



Service Level Description

BOCES Support and Coordination

FINANCE MANAGER/nVISION SOFTWARE SUPPORT AND TRAINING

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 **Finance Manager/nVision Software Support and Training**. The document outlines the parameters of all services covered as they are mutually understood.

SERVICE DESCRIPTION

nVision is a completely integrated solution that takes advantage of the latest Microsoft technology and its vast libraries of software tools to allow new features to be deployed more rapidly and efficiently. Built on the MS SQL database, it enables Finance Manager to provide an intelligent platform optimized for data integration, reporting and analysis. nVision is easy to use and utilizes familiar Microsoft Office features, including a personal customizable report writer and dashboard technology.

Billing Code

CoSer: 604-7710

Service Code: 604.180

Pricing

Pricing for **Finance Manager/nVision Software Support and Training** 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.

CONTACT INFORMATION

Marc Iorio, managing program coordinator, Financial Services, (518) 862-5339 or marc.iorio@neric.org



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SERVICE DETAILS

SERVICE SCOPE

The following services are covered by this Service Level Description:

- Coordination, training and consultation to school district personnel regarding financial applications. This includes and is not limited to: conversion planning and implementation, training in all aspects of the package, communication of upgrades, webinar and live trainings for time sensitive training, as well as new user and refresher training.
 - Hosting of at least one annual user group meeting with software vendor to which clients are invited.
 - Analysis of data, as requested, to ascertain methods to streamline financial processing.
 - Assisting clients with awareness of federal, state and local laws regarding school districts.
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SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

The following areas are the responsibility of the Service Provider:

- Training in NERIC labs and at the district.
 - New employee application training.
 - Providing software assistance by phone and remote access.
 - Conducting user group meetings to review fiscal and calendar year-end routines and introduce new application features.
 - Hosting application workshops as determined by NERIC specialists.
 - Applying application software patches to incorporate new features.
 - Applying database upgrades.
 - In the event of district emergencies, providing space at the NERIC (along with PCs and printers) for district personnel to complete essential payroll and AP check runs.
 - Providing technical phone support for district technicians.
 - Conducting efficiency reviews of district procedures to better utilize the financial application.
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DISTRICT RESPONSIBILITIES AND/OR REQUIREMENTS

The following areas are the responsibility of the school district:

- District assumes all responsibility for accuracy and verification of data input into financial system.
 - Awareness of and responsiveness to all applicable federal, state, and local laws pertaining to employment practices, as well as school district administration.
 - Designation of a central contact person (i.e. Business Manager, Treasurer) for all district correspondence and communications for the financial system.
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DISTRICT RESPONSIBILITIES AND/OR REQUIREMENTS (CON'T.)

- Verify all staff workstations meet the minimum requirements to operate their respective financial application.
 - Identify staff from each department and school building to receive training and ensure that staff attend required trainings.
 - Ensure staff are aware of and participate in offered trainings as it pertains to them.
 - Validation of all data throughout the year to ensure accurate quarterly and calendar year end reporting for federal and state purposes.
 - Designation of a security contact, that bears the overall responsibility of creating and maintaining user profiles within the financial application, in addition to adding/editing/removing necessary permissions, resetting/unlocking/changing passwords. Security contact must also implement policies geared to ensure data is accessible both within and outside of the district, and remains confidential and inaccessible to unauthorized users.
 - Provide reasonable accommodation for on-site training.
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SERVICE MANAGEMENT

SERVICE ONBOARDING

The overall goal of service onboarding is to provide a seamless transition from the current financial software to the Finance Manager/nVision platform. In doing this, it will be the joint responsibility of the NERIC and the district to:

- Schedule and administer a planning meeting between NERIC staff and designated district staff to discuss and understand project objectives and responsibilities of each organization for a successful implementation.
- Work collaboratively to collect current financial data and establish a plan for the uploading and/or manual entry and verification of that data.
- Organize training for all relevant personnel based upon needs.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Finance Manager/nVision Software Support and Training** 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 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 if 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 will be determined and quoted when applicable.
- Non-standard services may require project planning, with the appropriate NERIC service provider, to determine project costs and delivery dates.



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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.

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: NERIC Financial Service team member, (518) 862-5387

Escalation Step 2: Marc Iorio, managing program coordinator, Financial Services, (518) 862-5339 or marc.iorio@neric.org

Escalation Step 3: Filicia D'Aversa, NERIC managing program coordinator II, Business Services, (518) 862-5337 or filicia.daversa@neric.org

Escalation Step 4: 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-day 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.

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



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EFFECTIVE DATE: _____

PREVIOUS REVIEW DATE: _____

NEXT REVIEW DATE: _____

SUBSCRIBER ACKNOWLEDGMENT (SIGNATURE): _____

PROVIDER ACKNOWLEDGMENT (SIGNATURE): _____