: none"> LEA will ensure workstations and servers meet the required specifications and all necessary operating system and software updates are applied LEA will ensure proper backup protocols in place LEA will ensure hardware is set up and operational taking into account network and district procedures
Software Updates	<ul style="list-style-type: none"> NERIC will act as liaison with Vendor and LEA to ensure necessary software updates are in place 	<ul style="list-style-type: none"> LEA will ensure software updates are applied to both servers and workstations in a timely manner LEA will coordinate and communicate to staff any scheduled downtime LEA is responsible for reviewing updates and communicating to district users
NYS & Federal Reporting Compliant	<ul style="list-style-type: none"> NERIC will act as liaison with Vendor to ensure Nutrikids is NYS and Federal compliant including, but not limited to, Direct Certification 	<ul style="list-style-type: none"> LEA will maintain data in Nutrikids to ensure compliancy with NYS and Federal requirements LEA will work directly with NYS Child Nutrition to remain knowledgeable and in compliance with NYS and Federal requirements
Support and Training	<ul style="list-style-type: none"> NERIC will provide best practices, support and on-going training to LEA Point of Contact, Managers and Cashiers in all aspects needed for the use of Nutrikids-related software application(s) and equipment NERIC will provide best practices to LEA network staff in cases such as troubleshooting for 	<ul style="list-style-type: none"> LEA's will identify staff and ensure attendance at trainings LEA will arrange for necessary training rooms and equipment LEA will designate a central contact person to receive and disseminate all correspondence and communications relating to training offerings



Service Level Description

BOCES Support and Coordination

	<p>equipment or software malfunctions, workstation setup</p>	<ul style="list-style-type: none"> LEA will ensure Nutrikids Point of Contact adheres to the NERIC designated support protocols
<p>End of Year Procedures</p>	<ul style="list-style-type: none"> NERIC will provide guidance and support to ensure end of year procedures are performed 	<ul style="list-style-type: none"> LEA will provide Point of Contact to work with NERIC to ensure end of year procedures are performed LEA will ensure NERIC has access to staff and necessary district resources for end of year procedures
<p>DataFlow Setup and Maintenance</p>	<ul style="list-style-type: none"> NERIC will ensure automated Nutrikids exports are set up for NERIC Dataflow purposes NERIC will work with the LEA to troubleshoot issues 	<ul style="list-style-type: none"> LEA will provide resources needed to ensure proper setup and automation of exports needed for NERIC Dataflow purposes
<p>Online Prepayment System (MySchoolBucks)</p>	<ul style="list-style-type: none"> NERIC will provide LEA with contact information for online prepayment software 	<ul style="list-style-type: none"> LEA will maintain a contract with online prepayment vendor LEA will assign a Point of Contact to act as first line of support to work with the Vendor
<p>Data Integration</p>	<ul style="list-style-type: none"> Will work with other NERIC teams and LEA to create and schedule data integrations with student management system and other 3rd party applications 	<ul style="list-style-type: none"> LEA assigns a Point of Contact to work with the NERIC staff and vendor LEA will request and submit written authorization for data sharing to occur with ample notice for integration LEA will provide vendor templates, specs and guidelines for the data needed LEA will maintain on-going maintenance and support with third-party vendors as required by annual renewal agreements It is the LEA's responsibility to learn and operate the 3rd party software.



Service Level Description

BOCES Support and Coordination

SERVICE MANAGEMENT

SERVICE ONBOARDING

District First-Time Purchase of Nutrikids System

- NERIC works with LEA to conduct a needs assessment to determine LEA's hardware and software needs.
- NERIC provides an official quote to LEA.
- LEA signs and returns official quote to NERIC.
- NERIC generates PO to vendor(s).
- NERIC works with the LEA to complete the DIP (District Implementation Plan). This provides information on LEA food service policies, pricing, menu items, food service personnel, buildings and serving line information, IT and server information as well as implementation timelines. Information is provided to Vendor(s).
- LEA confirms hardware is received and set up with appropriate network procedures.
- Vendor constructs database with information provided from LEA.
- NERIC works as liaison with Vendor and LEA to deploy database onto SQL server.
- Dates are established for trainings and deployment of varying aspects of project such as, but not limited to, free and reduced module, MySchoolBucks, data warehouse tools, district data updates, serving line openings.
- LEA and NERIC agree upon date(s) to "go live" and ensure transition from existing process transfers into Nutrikids software.
- "Go-Live" occurs with both LEA and NERIC in-person support.
- On-going monitoring of process and periodic status meetings continue.
- NERIC notifies vendor of successful implementation.

District Moving from Vendor-Supported to NERIC-Supported Nutrikids

- NERIC works with LEA to conduct a needs assessment to review LEA's current food service setup and to determine LEA's hardware and software needs.
- NERIC works as liaison with Vendor to analyze LEA's current setup to determine if changes are needed.
- NERIC works with Vendor to set up timelines for the transfer of support that includes review of billing processes.
- NERIC provides an official quote to LEA.
- LEA signs and returns official quote to NERIC.
- NERIC generates PO to vendor(s).
- LEA confirms any new hardware is received and set up with appropriate network procedures.
- Dates are established for needed trainings and deployment of varying aspects of project such as, but not limited to, free and reduced module, MySchoolBucks, data warehouse tools, district data updates, additional serving line openings.
- Official transfer to NERIC-supported Nutrikids service occurs.
- On-going monitoring of process and periodic status meetings continue.
- NERIC notifies vendor of successful implementation.



Service Level Description

BOCES Support and Coordination

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Cafeteria Services** is to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- The NERIC is responsible for assuring the delivery of services during core business hours (each weekday from 8 a.m. to 4 p.m.). 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

Kevin Hubbard, NutriKids Coordinator - (315) 386-4504 x10147 or kevin.hubbard@neric.org OR
Stephen Justa, NutriKids Coordinator - (518) 862-6313 or stephen.justa@neric.org

Additionally, a ticket about subscriber incidents and to request service may be submitted through the ServiceNow 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.



Service Level Description

BOCES Support and Coordination

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 8 a.m. to 4 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



Service Level Description

BOCES Support and Coordination

ESCALATION PROCEDURES

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.

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.

ESCALATION CONTACT LIST

Escalation Step 1: Jeffrey Luks, managing program coordinator II, Student Services, (518) 862-5381 or jeffrey.luks@neric.org

Escalation Step 2: NERIC Regional Assistant Director Roxanne Pombrio (518) 862-5427 or roxanne.pombrio@neric.org

Escalation Step 3: NERIC Director Dale Breault (518) 862-5424 or dale.breault@neric.org



Service Level Description

BOCES Support and Coordination

MAINTENANCE SCHEDULE(S)

Not Applicable to this service.

DATA CONFIDENTIALITY ASSURANCES

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

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

BOCES Support and Coordination

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): _____