



Service Level Description

BOCES Support and Coordination

SHARED DATA ASSISTANCE COORDINATOR

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 **Shared Data Assistance 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. Through the NERIC Shared Data Assistance Coordinator Service, NERIC will work with multiple districts to provide an increased level of support for district-required tasks and assist district staff in ensuring data readiness as mandated by the New York State Education Department (NYSED).

Billing Code

CoSer: 604-7710

Service Code: 604.110.040

Pricing

Pricing for **Shared Data Assistance Coordinator** 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.

CONTACT INFORMATION

Mary McGeoch, managing program coordinator I, Data Warehousing, (518) 862-5318 or mary.mcgeoch@neric.org.



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SERVICE DETAILS

SERVICE SCOPE

This service provides a premier level of support for your LEA's Data Warehouse/NYS Reporting (*does not include federal CRDC reporting*), including consultation, planning, data submission, implementation, training and ongoing support for functionalities available in these areas. These services are in addition to your base level of Data Warehouse NERIC Coordination that you already purchase. The SDAC model will provide a central point of contact but is a centralized shared service with a team approach as opposed to a single onsite NERIC coordinator.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC Responsibilities	LEA Responsibilities
District Data Coordinator	<ul style="list-style-type: none"> Will provide training and guidance to the district and the district data coordinator (DDC) NERIC SDAC will provide periodic on-site visits 	<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 Shared Data Assistance 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 NERIC Shared Data Assistance Coordinator to manage the processes and procedures surrounding data collection (such as Registration/Enrollment, Staff, Special Education, TSDL, and Free and Reduced Lunch) This will help safeguard that the LEA maintains clean and accurate data for NYS Data Reporting The internal 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 Review L1C errors and provide guidance on resolution 	<ul style="list-style-type: none"> Will provide appropriate exports from the source systems Source system error correction DDC will review errors and disseminate information to appropriate personnel



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<p>NERIC DataFlow</p>	<ul style="list-style-type: none"> • Will provide the DataFlow service for supported Student Management Systems • 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 • DDC will review errors and disseminate information to appropriate personnel
<p>Data Reasonableness Checks</p>	<ul style="list-style-type: none"> • Will review Reasonableness Reports (Level 0 & 2) • Provide district 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
<p>Level 2 Verification and PD System Reports</p>	<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 and PD System Reports • Meet required certification deadlines
<p>TSDL Verifications</p>	<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
<p>Staff Data Upload</p>	<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
<p>Training</p>	<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
<p>NYSSIS ID Near Match Resolution</p>	<ul style="list-style-type: none"> • Act as liaison with NERIC Data Warehouse for resolution of 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
<p>UIAS Reports - False Dropouts, False Transfers, Simultaneous Enrollment, and Disappearing Student</p>	<ul style="list-style-type: none"> • Provide guidance and assistance with resolution. 	<ul style="list-style-type: none"> • Engage in due diligence to determine the actual status of each student on report. • Work within district and with other districts if necessary. • Modify Student Information System if necessary.



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Student Information, Special Education, and Lunch Systems	<ul style="list-style-type: none">• Liaison between district and appropriate NERIC System support (for those districts that subscribe to this NERIC service)	<ul style="list-style-type: none">• Provide export files for upload to Level 0• Work directly with Student system support for training and problem solving
Testing	<ul style="list-style-type: none">• Inform LEA of the data reporting deadlines	<ul style="list-style-type: none">• Communicate roles and procedures to district staff• Reviews ASAP and Tested/Not Tested reports• Oversight of the entire testing process



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SERVICE MANAGEMENT

SERVICE ONBOARDING

NERIC will meet with the school district superintendent, district data coordinator, other district administrators and the district data team to discuss current and future roles and responsibilities regarding NYS data reporting.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Shared Data Assistance Coordinator** 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 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

The process for all subscriber incidents and service requests begins by making contact with a member of the Data Warehouse Team at (518) 862-5409 or email dwhelp@neric.org.

Additionally, a ticket about subscriber incidents and to request service may be 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 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



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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: Mary McGeoch, managing program coordinator I, Data Warehousing, (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

MAINTENANCE SCHEDULE(S)

It is NERIC's policy to schedule Data Warehouse 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 when, 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

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.



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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.

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): _____