



Service Level Description

BOCES Support and Coordination

MANAGED FIREWALL SERVICE

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 **Managed Firewall** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

Offered by the NERIC WAN team, this service provides a strategy for school districts to effectively safeguard critical information residing on LAN infrastructures. This service enables districts to outsource the responsibilities associated with network security design and implementation, along with the day-to-day operations and maintenance required for an effective security solution.

After analyzing a district's existing WAN/LAN network designs, an effective firewall solution will be recommended and implemented. Ongoing rule changes and management will be provided, along with documentation required for effective security management and tracking.

Firewall log monitoring and management, as well as firewall custom configuration, will be performed to ensure an effective security solution. Network capacity planning, network analysis and network utilization will also be performed with this managed service. Online accessibility for remote network administrators through the management software includes the ability to get real-time network WAN statistics that can be saved and used for documentation of WAN usage and for future capacity planning for Internet access and Web services offered over the NERIC WAN. Through outsourcing of firewall security infrastructure, a school district can effectively reduce network operational costs while increasing the effectiveness of the firewall security operations on the network.

Billing Code

CoSer: 604-7710

Service Codes: 604.330.010

Pricing

Pricing for the Managed Firewall service 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

Stephen Yankowski, managing program coordinator II, Network Services WAN/Server Infrastructure, (518) 862-5373 or stephen.yankowski@neric.org.



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SERVICE DETAILS

SERVICE SCOPE

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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, and that 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	<ul style="list-style-type: none">Analyze LAN/WAN network design, recommend firewall solution.Review firewall logs, manage configurations, provide backup configuration management.Maintain ongoing ruleset changes, review rulesets annually for accuracy.Provide network design and configuration documentation.Provide capacity planning and needs analysis on annual basis.	<ul style="list-style-type: none">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 server infrastructure (i.e. HVAC, power, etc.)
Service Desk Access	<ul style="list-style-type: none">Provide phone, email for centralized Service Desk access.Manage support tickets according to escalation procedures.	<ul style="list-style-type: none">By contacting the NERIC Service Desk at 518-862-5400 or servicedesk@neric.orgFollow NERIC escalation procedures.



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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 environmentalals and will make recommendations for the firewall connectivity and design based on the on-site design review and walk-thru.

A WAN/LAN network design will be drawn up and provided for review on the recommendation of the firewall 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 **Managed Firewall** 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

Escalation Step 1: Stephen Yankowski, managing program coordinator II, Network Services WAN/Server Infrastructure, (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.



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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): _____