



Service Level Description

BOCES Support and Coordination

MAKERSPACES SUPPORT AND SHARING

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 **Makerspaces Support and Sharing** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

This service is designed to provide school districts with an opportunity to introduce basic makerspaces in a cost-effective manner through use of shared equipment, other technology resources and curriculum design assistance, allowing for the development of makerspaces and related project-oriented curriculum within the context of a makerspace.

With Initial Makerspaces Presentation and Orientation, NERIC will bring equipment, other technology resources as applicable and E-Learning team consultants on-site to introduce district stakeholders to makerspaces. Schedule subject to availability of equipment and consultants.

Billing Code

CoSer: 512-6360

Service Codes: 512.200/201

Pricing

Pricing for **Makerspaces Support and Sharing** 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

Colin Strange or Hilary Dee Program Coordinators - Instructional Services, (518) 862-5320/5321

colin.strange@neric.org or hilary.dee@neric.org



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SERVICE DETAILS

SERVICE SCOPE

This service provides an introduction to various maker tools and processes. This allows districts to leverage NERIC cooperative purchasing and staff expertise to explore options and activities for enhanced technology curriculums. Additionally, the service provides for integration of project planning, innovation and hands-on idea execution with core curriculum through multi-disciplinary projects developed and coordinated with school district staff.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

The following areas are the responsibility of the Service Provider:

- Negotiate and provide hardware pricing from the vendor.
 - Identification of NERIC's Makerspace Service team contact information.
 - NERIC's Makerspaces Service staff will work with district staff to develop cross-curricular projects integrating core content with STEM concepts through various maker activities.
 - NERIC's Makerspaces Service staff will maintain a working awareness of developments in curricular applications of makerspaces.
 - NERIC will organize periodic sharing opportunities for Makerspace Service subscribers.
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The following areas are the responsibility of the school district:

- Designate staff from each participating school building to receive professional development and ensure those staff members attend planning sessions.
 - Recognize that it is vital for appointed district staff to participate in planning in a cooperative and shared fashion.
 - Complete planning and scheduling at each building level.
 - Work cooperatively with NERIC staff to provide a project outline for each maker activity.
 - Safe guard the well-being of hardware and software provided by NERIC for cooperative projects.
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SERVICE MANAGEMENT

SERVICE ONBOARDING

NERIC **Makerspace Support and Sharing** service staff will meet with designated school district staff to develop an outline of activities within the scope of the service.

Once a scope of service is established and pricing agreed upon, the school district will designate any additional staff needed to support in-school activities with students.

Scheduling will be agreed upon based upon the activities outline.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Makerspaces Support and Sharing** 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.



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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

Districts in the Albany area:

Escalation Step 1: Colin Strainge or Hilary Dee Program Coordinators - Instructional Services (518) 862-5320/5321 colin.strainge@neric.org 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: Shannon Pitcher-Boyea, supervising training specialist, (518) 483-6420 ext. 1063 or shannon.pitcherboyea@neric.org

Escalation Step 2: Mike Sylofski, managing program coordinator II - eLearning Technologies, (518) 862-5499 or michael.sylofski@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)

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): _____