



Service Level Description

BOCES Support and Coordination

REMOTE COORDINATORS - SCHOOL AUTOMATION COORDINATOR 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 _____ day(s) of the **Remote Coordinator - School Automation Coordinator** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

School districts need reliable, efficient and time saving ways to manage, automate and report their student data. Remote coordinators will work in the district and provide an increased level of support for district-required tasks.

This service includes School Automation Coordinator. This service can provide state reporting coordination within districts and with NERIC. The coordinator works with other members of the NERIC team to advance the efforts of data integration, eases the process of reporting from the district to the state Data Warehouse (Level 0) and coordinates with the district and NERIC team on the ongoing development of advanced, integrated data reporting requirements. This service can also:

- provide ongoing guidance and training to districts regarding their use of NERIC-supported management systems.
- regularly advise district administrators on state reporting needs.
- coordinate the verifications of data across a district.

Billing Code

CoSer: 604-7710

604.420.085 Remote Automation Coordinator--PowerSchool

604.460.015 Remote Automation Coordinator—schooltool

604.530.082 Remote Automation Coordinator-eSchoolData

Pricing

Pricing for **Remote Coordinator - School Automation Coordinator** is based on the scope of district needs and actual services requested.

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.



Service Level Description

BOCES *Support and Coordination*

CONTACT INFORMATION

Jeffrey Luks, managing program coordinator II - Student Services, (518) 862-5381 or jeffrey.luks@neric.org



Service Level Description

BOCES Support and Coordination

SERVICE DETAILS

SERVICE SCOPE

This service provides a premier level of support for subscriber's Student Management System and Data Warehouse/NYS Reporting, including consultation, planning, data integration, implementation, training and ongoing support for functionalities available in these areas. These services are in addition to the base level of Student Management System and Data Warehouse NERIC Coordination the LEA may have already purchased.

Subscribers are purchasing a service, not an individual, for a period of up to three days a week.

Subscribers are not required to purchase the Data Warehouse portion of this premier service. This will be indicated in an amendment to this document.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC Responsibilities	LEA Responsibilities
STUDENT MANAGEMENT SYSTEM RESPONSIBILITIES		
Global Administrator	<ul style="list-style-type: none"> Will provide training and guidance to the LEA and Global Administrator. 	<ul style="list-style-type: none"> Ensures a key LEA staff member is identified as a single point of contact for both LEA internal staff as well as the SMS Support Team. Provide first level of SMS support within the district.
Workstations	<ul style="list-style-type: none"> NERIC will provide vendor recommended specifications for workstations. 	<ul style="list-style-type: none"> Provide workstations with required software and browser levels.
NYS Reporting Compliant	<ul style="list-style-type: none"> NERIC 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). 	<ul style="list-style-type: none"> Enter data into SMS and other systems as required for reporting of NYS required data. Make needed corrections in a timely manner. Generate and verify AT-6, SA129, DASA and VADIR Reports.
Federal Reporting Compliant	<ul style="list-style-type: none"> Act as liaison to vendor to encourage compliance for Federal Reporting Mandates including Office of Civil Rights Data Collection. 	<ul style="list-style-type: none"> Enter data into SMS and other systems for Federal Reporting of Civil Rights Data. Responsible for creating and providing the appropriate reports needed for submission.



Service Level Description

BOCES Support and Coordination

<p>End of Year Rollover and Start of Year set-up</p>	<ul style="list-style-type: none"> NERIC will provide direction and assist the Global Administrator in the End of Year Rollover process and start-of-year setup. 	<ul style="list-style-type: none"> Complete all NERIC End of Year checklists. Complete all NERIC Start of Year checklists. Generate data verification reports and correct all data verification errors.
<p>User Security</p>	<ul style="list-style-type: none"> NERIC will provide best practices and train the Global Administrator on set-up of security and groups. 	<ul style="list-style-type: none"> All input and maintenance of User Security in application. Implement LEA confidentiality policies. Disable access for users who have left the LEA when LEA maintains user security. Designate a security contact who authorizes user access for the Student Management System. Authorize application resources each Student Management System user is granted.
<p>Report Cards/Progress Reports</p>	<ul style="list-style-type: none"> NERIC will provide support for LEA's to implement their grading policies for Reports Cards and Progress Reports. 	<ul style="list-style-type: none"> Verifying grades for accuracy. Printing and distribution of all report cards and progress reports.
<p>Calculations</p>	<ul style="list-style-type: none"> Provide support for setup of the Honor Roll and Class Rank based on LEA supplied criteria. 	<ul style="list-style-type: none"> Printing of Honor Roll, GPA and Rank Reports. Verification of results of calculations before LEA publishes to students and/or parents.
<p>Creation of Next Year's Master Schedule</p>	<ul style="list-style-type: none"> Provide guidance for set up of next year's Master Schedule. 	<ul style="list-style-type: none"> Prior to the scheduling season, inform NERIC of changes that will affect scheduling, such as, cycle day, bell schedule, semester's/ marking periods and Building changes. Creation of the schedules.
<p>Application Data Sharing</p>	<ul style="list-style-type: none"> Schedule data sharing between applications. 	<ul style="list-style-type: none"> Submit written authorization for data sharing to occur. Maintain on-going maintenance and support with third-party vendors as required by annual renewal agreements.
<p>Training</p>	<ul style="list-style-type: none"> NERIC will provide trainings on the SMS application. These trainings may be in-person, via webinar or video. These trainings may be provided by the School Automation Coordinator or another member of the SMS team. Will organize and provide yearly SMS User Group meetings. 	<ul style="list-style-type: none"> Global Administrator and other applicable staff will attend all appropriate trainings and User Group meetings. Identify staff to receive training on use of SMS. Designate central contact person to receive and disseminate all correspondence and communications relating to training offerings. Ensures proper LEA staff are in attendance at relevant on-site, web-based and/or centralized training sessions.
<p>Data Integration</p>	<ul style="list-style-type: none"> Liaison with the appropriate NERIC team to create and 	<ul style="list-style-type: none"> Provide vendor templates, specs and guidelines for the data needed.



Service Level Description

BOCES Support and Coordination

	<ul style="list-style-type: none"> schedule custom data exports for sharing with other applications If possible, NERIC will automate and upload data to the vendor that NERIC has a contract with. 	<ul style="list-style-type: none"> Clean data as needed and required for successful implementation of the data integration. Upload data to a 3rd party vendor that the LEA contracts directly with.
Other software systems	<ul style="list-style-type: none"> School Automation Coordinator will work with other NERIC teams towards the integration of student data and training. 	<ul style="list-style-type: none"> It is the LEA's responsibility to learn and operate the software. This may include the uploading of non-SMS data.
Project Plan and Scope	<ul style="list-style-type: none"> In conjunction with the LEA, develop annual project plans and tasks for the School Automation Coordinator. 	<ul style="list-style-type: none"> Work with NERIC in developing the annual Project Plan that is within the scope of the service the LEA is receiving. If changes are needed to the project plan due to changing district priorities, the district will help NERIC reprioritize responsibilities for the School Automation Coordinator.
NYS DATA WAREHOUSE AND REPORTING RESPONSIBILITIES		
District Data Coordinator	<ul style="list-style-type: none"> Will provide training and guidance to the LEA and the district data coordinator (DDC). 	<ul style="list-style-type: none"> Ensures key LEA staff are identified as a single point of contact (DDC) and a backup for both LEA internal staff, NERIC Data Warehouse staff and New York State Education Department. Provide appropriate SEDDAS and other entitlements to district staff and NERIC School Automation Coordinator.
District Data Team	<ul style="list-style-type: none"> Helps organize, advise and sits on the District Data Team. 	<ul style="list-style-type: none"> Creates and utilizes a District Data Team that works with the District Data Coordinator and School Automation Coordinator to manage the processes and procedures surrounding data collection. This will help safeguard that the LEA maintains clean and accurate data for NYS Data Reporting. The members of the District Data Team will work collaboratively to review reports, and ensure data is maintained and corrected in the source system.
Level 0 Import, Upload and Error Resolution	<ul style="list-style-type: none"> Import of data to Level 0 from source systems. Review Level 0 errors and provide guidance on resolution. After error resolution, upload of data to Level 1. 	<ul style="list-style-type: none"> Source system error correction. Will provide appropriate exports from the source systems. DDC will review errors and disseminate information to appropriate personnel.
NERIC DataFlow	<ul style="list-style-type: none"> Will provide the DataFlow service for supported SMS. Review DataFlow errors and provide guidance on resolution. 	<ul style="list-style-type: none"> Will participate in the NERIC DataFlow service, including the writing of available templates to Level 0.



Service Level Description

BOCES Support and Coordination

		<ul style="list-style-type: none"> • DDC will review errors and disseminate information to appropriate personnel.
Data Reasonableness Checks	<ul style="list-style-type: none"> • Will review Reasonableness Reports (Level 0 & 2). • Provide LEA with potential gaps in reporting. 	<ul style="list-style-type: none"> • Review Level 2 Reasonableness Reports and take appropriate action to correct any errors/gaps in reporting.
Level 2 Verification Reports	<ul style="list-style-type: none"> • Provide guidance and training on accessing reports and act as liaison to NERIC Data Warehouse team. • Inform LEA of the certification deadlines. 	<ul style="list-style-type: none"> • Running and verification of all Level 2 reports. • Meet required certification deadlines.
TSDL Verifications	<ul style="list-style-type: none"> • Provide clarification to rules governing TSDL reporting. • Provide detailed documents outlining steps for teachers to access portal. 	<ul style="list-style-type: none"> • Communicate roles and procedures to district staff. • Oversight of the entire verification process.
Staff Data Upload	<ul style="list-style-type: none"> • Provide clarification to rules governing Staff Data reporting. • Liaison between district and NERIC Human Resources support (for those districts that subscribe to this NERIC service). 	<ul style="list-style-type: none"> • Provide Staff files for upload. • Work directly with Human Resources vendor support for training and problem solving.
Training	<ul style="list-style-type: none"> • NERIC will provide trainings on NYS Data Reporting rules, regulations and requirements. These trainings may be in-person, via webinar or video. • NERIC Will organize and provide regular DDC meetings, located regionally (BOCES). 	<ul style="list-style-type: none"> • DDC and other appropriate staff will attend all required trainings and DDC meetings. • Identify staff to receive training on use of Source Systems. • Designate central contact person to receive and disseminate all correspondence and communications relating to training offerings. • Ensures proper LEA staff are in attendance at relevant on-site, web-based and/or centralized training sessions.
NYSSIS ID Near Match Resolution	<ul style="list-style-type: none"> • Act as liaison with NERIC Data Warehouse for resolution NYSSIS issues LEA is unable to resolve. 	<ul style="list-style-type: none"> • Responsible for resolution of NYSSIS near matches to the best of their ability.



Service Level Description

BOCES Support and Coordination

SERVICE MANAGEMENT

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Remote Coordinator - School Automation Coordinator** service is to provide the subscriber with access to enterprise-level, cost-effective and efficient support. This service will be provided on agreed upon day(s) of the week between the district and NERIC. While NERIC is not responsible for coverage due to short-term staff vacation, professional development, NERIC meetings, holidays and sick leave, we will attempt to provide additional coverage if this is an extended leave or the designated employee leaves their position at NERIC. NERIC and the district will negotiate the hours the employee is in the district. The district will still be purchasing NERIC Student Management System Coordination and NERIC Data Warehouse Coordination, and should continue to follow guidelines for these services and Service Level Descriptions for information about needed support.

- The NERIC 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 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

Please contact a member of your appropriate Student Management System or Data Warehouse team:

- PowerSchool, (518) 862-5454, option 5 or email powerschool@neric.org
- schooltool, (518) 862-5454, option 2 or email schooltool@neric.org
- eSchoolData, (518) 862-5454, option 1 or email eschooldata@neric.org
- Data Warehouse, (518) 862-5409, or email DWhelp@neric.org

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.



Service Level Description

BOCES Support and Coordination

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 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 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



Service Level Description

BOCES Support and Coordination

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:

- Penny Roberts, (518) 862-5316 or penny.roberts@neric.org or Lisa Grant, (315) 386-4504 x10141 or lisa.grant@neric.org, schooltool team managers
- Michael Riggi, eSchoolData and PowerSchool manager, (518) 862-5418 or michael.riggi@neric.org
- Mary McGeoch, Data Warehouse manager, (518) 862-5318 or mary.mcgeoch@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



Service Level Description

BOCES Support and Coordination

MAINTENANCE SCHEDULE(S)

It is NERIC's policy to schedule eSchoolData updates and maintenance during the weekday hours of 5 p.m. - 7 a.m. and on weekends. Subscribers will receive a minimum five days' notice prior to scheduled updates. There may be occasions, due to the urgency or severity of the update, that this policy will be overridden and updates and/or maintenance will be performed during the hours of 7 a.m. - 5 p.m. on weekdays with less than five days' notice.

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 sign appropriate non-disclosure and/or confidentiality agreements.

After a contract is terminated, NERIC will destroy all copies of relevant databases. 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

The 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.



Service Level Description

BOCES Support and Coordination

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): _____