



Service Level Description

BOCES Support and Coordination

TESTING AND EVALUATION 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 the **Testing and Evaluation** service. The document outlines the parameters of the service as it is mutually understood.

SERVICE DESCRIPTION

NERIC provides more than 249 public, non-public schools and New York state organizations with assistance around test-scoring procedures, helping to meet the requirements of the NYS Education Department (NYSED) and standardized testing. NERIC provides testing services for the elementary and intermediate battery of state assessments in English Language Arts (ELA), math, science, NYS Alternate Assessment (NYSAA) and NYS English as a Second Language Achievement Test (NYSESLAT). NERIC also supports scoring for Regents exams with associated reports. NERIC automates loading the results of state tests into the Data Warehouse for state reporting.

The NERIC Testing and Evaluation Services Team facilitates the administration, scanning, scoring and reporting of the New York state tests and assessments:

- ELA and mathematics grades 3-8 assessments.
 - NYSAA.
 - NYSESLAT grades K-12.
 - Elementary level grade 4 science.
 - Intermediate level grade 8 science.
 - NYS Regents exams.
 - High school exams in English, mathematics, science and social studies administered in January, June and August.
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In addition, NERIC produces Data Warehouse Level 1 Reports and data sets intended to help districts analyze the results and make subsequent changes to curriculum content/emphasis and student programs with the goal in mind of improving overall student performance.

Billing Codes

CoSer: 604-7710

Service Codes:

604.350 Public School Testing Services

604.352 Non-Public School and Charter School Testing Services



Service Level Description

BOCES Support and Coordination

Pricing

Pricing for the **Testing and Evaluation** service is 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

SUBSCRIBER INFO (NAME & TITLE)

NERIC INFO (NAME & TITLE)

Telephone:

Telephone:

Email:

Email:



Service Level Description

BOCES Support and Coordination

SERVICE DETAILS

SERVICE SCOPE

Not applicable to this service.

SERVICE PROVIDER AND SUBSCRIBER RESPONSIBILITIES

	NERIC Responsibilities	LEA Responsibilities
Test Coordinator	<ul style="list-style-type: none"> Will provide training and guidance to the LEA and Test Coordinator. 	<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 NERIC Testing Team. Provide first level of testing support within the district.
Training	<ul style="list-style-type: none"> NERIC will provide trainings on the Testing processes and procedures. These trainings will be in-person, via webinar or video. 	<ul style="list-style-type: none"> Designate central contact person to receive and disseminate all correspondence and communications relating to training offerings. Identify staff to receive training. Ensures proper LEA staff including the Test Coordinator and other applicable staff are in attendance at relevant on-site, web-based and/or centralized training sessions.
Data Warehouse	<ul style="list-style-type: none"> Use Level 1 data for pre-printing answer sheets. Use Level 1 data for printing barcode labels. Provide labels for booklets. 	<ul style="list-style-type: none"> Load and keep data current in Level 0. Push data to Level 1 as necessary.
Processing of Answer Sheets	<ul style="list-style-type: none"> Count answer sheets. Scan answer sheets to gather all data electronically. Edit answer sheets, notify districts of discrepancies and make corrections based on district's information. 	<ul style="list-style-type: none"> Place labels on all booklets containing constructed responses. Deliver booklets to Regional Scoring centers (if applicable) and answer sheets to NERIC. Correct any discrepancies, errors on answer sheets, incorrect or missing ID's, etc... in a timely fashion.
Test Security	<ul style="list-style-type: none"> NERIC will provide secure testing storage while tests are the responsibility of NERIC, before and after the testing period. 	<ul style="list-style-type: none"> Responsible for providing secure storage for secure testing materials when at the LEA Implement security and confidentiality policies for testing per SED guidelines.
Reports Upload and Error Resolution	<ul style="list-style-type: none"> Import of data to Level 1 from source systems. Review Level 1 errors and provide guidance on resolution. After error resolution, upload of data from Level 1 to Level 1C. 	<ul style="list-style-type: none"> Review errors and disseminate information to appropriate personnel. Correct errors in source systems. Provide appropriate exports from the source systems.



Service Level Description

BOCES Support and Coordination

SERVICE MANAGEMENT

SERVICE ONBOARDING

Not applicable to this service.

SERVICE AVAILABILITY/COVERAGE PARAMETERS

The goal of the **Testing and Evaluation** 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 Testing team, (518) 862-5310/5355/5497, or email testing@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.



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 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



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: Testing Manager (to be determined)

Escalation Step 2: Jeffrey Luks, Managing Program Coordinator II - Student Services, (518) 862-5381 or jeffrey.luks@neric.org

Escalation Step 2: NERIC Assistant Director Roxanne Pombrio, (518) 862-5427 or roxanne.pombrio@neric.org

Escalation Step 3: NERIC Director Dale Breault (518) 862-5424 or dale.breault@neric.org



Service Level Description

BOCES Support and Coordination

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.



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): _____