Service Level Description

BOCES Support and Coordination

Technology Evaluation, Visioning and Planning

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 **Technology Evaluation, Visioning and Planning** service. The document outlines the parameters of the service as it is mutually understood.

Service Description

NERIC has contracted with the BrightBytes Clarity platform to improve the impact of technology on student learning with evidence-based research and analysis. Leveraging data through the BrightBytes Clarity platform will help districts:

- Focus technology spending in highest need areas.
- Write effective and meaningful instructional technology plans.
- Assess progress of instructional technology initiatives and programs.
- Strengthen communication between all district stakeholders (administrators, school board members, teachers, support staff, students, parents, and community members).

Technology Evaluation, Visioning and Planning

This service is designed to more comprehensively assist districts with evaluating instructional and administrative technology through both development of a technology plan-linking curriculum, assessment, instruction with technology and customized consultation on technology planning. Long-range instructional technology planning should address such issues as district vision; data collection; analysis and reporting; using technology to support learning; equipment, wiring and software prioritization and procurement; implementation; staff development; support; funding; evaluation and communication of overall technology planning with stakeholders.

Billing Codes

CoSer: 512-6360

Service Codes: 512.170/171

Pricing

Pricing for **Technology Evaluation, Visioning and Planning** services are based on NERIC's 2016-2017 service costs and subject to adjustment based on additions or removals.

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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

Lisa Cala Ruud, managing coordinator, Instructional Services (518) 862-5391 or lisa.ruud@neric.org

Service Details

Service Scope

- Access to the BrightBytes Clarity platform, which provides a reliable and research-based framework that enables districts to better allocate technology resources and respond quickly to the diverse needs of students and teachers.
- Technology Planning (Facilitated creation and yearly update).
- Data to inform budgeting and procurement cycle for sustainable vision.
- Onsite facilitation (Kick off, board presentations, facilitated focus groups, technology committee meetings etc.)
- Customized consultation around the following topics: leadership and human infrastructure, policies and governance, impact of professional development, new models of technical support, remote access, e-learning, and curriculum and instruction.
- Targeted professional development.
- Additional customized consultation or professional development (1/2 or full day blocks) is available. Additional fees may be incurred pending the scope of the professional development request.

Service Provider and Subscriber Responsibilities

The following areas are the responsibility of the Service Provider:

- NERIC will provide software support and technical assistance.
- NERIC will coordinate data collection and data walk through with BrightBytes and district representative(s).
- NERIC will coordinate data discovery days for districts collecting on the Clarity platform to develop metric based goals.
- NERIC will provide access to specialized digital content, which highlights best practices from within our region through our Model Schools website, technology newsletters/blogs and other emergent collaborative cloud-based resources.
- NERIC will coordinate and facilitate shared professional development opportunities in the form of traditional in-person classes, webinars, online courses and blended learning opportunities.
- NERIC will provide access to customized professional development. Additional fees may be incurred pending the scope of the professional development request.

The following areas are the responsibility of the district:

- District will provide a contact person responsible for the oversight of Clarity data collection.
- District assumes awareness of and responsiveness to all applicable federal, state, and local laws pertaining to employment practices as well as school district administration.

Service Management

Service Onboarding

- NERIC will provide software support and technical assistance.
- NERIC will coordinate data collection and data walk through with BrightBytes and district representative(s).

Service Availability/Coverage parameters

The goal of the **Technology Evaluation, Visioning and Planning** service is to provide the subscriber with access to enterprise-level, cost-effective and efficient support.

- Support for Technology Evaluation, Visioning and Planning assistance available Monday - Friday, 8 a.m. to 4 p.m. via telephone: (518) 862-5391 or email lisa.ruud@neric.org. This does not include after-hours, weekend and/or holiday support.
- 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 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.

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

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

Districts in the Albany area:
Escalation Step 1: Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or lisa.ruud@neric.org
Escalation Step 2: Mike Sylofski, managing program coordinator II, eLearning Technologies, (518) 862-5499 or michael.sylofski@neric.org
Escalation Step 3: David Versocki, NERIC assistant director, (518) 862-5303 or david.versocki@neric.org
Escalation Step 4: Dale Breault, NERIC director, (518) 862-5424 or dale.breault@neric.org

Districts in Northern NY:
Escalation Step 1: Lisa Ruud, managing program coordinator I, Instructional Services, (518) 862-5391 or lisa.ruud@neric.org
Escalation Step 2: Shannon Pitcher-Boyea, supervising training specialist, 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

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.

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):_____

NERIC/Capital Region BOCES does not discriminate. For more information, please visit: http://neric.org/Non_Discrimination.cfm