



Service Level Description

BOCES Support and Coordination

COLLEGE AND CAREER READINESS SERVICES

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 **College and Career Readiness** services. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

NERIC's College and Career Readiness services feature a suite of online college and career information applications often used in district guidance offices. Ongoing support is available to service subscribers. These Web-based products offer such features as students' interest inventories, career profiles, comprehensive college data, financial aid and scholarship information, resume tools and student career portfolios.

The products supported within this service are:

- **Choices** builds personalized plans by comparing, connecting and choosing career and education options.
 - **Career Cruising** comes with an interactive living portfolio, matchmaker assessment tool, multimedia occupational profiles and detailed career information.
 - **Guidance Direct** is a New York state-specific all-in-one online information resource for school counseling professionals, students and parents.
 - **Naviance** gives schools a central location to set goals and priorities for individual students, track their progress and measure student outcomes across their entire student population in order to improve college- and career-readiness. It enhances communications with students and families through built-in messaging and survey tools. The optional eDocs feature allows students to request transcripts and letters of recommendation online, while counselors can send materials to many colleges electronically.
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Billing Code

CoSer: 604-7710

Service Codes: 604.670/671

Pricing

Pricing for **College and Career Readiness Services** is based on NERIC's 2016-2017 service costs and is subject to adjustment based on additions or removals.



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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 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.

CONTACT INFORMATION

Hilary Dee, program coordinator II, (518) 862-5321 or hilary.dee@neric.org



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SERVICE DETAILS

SERVICE SCOPE

The NERIC College and Career Readiness Service will include the following:

- Consultation on available products and add-ons.
 - Execution of product licensing purchase.
 - Assistance with implementation, user account setup and activation.
 - Initial training for district end-users.
 - Coordination of vendor training when purchased.
 - Support for subscribing districts by phone, email or onsite.
 - Communication of product changes or updates.
 - Liaison services between district and vendor.
 - User and focus group opportunities.
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SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

Service Provider (NERIC) responsibilities:

- Consult on product options available from vendor and execute purchase of licensing.
 - Distribute instructions for data import when needed to appropriate school contact.
 - Hold implementation meeting to determine district needs and preferences.
 - Offer initial product training to school counselors and staff members to cover basic functionality as well as product setup and access information.
 - Assist with account creation and training of new users.
 - Coordinate vendor training when purchased.
 - Provide training materials and attend vendor training when needed to offer assistance.
 - Communicate important product changes and updates to users.
 - Host vendor sessions and user group meetings.
 - Serve as liaison between vendor and district.
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LEA/subscribing school district responsibilities:

- Designate central contact person for product correspondence, communications and training coordination.
 - Identify a technical contact for any district setup responsibilities that need to be in place for product utilization.
 - Communicate desired dates and times for any purchased vendor training so Service Provider can secure training appointments.
 - Provide appropriate space and technology tools for training events including speakerphone (if appropriate), projector, and computers for all attendees.
 - Report technical issues directly to Service Provider.
 - Communicate, prior to or during renewal process, in writing any licensing requirement changes or intent to purchase additional products, including add-ons to current products.
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SERVICE MANAGEMENT

SERVICE ONBOARDING

- Facilitate implementation meeting to identify district needs and plan product rollout.
 - Provide technical information needed for districts to utilize product.
 - Conduct initial training for counselors and staff.
 - Coordinate additional training purchased through vendor when purchased.
 - Provide training materials and attend training when requested.
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SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **College and Career Readiness 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 7 a.m. to 5 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

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

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.

ESCALATION CONTACT LIST

Districts in the Greater Albany area:

Escalation Step 1: Hilary Dee, program coordinator I, (518) 862-5321 or hilary.dee@neric.org

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

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

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

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

Districts located in Northern NY:

Escalation Step 1: Hilary Dee, program coordinator I, (518) 862-5321 or hilary.dee@neric.org

Escalation Step 2: Shannon Pitcher-Boyea, supervising training specialist, shannon.pitcherboyea@neric.org

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

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

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



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MAINTENANCE SCHEDULE(S)

Subscriber will receive a minimum five days' notice prior to scheduled updates.

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.



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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): _____