



Service Level Description

BOCES Support and Coordination

NETWORK INFRASTRUCTURE MONITORING AND SUPPORT SERVICES

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 **Network Infrastructure Monitoring and Support** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

The **Network Infrastructure Monitoring and Support (NIMS)** service provides support for network infrastructure services including consultation, planning, implementation, oversight and ongoing support for standardized technology in accordance with the NERIC Chapter 793 plan. Each subscriber is provided with a technical team that is involved in the active monitoring of supported network infrastructure equipment as mutually agreed upon as a part of the technology inventory process.

The Network Infrastructure Monitoring Service provides customer-focused information technology resources to support the subscriber's network infrastructure. While the NERIC NIMS service is intended to be flexible, allowing subscribers to develop their own unique educational technology vision goals, NERIC works to standardize on a set of methodologies ensuring consistent and enterprise level delivery of services.

In order to provide cost-effective and efficient delivery of NIMS services, NERIC will make a distinction between standard and non-standard services. During the NIMS onboarding process, NERIC will work with subscriber to define the hardware and software to be included as part of the standard service offering. All hardware and software included under the standard service offering will be listed within the comprehensive technology inventory.

Billing Code

CoSer: 604.002.050

Service Code:

Pricing

Pricing for the **Network Infrastructure Monitoring and Support** 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

This service provides support for **Network Infrastructure Monitoring and Support** service including consultation, planning, implementation, oversight and ongoing support for standardized technology in accordance with the NERIC Chapter 793 plan. Each subscriber is provided with a technical team that is involved in the active monitoring of supported network infrastructure equipment as mutually agreed upon as a part of the technology inventory process.

The **Network Infrastructure Monitoring and Support** service provides customer-focused information technology resources to support the subscriber's network infrastructure. While the NERIC **Network Infrastructure Monitoring and Support** service is intended to be flexible, allowing subscribers to develop their own unique educational technology vision goals, NERIC works to standardize on a set of methodologies ensuring consistent and enterprise level delivery of services.

In order to provide cost-effective and efficient delivery of this service, NERIC will make a distinction between standard and non-standard services. During the onboarding process, NERIC will work with subscriber to define the hardware and software to be included as part of the standard service offering. All hardware and software included under the standard service offering will be listed within the comprehensive technology inventory.

Standard Services:

- 24 x 7 network monitoring
- Internetwork Operating System (iOS) updates as needed or required.
- Cisco TAC access.
- Network design and planning consultation.
- Inventory control and lifecycle management.
- Service Desk access.



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Subscriber requests for non-standard services may be billed by the NERIC at a pre-determined rate.

Non-Standard Services:

- Items or initiatives not identified during the onboarding process
- Additions of new hardware or software to the network technology inventory

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

Network Infrastructure Monitoring and Support service is predicated on a mutual understanding that the core competency of the NERIC is network 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
24x7 Network Monitoring	<ul style="list-style-type: none"> • Provide remote and on-site (as needed) support for network infrastructure, as defined in the mutually agreed upon in the technology inventory. • Identify equipment to monitor. • Configure SNMP alerting. • Install, test, and verify alerting notifications from hardware/software. 	<ul style="list-style-type: none"> • Verify devices to be monitored. • Provide contact information for subscribers to be alerted.
Network Design and Planning Consultation	<ul style="list-style-type: none"> • Review and document current network design and connectivity. • Assist and consult on network design and future direction. • Work with the subscriber in developing policy for a guest network that allows for the use of BYOD/personal devices within the subscriber's network, if the subscriber so chooses. 	<ul style="list-style-type: none"> • Provide a technical point of contact. • Provide buildings and grounds point of contact for MDF and IDF access. • Support for items not identified as a part of the comprehensive technology inventory are not a part of the NERIC NIMS Service and are the responsibility of the subscriber. • Assumes responsibility for any subscriber-provided servers, network attached devices (i.e. printers, phones, etc.) and end-user computing devices.
Internetwork Operating System (iOS) updates as needed or required	<ul style="list-style-type: none"> • Review and document existing iOS software versions and configurations. • Recommend iOS versions and upgrades if required or desired for functionality enhancements. 	<ul style="list-style-type: none"> • Identify networking needs to determine specific recommended iOS software versions. • Test functionality of desired changes.



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Standard Service	Provider Responsibilities	Subscriber Responsibilities
Inventory Control and Lifecycle Management	<ul style="list-style-type: none"> Maintain network inventory. Provide annual network infrastructure report and replacement recommendations on provider maintained hardware. Engage third-party vendor for hardware lifecycle replacement not under maintenance agreement. 	<ul style="list-style-type: none"> Acknowledge there will be a cooperative review process of all network equipment and the replacement lifecycle.
Cisco TAC access for troubleshooting on devices under maintenance	<ul style="list-style-type: none"> Arrange support for subscriber with third-party vendors for NERIC-supported services. Create and document Cisco TAC cases for network related issues. Troubleshoot and resolve network issues with Cisco TAC recommendations. 	<ul style="list-style-type: none"> Purchase hardware maintenance allowing provider access to Cisco TAC support on maintained devices.

General Requirements	<ul style="list-style-type: none"> Analyze LAN/WAN network design to assist in IP network connectivity and IP design scheme. Provide monthly statistical logs and alerts for connectivity reaching beyond the 80% capacity for subscribed Internet Access bandwidth. Provide SNMP alerting for WAN/LAN edge networking hardware. Provide network design documentation 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 networking hardware infrastructure (i.e. HVAC, power, etc.)
Service Desk Access	<ul style="list-style-type: none"> Provide access to centralized Service Desk with phone, email. Manage and escalate support tickets according to escalation procedures. 	<ul style="list-style-type: none"> By calling the NERIC Service Desk at (518) 862-5400. E-mailing the NERIC Service Desk at servicedesk@neric.org Follow 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 environmentals and will make recommendations for networking improvements and environmental areas of concern.

A WAN/LAN network design will be drawn up and provided for review on the design/connectivity of the WAN networking design and the LAN networking needs of the district. Future considerations will also be discussed so proper connectivity and functionality can be achieved and to offer maximum support of the hardware platform and implementation.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of **Network Infrastructure Monitoring and Support** 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): _____