



# Service Level Description

BOCES Support and Coordination

## ONLINE AND BLENDED LEARNING

### OVERVIEW

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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 **Online and Blended Learning** service. The document outlines the parameters of the service as it is mutually understood.

### SERVICE DESCRIPTION

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NERIC's Online and Blended services help school districts expand curriculum offerings to meet the needs of students at all learning paces. From credit accrual and response-to-intervention to differentiated instruction and standardized test review, Online Learning gives students many academic options to help them achieve their best. Districts purchase licensing and/or system access to courseware applications tailored to the district's academic needs. NERIC staff further assist with program development around the applications, provides ongoing support and facilitates regional user groups to help schools get the most out of the online learning programs they choose.

**This service includes access to either Credit Accrual or Make-Up:** These online and blended learning services offer access to coursework not otherwise available in regular school settings to meet varying student needs. Service subscribers use Web-based courseware systems to provide students opportunities to earn course credits consistent with the New York state regulations for awarding credit using online and blended learning models. This service supports varying levels of student readiness through digital curriculum along multiple course pathways, including core subjects, world languages, electives, honor courses, Advanced Placement and exam prep courses. Depending on the needs of the student and the school, content is available from such providers as Accelerate U, Apex Learning, Advanced Academics, Fuel Education and Pearson (GradPoint).

#### Billing Codes

CoSer: 412-5877

Service Code: 412.030

#### Credit accrual and recovery:

412.030.140	Online/Blended Learning - System Support
412.031.090	Fuel Education - System & Licensing
412.031.110	Connections Learning - System & Licensing
412.031.120	Accelerate U - System & Licensing
412.031.130	GradPoint - System & Licensing



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412.031.140 Online/Blended - System & Licensing

412.031.150 Apex Learning - System & Licensing

## Pricing

Pricing for **Online and Blended Learning** services are based on NERIC's 2016-2017 service costs and subject to adjustment based on additions or removals.

## GOALS & OBJECTIVES

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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

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Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or [lisa.ruud@neric.org](mailto:lisa.ruud@neric.org)



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## SERVICE DETAILS

### SERVICE SCOPE

This service provides Web-based courseware systems to provide students with opportunities to earn course credits consistent with the New York state regulations for awarding credit using online and blended learning models. Content is available from providers such as Accelerate U, Apex Learning, FuelEd and Pearson (Advanced Academics and Gradpoint), depending on the needs of the student and the school. These services include: project planning and management and ongoing system support, implementation assistance and training for district staff in the form of in-person, webinar or video conference to support new user and refresher training.

### SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

The following areas are the responsibility of the service provider:

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- Negotiating and providing volume pricing from the vendor.
  - Identification of NERIC's Instructional team contact information.
  - NERIC's Online and Blended Services staff will serve as liaison between the content vendor(s) and school district and work with vendor support for issue resolution.
  - Maintaining strict confidentiality of district data.
  - Monitoring vendor status and work with vendor to maintain system availability and program efficiently.
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The following areas are the responsibility of the school district:

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- Designating a central contact person for all district correspondence and communications for the online system, and as a point of contact for escalation.
  - Designating staff from each participating school building to receive training and ensure building staff attend trainings.
  - Ensuring appointed district staff to attend Web-based and live trainings in a cooperative and shared fashion.
  - Acknowledging the imperative that district staff attend and participate at the various Online and Blended Learning User Group meetings.
  - Completing scheduling at each building level.
  - Verifying all workstations meet the minimum requirements to operate the contracted Online Learning System.
  - Providing access to technology equipped spaced for in-district training events.
  - Facilitating input and maintenance of data into the Online Learning system.
  - Provisioning and recording grades for students taking courses in online and blended environments.
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- System security: implementing security and confidentiality policies to ensure all data accessible both within and outside of the district remains confidential and inaccessible to unauthorized users; creating and maintaining user security in system including new users and inactivating user who have left the district; designating a security contact who is responsible for authorizing the systems resources that each user has access to, resetting locked user accounts.
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## SERVICE MANAGEMENT

### SERVICE ONBOARDING

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NERIC staff will be available to work with appropriate district staff to help analyze existing programs and assess online/blended learning needs.

NERIC will coordinate purchasing and scheduling of agreed upon licensing and appropriate vendor training as needed. When appropriate, NERIC Staff will conduct prelaunch programmatic and/or operational system training with designated School District staff.

NERIC staff will conduct post-launch training with programmatic and/or operational system training with designated School District staff through the initial operational year as mutually agreed to by NERIC program staff and designated District staff (not exceed 8 trainings).

### SERVICE AVAILABILITY/COVERAGE PARAMETERS

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The goal of the **Online and Blended Learning** 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.



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## SERVICE REQUEST PROCEDURES

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### 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

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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

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### Greater Albany area:

Escalation Step 1: Colin Strainge, program coordinator, Instructional Services, (518) 862-5320

[colin.strainge@neric.org](mailto:colin.strainge@neric.org)

Escalation Step 2: Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or

[lisa.ruud@neric.org](mailto:lisa.ruud@neric.org)

Escalation Step 3: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499

or [michael.sylofski@neric.org](mailto:michael.sylofski@neric.org)

Escalation Step 4: David Versocki, NERIC assistant director, (518) 862-5303 or [david.versocki@neric.org](mailto:david.versocki@neric.org)

Escalation Step 5: Dale Breault, NERIC director, (518) 862-5424 or [dale.breault@neric.org](mailto:dale.breault@neric.org)

### Districts located in Northern NY:

Escalation Step 1: Colin Strainge, program coordinator, Instructional Services, (518) 862-5320

[colin.strainge@neric.org](mailto:colin.strainge@neric.org)

Escalation Step 2: Shannon Pitcher-Boyea, supervising training specialist, [shannon.pitcherboyea@neric.org](mailto:shannon.pitcherboyea@neric.org)

Escalation Step 3: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499

or [michael.sylofski@neric.org](mailto:michael.sylofski@neric.org)

Escalation Step 4: Roxanne Pombrio, NERIC assistant director, (518) 862-5427 or

[roxanne.pombrio@neric.org](mailto:roxanne.pombrio@neric.org)

Escalation Step 5: Dale Breault, NERIC director, (518) 862-5424 or [dale.breault@neric.org](mailto:dale.breault@neric.org)



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## MAINTENANCE SCHEDULE(S)

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

## DATA CONFIDENTIALITY ASSURANCES

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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

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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): \_\_\_\_\_