



# Service Level Description

BOCES Support and Coordination

## DATA ADMINISTRATOR INSTITUTE

### 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 Data Administrator Institute. The document outlines the parameters of the service as it is mutually understood.

### SERVICE DESCRIPTION

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NERIC Data Administrator Institute provides a program of training and support well beyond the basic tools, such as Level 0 and the New York State Student Identification System (NYSSIS), for those acting as data administrators (District Data Coordinators).

Participants will have access to specific data presentation models, podcasts and other support materials and resources designed to complement the curriculum and promote district-, building- and classroom-level discussions around data.

NERIC facilitates the sessions that are offered via teleconference. Twelve on-site, full-day sessions (August-June) include a presentation, discussion, hands-on activities and district visits (one per participant).

Coffee and lunch will be provided.

#### Billing Code

CoSer: 604-7710

Service Code: 604.110.050

#### Pricing

Pricing for **Data Administrator Institute** 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

Primary Contact: Mary McGeoch, managing program coordinator I - Data Warehousing, (518) 862-5318 or [mary.mcgeoch@neric.org](mailto:mary.mcgeoch@neric.org)

Secondary Contact: Data Warehouse Team (518) 862-5409 or email [dwhelp@neric.org](mailto:dwhelp@neric.org)

Tertiary Contact: Jeffrey Luks, Managing Program Coordinator II - Student Services, (518) 862-5381 or [jeffrey.luks@neric.org](mailto:jeffrey.luks@neric.org)

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## 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 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.

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## 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): \_\_\_\_\_