INTERNET CONTENT FILTERING

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 **Internet Content Filtering** service. This document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

NERIC's **Internet Content Filtering** service helps school districts comply with the Children's Internet Protection Act (CIPA) in an effective, cost-efficient way. The service uses a sophisticated system of rules and categories, geared toward the K-12 environment to help ensure computer users cannot access inappropriate material on the Internet. The service also typically includes separate Internet profiles for teachers and students so the "teacher" or "staff" groups have less stringent blocks.

The philosophy regarding this service involves much more than preventing students from inappropriate Internet content. It is also about providing network management and protecting the integrity of the school network for educational purposes. Each school has a limited amount of bandwidth for Internet traffic. Blocking inappropriate traffic ensures school district networks remain responsive and protected for legitimate use by students and staff.

Billing Code

CoSer: 604-7710

Service Code: 604.195

Pricing

Pricing for **Internet Content Filtering** 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 **Internet Content Filtering**. 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

Stephen Yankowski, managing program coordinator II, (518) 862-5373 or stephen.yankowski@neric.org

SERVICE DETAILS

SERVICE SCOPE

NERIC's Internet Content Filtering service helps school districts comply with the Children's Internet Protection Act (CIPA) in an effective, cost-efficient way. The service uses a sophisticated system of rules and categories, geared toward the K-12 environment to help ensure computer users cannot access inappropriate material on the Internet. The service also typically includes separate Internet profiles for teachers and students so the "teacher" or "staff" groups have less stringent blocks.

The philosophy regarding this service involves much more than preventing students from inappropriate Internet content. It is also about providing network management and protecting the integrity of the school network for educational purposes. Each school has a limited amount of bandwidth for Internet traffic. Blocking inappropriate traffic ensures school district networks remain responsive and protected for legitimate use by students and staff.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

This service is predicated on a mutual understanding that the core competency of the NERIC is server technology and the core competency of the subscriber is instruction. As such, the strategic process of planning for instructional technology must be shared between the subscriber and the NERIC. The standard services listed below are intended to enumerate how the NERIC and the subscriber will work together:

Standard Service	Provider Responsibilities	Subscriber Responsibilities
General Requirements	- Delivery, Installation and Configuration of appropriate hardware and licensing. - Pro-Active System upgrades, patching and maintenance. - Provide SNMP and Real-Time appliance monitoring and alerting. - Providing activity reports at regularly agreed upon intervals, as well user activity discovery as needed. - Timely response to issues and requests. - Review of Filtering reports and timely notification of inappropriate activity. - Provide network design documentation and configuration documentation. - Provide capacity planning and needs analysis on annual basis.	- Provide remote access to district network, if necessary. - Provide technical point of contact for alerting and on-site technical assistance if needed. - Support environmentals that run the networking hardware infrastructure (i.e. HVAC, power, etc.).

Standard Service	Provider Responsibilities	Subscriber Responsibilities
	• Facilitating and coordinating Vendor and Partner participation in support of the services.	
Service Desk Access	• Provide access to Service Desk with phone and email. • Manage and escalate support tickets according to escalation procedures.	• By calling the NERIC Service Desk at 518-862-5400. • E-mailing the NERIC Service Desk at servicedesk@neric.org • Follow NERIC escalation procedures.

SERVICE MANAGEMENT

SERVICE ONBOARDING

The NERIC Network Services technical team will make an on-site review of the existing network design, configuration, and MDF/IDF environmentals and will make recommendations for the Interent Content Filter hardware sizing and recommendation based on the on-site design review and walk-through.

A WAN/LAN network design will be drawn up and provided for review on the recommendation of the content filtering hardware design and the networking needs of the district. Future considerations will also be discussed so proper functionality and design can be achieved without re-engineering of the design and to offer maximum support of the hardware platform and implementation.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Internet Content Filtering** 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 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.

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

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: Stephen Yankowski, managing program coordinator II, (518) 862-5373 or stephen.yankowski@neric.org
Escalation Step 2: David Versocki, NERIC deputy director, (518) 862-5303 or david.versocki@neric.org
Escalation Step 3: Dale Breault, NERIC director, (518) 862-5424 or dale.breault@neric.org

MAINTENANCE SCHEDULE(S)

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

DATA CONFIDENTIALITY ASSURANCES

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.

EFFECTIVE DATE: _____   **PREVIOUS REVIEW DATE:** _____

NEXT REVIEW DATE: _____

SUBSCRIBER ACKNOWLEDGMENT (SIGNATURE): _____

PROVIDER ACKNOWLEDGMENT (SIGNATURE): _____