POWERSCHOOL DATA SUPPORT AND COORDINATION 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 **PowerSchool** support and coordination services. The document outlines the parameters of the services as they are mutually understood.

SERVICE DESCRIPTION

NERIC provides PowerSchool support and coordination. Services to districts are based on district needs, as well as required coordination and interaction with the vendor.

PowerSchool is an innovative Web-based tool that provides timely data that is easy to find and analyze, making vital information accessible to all stakeholders over the Internet and in a secure environment. PowerSchool Premier enables today's educators to make timely decisions that impact student performance while creating a collaborative environment for parents, teachers and students to work together in preparing 21st-century learners for the future.

Billing Codes

CoSer: 604-7710

Service Codes: 604.420

Pricing

Pricing for **PowerSchool** support services are based on NERIC's 2016-2017 service costs and are 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

Michael Riggi, managing program coordinator, (518) 862-5418 or michael.riggi@neric.org

SERVICE DETAILS

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC/ES BOCES Responsibilities	LEA Responsibilities
Global Administrator	• ES BOCES will provide training and guidance to the LEA and Global Administrator	• LEA will ensures a key staff member is identified as a single point of contact for both LEA internal staff as well as the SMS Support Team • LEA will provide first level of SMS support within the district
Software Updates	• PowerSchool will complete installation of all application and OS software for hosted servers • PowerSchool will communicate and provide ample notice for planned outages related to software and server maintenance	• Hosted LEA's will notify ES BOCES if scheduled downtime poses a conflict • Self-hosted LEA's will apply applicable updates in a timely manner. • LEA will communicate to users any scheduled downtime in regards to above • LEA is responsible for reviewing updates, enabling user permissions as new features are released and distributing release notes to staff
Workstations	• ES BOCES will provide vendor recommended specifications for workstations, browsers and computer and network settings	• LEA will ensure workstations, browsers and computer and network settings meet required specifications
User Accounts and Security	• ES BOCES will provide best practices and train the Global Administrator on set-up of security and groups	• LEA will input and maintain user Security in SMS • LEA will implement confidentiality policies • LEA will disable access for users who have left the LEA • LEA will designate a Global Administrator who authorizes user access for the SMS and is responsible for changes to user permissions and security groups, modifying faculty records, user password changes and resets
Support and Training	• ES BOCES will provide a yearly training calendar of events. These trainings are offered in a variety of formats such as: group trainings, webinars, and videos • ES BOCES will organize and provide yearly SMS User Group meetings	• LEA's Global Administrator and other applicable staff will attend all appropriate trainings and User Group meetings • LEA will identify staff to receive training on use of SMSs • LEA will designate a central contact person to receive and disseminate all correspondence

		• and communications relating to training offerings • LEA will ensure proper staff are in attendance at relevant on-site, web-based and/or centralized training sessions LEA will ensure SMS users utilize the ES BOCES centralized SMS support phone line and email account
NYS Reporting Compliant	• ES BOCES supported SMS are NYS compliant and can be used as the source system for NYS Reporting of most data (except for Special Education, staff related data and where SMS vendor does not provide support for specific data templates)	• LEA will enter data into SMS as required for reporting of NYS required data • LEA will generate and verify required NYS reports such as SA129,DASA and VADIR Reports
Federal Reporting Compliant	• ES BOCES will provide training and guidance on how to retrieve student data from the SMS for the reporting of various Federal compliancy reports	• LEA will enter data into SMS and other systems for Federal Reporting • LEA is responsible for creating and providing the appropriate reports needed for submission
Data Integration	• Will work with other NERIC teams to create and schedule SMS student data exports for sharing with other applications • NERIC may decide it does not have the time/capability to create the export and will work with the district to recommend an alternate solution	• LEA assigns a Project Manager to work with the NERIC staff and the vendor the district contracted with • LEA will request and submit written authorization for data sharing to occur with ample notice for integration • LEA will provide vendor templates, specs and guidelines for the data needed • LEA will maintain on-going maintenance and support with third-party vendors as required by annual renewal agreements • LEA will upload data to a 3rd party vendor that the LEA contracts directly with • It is the LEA's responsibility to learn and operate the 3rd party software. This may include the uploading of non-SMS data
Attendance	• ES BOCES will review and explain the relation of how district attendance policies correlate with SMS • ES BOCES will provide assistance and training on the attendance module	• The LEA will provide attendance policy documentation to the ES BOCES • LEA will be responsible for the setup and maintenance of the attendance reason codes, letters and policies in the SMS • LEA will submit proper attendance reports to NYS
Customizations	• NERIC will work as a liaison between the LEA and the Vendor for completion of customizations • NERIC will not provide support for any customized pages built in PowerSchool	• LEA will provide ample lead time and mockups to the NERIC for development through completion based upon vendor timelines

		• LEA will assign internal point of contact to oversee customizations • LEA will be responsible for testing and approving customizations • LEA will be responsible for building and maintaining customized pages in PowerSchool
Discipline	• ES BOCES will review and explain the relation of how district discipline policies correlate with SMS • ES BOCES will provide assistance and training on the discipline module	• LEA will provide discipline policy documentation to ES BOCES • LEA will be responsible for the setup and maintenance of the discipline reason codes, letters and policies in the SMS • LEA will submit proper discipline reports to NYS
End of Year Rollover and Start of School Opening	• ES BOCES will provide direction and assist the Global Administrator in the End of Year Rollover process and Start of Year School Opening setup	• LEA will complete all ES BOCES End of Year Rollover checklists • LEA will complete all ES BOCES Start of Year School Opening checklists
Grade Reporting	• ES BOCES will work with the LEA to implement LEA grading policies for reports cards, progress reports and transcripts • NERIC will work as a project manager to oversee any grade reporting customizations • ES BOCES will provide support for setup of grade reporting calculations based on LEA supplied criteria	• LEA will provide ES BOCES with written grading policies • LEA will determine grading window and determine process for necessary grade changes outside the assigned window to meet all regulatory guidelines • LEA will verify marking period and progress period grades, GPA and Rank calculations for accuracy before publishing to students and/or parents • LEA will distribute all grading reports as applicable • If customization is required, LEA will designate a project manager and provide mockups to NERIC 6 months in advance of implementation
Master Schedule Process	ES BOCES will provide best practices, training and guidance for set up, creation and maintenance of the SMS Master Schedule	• Prior to the scheduling season, LEA will inform ES BOCES of changes that will affect scheduling, such as cycle day, bell schedule, semester, marking periods and building changes • LEA will identify faculty responsible for each aspect of the scheduling process • LEA will create and maintain master/student schedules • LEA will ensure verification of student rosters throughout school year
Parent and/or Student Portal	• ES BOCES will review and explain best practices for implementation as well as maintenance of the portals	• LEA is responsible for compliance with student and parent privacy policies • LEA is required to create and manage parent/student accounts

	• ES BOCES will provide assistance and training on the parent/student portal	• LEA is responsible for determining, documenting and maintaining the level of security permissions for parent/student accounts • LEA will provide resources and how-to documentation to parents/students as well as provide first level of support to parents/students

SERVICE MANAGEMENT

SERVICE ONBOARDING

If a district is interested in purchasing PowerSchool, a custom training and conversion schedule will be provided to the LEA in advance of the final purchase decision.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Student Information System** support services are to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- Eastern Suffolk BOCES is responsible for assuring the delivery of services during core business hours (each weekday from 8 a.m. to 4 p.m.). This does not include after-hours, weekend and/or holiday support, however the Eastern Suffolk BOCES 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.
  - o 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 begins by making contact with a member of the PowerSchool team, (518) 862-5454, option 5, or email powerschool@neric.org.

Additionally, a ticket about subscriber incidents and to request service may be submitted through the ServiceNow 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.

INCIDENT RESOLUTION TIMES

It is the expectation that Eastern Suffolk BOCES, as the service provider, will respond to customer service requests within four hours (during scheduled business hours each weekday from 8 a.m. to 4 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 Eastern Suffolk BOCES 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

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 <u>Target Resolution Time</u> above, proceed to the next Escalation Step.

ESCALATION CONTACT LIST

Escalation Step 1: Michael Riggi, managing program coordinator I, PowerSchool, (518) 862-5418 or michael.riggi@neric.org
Escalation Step 2: Jeffrey Luks, managing program coordinator II, Student Services, (518) 862-5381 or jeffrey.luks@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

MAINTENANCE SCHEDULE(S)

If PowerSchool hosting is purchased through NERIC, the vendor, PowerSchool is responsible for all scheduled updates and maintenance. NERIC has no control over this schedule, though we try to work closely with the vendor and the LEA to ensure the enough notice is provided. The vendor typically performs updates outside of regular school hours.

DATA CONFIDENTIALITY ASSURANCES

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. 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 agreements 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 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.

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): _____