



Service Level Description

BOCES Support and Coordination

DATA WAREHOUSE

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 **Data Warehouse** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

Using the eScholar state-standardized Data Warehouse solution, data elements from multiple information systems (including student information systems, special education systems, nutrition systems and human resource systems) are integrated into a single data repository, from which districts have direct access to a comprehensive district profile.

This service provides districts with an accurate and consistent means of importing district data extracted from various information systems. Subscribers of NERIC-supported information systems, which have approved eScholar data extracts, will have an assurance that data is available for import in the standard format as prescribed by the Student Information Repository System (SIRS). Data validation rules are run against district data throughout the submission process to identify potential errors in data reporting and state reports are generated for district review prior to the district's final certification of data accuracy. Some of the domains included at this time are demographic, enrollment, program services, assessments, special education, teacher student data linkage, final grade, credit/GPA, attendance, courses, staff assignment, staff tenure and staff evaluation.

Guidance and interpretation of policy and accountability as it relates to the Student Information Repository System (SIRS), as well as training and support, are also provided.

Billing Code

CoSer: 604-7710

Service Code: 604.110

Pricing

Pricing for **Data Warehouse** 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 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

Mary McGeoch, managing program coordinator I, Data Warehousing, (518) 862-5318 or mary.mcgeoch@neric.org

SERVICE DETAILS

SERVICE SCOPE

This service provides a centralized system to facilitate the reporting of all required NYSED SIRS (Student Information Reporting System) data. Training and end user support is provided for the Web-based data loading application (Level 0). Data submitted to Level 0 is examined for errors and districts are notified if they are found. Error free data is forwarded to NYSED via SIRS.

The service also provides support for loading NYS 3-8 assessments and most Regents scores to the Data Warehouse and offering verification reports. Support for troubleshooting Level 2 Reporting, NYSED accountability reporting, teacher-student linkage reporting, staff evaluation rating reporting and BEDS Day enrollment reporting are provided. A key feature of the service is support for the District Data Coordinator (DDC) as it relates to compliance with, and interpretation of complex, multi-dimensional data collection mandates from NYSED.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

| | NERIC Responsibilities | LEA Responsibilities |
|---------------------------|---|---|
| District Data Coordinator | <ul style="list-style-type: none">Act as liaison to NYSED | <ul style="list-style-type: none">Ensure key LEA staff are identified as a single point of contact (DDC) and a backup for both LEA internal staff, NERIC Data Warehouse staff and New York State Education DepartmentProvide appropriate SEDDAS and other entitlements to district staff |
| Data Loading | <ul style="list-style-type: none">Load NYS assessment results, accommodations and item responses for 3-8 and Regents (except for August Regents and January Physics Regents assessment results) | <ul style="list-style-type: none">Import and upload all other required data |
| Data Accuracy | <ul style="list-style-type: none">Provide error identification reports as well as support for troubleshooting errors. | <ul style="list-style-type: none">Review data reports and correct data at the sourceCoordinate district response to data errors in a timely mannerImport and upload the corrected data |



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| <p>NYS Accountability Reporting</p> | <ul style="list-style-type: none"> • Provide access to NYSED online reports • Interpret NYSED reporting and accountability rules | <ul style="list-style-type: none"> • Review reports and certify/sign-off to NYSED • Maintain familiarity with NYS reporting requirements and accountability |
| <p>Level 2 Verification and PD System Reports</p> | <ul style="list-style-type: none"> • Provide training on accessing reports and assist with questions • Inform LEA of the certification deadlines | <ul style="list-style-type: none"> • Run and verify all Level 2 and PD System Reports • Meet required certification deadlines • Provide appropriate SEDDAS entitlements to district staff |
| <p>TSDL Verifications</p> | <ul style="list-style-type: none"> • Provide clarification of rules governing TSDL reporting | <ul style="list-style-type: none"> • Communicate roles and procedures to district staff • Oversee the entire verification process |
| <p>Staff Data Upload</p> | <ul style="list-style-type: none"> • Provide clarification of rules governing Staff Data reporting | <ul style="list-style-type: none"> • Import and upload Staff files • Work directly with Human Resources vendor support for training and problem solving • Review and verify data in the L2RPTs, TAA & TSRV |
| <p>Training/ Documentation/ Support</p> | <ul style="list-style-type: none"> • Provide trainings on NYS Data Reporting rules, regulations and requirements. These trainings may be in-person, via webinar or video • Organize and provide regular DDC meetings, located regionally (BOCES) • Provide updates via the DW Listserv • Provide webinars, video tutorials and documentation • Create Cheat Sheets to assist in understanding complex topics • Publish Reporting Calendar | <ul style="list-style-type: none"> • Attend all required trainings and DDC meetings • Identify staff to receive training on use of Source Systems • Designate central contact person to receive and disseminate all correspondence and communications relating to training offerings • Ensure proper LEA staff are in attendance at relevant on-site, web-based and/or centralized training sessions |
| <p>NYSSIS ID Near Match Resolution</p> | <ul style="list-style-type: none"> • Troubleshoot and assist with NYSSIS issues LEA is unable to resolve | <ul style="list-style-type: none"> • Resolve NYSSIS near matches to the best of their ability |
| <p>UIAS Reports - False Dropouts, False Transfers, Simultaneous Enrollment, and Disappearing Student</p> | <ul style="list-style-type: none"> • Troubleshoot and assist with NYSSIS issues LEA is unable to resolve | <ul style="list-style-type: none"> • Engage in due diligence to determine the actual status of each student on report • Work within district and with other districts if necessary • Modify Student Information System if necessary |
| <p>Data Confidentiality</p> | <ul style="list-style-type: none"> • Maintain Data Confidentiality | <ul style="list-style-type: none"> • Submit Personally Identifiable Information (PII) only through the secure FTP site • Link to upload PII data to NERIC provided upon request by district |



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SERVICE MANAGEMENT

SERVICE ONBOARDING

Not applicable to this service.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Data Warehouse** service 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

The process for all subscriber incidents and service requests begins by making contact with a member of the Data Warehouse Team (518) 862-5409, or email dwhelp@neric.org

Additionally, a ticket about subscriber incidents and to request service may be 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.

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

Escalation Step 2: Jeffrey Luks, managing program coordinator II, Student Services, (518) 862-5381 or jeffrey.luks@neric.org

Escalation Step 3: Roxanne Pombrio, NERIC assistant director, (518) 862-5427 or roxanne.pombrio@neric.org

Escalation Step 4: Dale Breault, NERIC director, (518) 862-5424 or dale.breault@neric.org



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MAINTENANCE SCHEDULE(S)

It is NERIC's policy to schedule Data Warehouse updates and maintenance during the weekday hours of 5 p.m. - 7 a.m. and on weekends. Subscribers will receive a minimum five-day's notice prior to scheduled updates. There may be occasions, due to the urgency or severity of the update, when this policy will be overridden and updates and/or maintenance will be performed during the hours of 7 a.m. - 5 p.m. on weekdays with less than five days' notice.

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): _____