



Service Level Description

BOCES Support and Coordination

ONLINE LEARNING PLATFORM SUPPORT

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

SERVICE DESCRIPTION

NERIC's Online Learning Platform Support services help school districts expand curriculum offerings to meet the needs of students at all learning paces. Online Learning gives students many academic options to help them achieve their best. Districts purchase licensing and/or system access to a LMS (Learning Management System) tailored to the district's academic needs. Additionally, NERIC staff further assist with program development around the applications, provide ongoing support and facilitate regional user groups to help schools get the most out of the online learning programs they choose.

This service includes access to either Blackboard or Schoology. These tools are designed to help educators transform classrooms by providing a platform to deliver online and blended learning courses. NERIC helps teachers deliver digital content, create interactive communication and assess student work. This Web-based service can be used as an online course creation tool, a content management system and a virtual repository for school-wide communication, workflow and parental access to virtual classrooms. These platforms provide a secure online environment for curricula and assessments, online grade books, file transfers and discussion boards, blogs and wikis. The service provides individual accounts for educators and students, end-user training opportunities, a best practices course bank and instructional and technical support.

Schoology (412.030.040) is a fully functioning Learning Management System for teachers and entire school districts, and is designed with a user-friendly interface that is similar to popular social media platforms. It is a place for teachers to manage classroom information and create a virtual learning space. It is also a collaborative platform for teachers, students, and parents. The purpose of developing and integrating Schoology in schools is to connect school community in a technology-supported classroom to support students' learning, anytime, anywhere. This technology-supported instruction creates dynamic educational support that has potential to personalize the learning experience for students.

For Schoology Enterprise subscribers only - Student Information System Integration. Schoology Enterprise subscribers have the ability to populate course assignments and rosters through integration with the district's student information system. Google, Office 365 and LDAP authentication is also available.



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Blackboard: (412.030.031 and 412.030.032) is a robust Learning Management System with a customizable interface that provides the education community with an environment to communicate and share content. Blackboard brings the classroom online, 24/7. The system includes: tools that create content, tests and surveys, discussion boards, chat rooms, blogs, wikis, journals, a plagiarism checker, mashups, an advanced Grade Center, in-depth reporting and tracking features, mobile access for IOS and Android devices, and more. Interoperability with other Learning Management Systems (including Schoology) through LTI's and access to a Creative Commons repository (xPloR) are built-in.

Billing Codes

CoSer: 412-5877

Service Code: 412.030

Service codes by package:

Blackboard: 412.030.031 and 412.030.032

Schoology: 412.030.040

Pricing

Pricing for **Online Learning Platform Support** 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.

CONTACT INFORMATION

Jen Laubscher (Schoology), (518) 862-5480 or jen.laubscher@neric.org

Steve Janover (Blackboard, Schoology), (518) 862-5324 or steven.janover@neric.org



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SERVICE DETAILS

SERVICE SCOPE

This Service Level Description covers the following services:

- Coordination, training and consultation to school district personnel regarding learning management systems. This includes and is not limited to conversion planning and implementation, training in all aspects of the package, communication of upgrades, webinar and live trainings for time sensitive training as well as new user and refresher training.
- NERIC Service Desk Support: Monday - Friday, 7:30 a.m. - 4 p.m. via telephone: (518) 862-5400, option 1, or email: servicedesk@neric.org, for trouble ticket generation, technical support, resolution tracking and vendor enhancements.
- Training and support to school district staff, including implementation and planning assistance; key application areas; curricular use cases and consultation; new software and upgrade features; NERIC and web-based trainings that correspond to the key times of the year; new user and refresher training.
- Instructional best practices and integration support in accordance with curricular goals and objectives.
- Project management and task analysis to streamline processes.
- Hosting of user group meetings virtually or asynchronously, with district representatives and coordinate key activities.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

The following areas are the responsibility of the Service Provider (NERIC):

- Identifying NERIC's LMS Service team contact information.
 - NERIC's eLearning unit LMS Coordinator and Training Specialist will serve as the liaison between the software vendor(s) and school district and enter support tickets in the vendor support software for resolution.
 - Scheduling and conducting end-user trainings for district subscribers at NERIC, online, via DL and webinars.
 - Providing a repository of best practices course, discussion groups and shared resources.
 - Communications of system maintenance (updates, backups and maintenance-time) to optimize system performance and stability.
 - Monitoring system status and ensure servers are available and running efficiently.
 - Providing designated requesting district administrators with class and end-user usage reports.
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The following areas are the responsibility of the subscribing school district:

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- Designating a central contact person for all district correspondence and communications for the LMS system as well as act as a point of escalation.
 - Designating teachers from each school building to receive training and ensure those members attend training.
 - Recognizing that it is vital for appointed district staff to attend web-based and live trainings in a cooperative and shared fashion.
 - Verifying all workstations meet the minimum requirements to operate LMS software.
 - System security: Implementing security and confidentiality policies to ensure all data that is accessible both within and outside of the district, remains confidential and inaccessible to unauthorized users.
 - Having staff/Student AUP (Acceptable Use Policy) in place.
 - Providing access to a computer lab for teacher/student access and in-district training events.
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SERVICE MANAGEMENT

SERVICE ONBOARDING

- Initial implementation meeting with subscriber district to explain service scope, NERIC and district responsibilities, requirements, etc.
 - System customization and configuration per district needs and requests.
 - (Schoology) Interface with LMS vendor to implement district requests.
 - (Schoology) Work with NERIC Network and SIS units to populate courses, rosters, users, and integrate with existing gradebooks.
 - (Schoology) Identify, train, and work with district's appointed System Administrator.
 - (Schoology) Continuous interaction with NERIC SIS unit to ensure smooth integration and updates with existing student information systems.
 - Training support throughout the school year for participating district staff via onsite visits, e-mail, phone, webinars, DL, onsite and online trainings, etc.
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SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Online Learning Platform 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.
- Both LMS platforms (Blackboard and Schoology) are Web-based, managed hosts, and are normally available 24/7. (Exceptions to this are scheduled maintenance/upgrades by the vendors, which are normally performed after 11 p.m. or on weekends)
- eLearning Instructional Coordinator support: (518) 862-5324 or email steven.janover@neric.org. Coordinator support via email is generally Monday-Friday, during regular business hours. Benchmark email turnaround time is 24 hours.



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- Training Specialist in the Integration of Technology support: (518) 862-5480 or email: jen.laubscher@neric.org. Training specialist support is generally available Monday-Friday, during regular business hours. Benchmark email turnaround time is 24 hours.

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.
- End-user questions/problems are generally addressed within 24 hours or receipt via e-mail.
- Technical issues requiring resolution by Blackboard and Schoology will be handled by **NERIC staff only**.



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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

Greater Albany Area:

Escalation Step 1: Jen Laubscher (Schoology), (518) 862-5480 or jen.laubscher@neric.org or Steve Janover (Blackboard, Schoology), (518) 862-5324 or steven.janover@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: Jen Laubscher (Schoology), (518) 862-5480 or jen.laubscher@neric.org or Steve Janover (Blackboard, Schoology), (518) 862-5324 or steven.janover@neric.org

Escalation Step 2: Shannon Pitcher-Boyea, supervising training specialist, (518) 483-6420 ext. 1063 or shannon.pitcherboyea@neric.org

Escalation Step 3: Mike Sylofski, Managing Program Coordinator II - eLearning Technologies, (518) 862-5499 or michael.sylofski@neric.org

Escalation Step 4: Roxanne Pombrio, NERIC assistant director, (518) 862-5427 or roxanne.pombrio@neric.org

Escalation Step 5: 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): _____