**Software Support Service Level Agreement (SLA)**
**Approved by NEOMIN Governing Board – May 12, 2004**

**Statement of Intent**

The NEOMIN Information Technology Center (ITC) and its school districts mutually agree that this Service Level Agreement (SLA) documents all software support services provided by the ITC that are required by a school district. This document defines the schedule of services, performance deliverables, and the methods by which services are delivered. Both parties share responsibilities under this agreement as described below.

**Category Definition**

This Service Level Agreement addresses the following software support categories:

- Software management;
- Data management;
- Training;
- Problem resolution;

- Documentation;
- Communication; and,
- Quality of service.

**Timeframe (Availability)**

| Hours/Availability | Application | Support |
|---|---|---|
| Regular/business hours<br><br>*8:00 AM – 4:00 PM* | Monday-Friday – 98% | 8 hours/day – 5 days week (minus scheduled holidays) |
| After Hours | 24x7 (unscheduled hours) – 90% | Best Effort |

NOTES:
1. All timeframes/availability noted above accommodate scheduled downtime.
2. Metrics may be shifted in the event of a catastrophic event.

**Assumptions/Responsibilities**

The district and the ITC must have a reciprocal relationship in order to facilitate high quality delivery of service. Listed below are the responsibilities of both.

ITC

1. Software management.
   a. Install new versions and patches within 48 hours of receipt and pre-release testing of the programs.
   b. Maintain appropriate application environment (hardware, operating system).

    c. Create and maintain cost-effective software license and annual maintenance agreements.

    d. Maintain compliance with industry standards to facilitate interoperability of software applications.

    e. Develop routines to enable interoperability between software applications.

    f. Explore new software applications for the benefit of the district.

2. Data management
    a. Generate backups on a nightly basis.
    b. Maintain and manage offsite storage, at least weekly, according to NEOMIN's disaster recovery plan.
    c. Restore data critical for daily district operations as a top priority according to the NEOMIN Disaster recovery procedures. Data retrieval will occur in conjunction with district personnel. The district may incur costs for the restoration of data. (See NEOMIN User Contract)
    d. Enable data transfer between systems.

3. User training
    a. Provide all user training in a timely and adequate fashion, as defined by the users.
    b. Track user attendance and assess user-training needs.
    c. New user training will be offered at least once per year.

4. Problem resolution
    a. Maintain a qualified staff commensurate with staff budget.
        i. Professional "code of conduct" is customer-centric.
        ii. Facilitate continuing education for all staff per rules defined in Ohio Administrative Code.
    b. Maintain software support contracts with third parties.
    c. Provide helpdesk support in accordance with the timeframe/availability (see above).
    d. Assess frequency and nature of questions from the district and use this information to plan for future training.
    e. Log problems using CA-Unicenter or other help-desk software when available.

5. Documentation
    a. Provide documentation based upon user needs.
        i. Types of documentation can include user guides, release notes, frequently asked questions, checklists, Forums, and knowledge base.
        ii. Content can include best practices, supplements to ODE or vendor documentation (i.e., EMIS Guide), and step-by-step software use guidance.
    b. Enable access to documentation via hard copy and the web.
    c. Organize documentation in a manner that facilitates user access and usability (i.e., searchable).
    d. Update documentation based on anticipated user demand for changes.

6. Communication
    a. Notify district of application-driven hardware (e.g., desktop or printer) specifications.
    b. Notify district of release of new versions or patches after appropriate pre-release site testing.
    c. Communicate based upon user needs.
        i. Methods can include email messages, newsletters, site visits, telephone calls, meetings (e.g., user groups, governing board, advisory committees), and web site updates.
        ii. Chosen method will be based upon nature and urgency of topic.
        iii. More than one method may be used based on priority level.
    d. Keep up to date on all district software communications.
7. Quality of service.
    a. Measure customer satisfaction through an annual survey and assess incremental progress through at least one other recommended method (e.g., post-training evaluations, caller logs, service desk surveys generated after problem resolution).
    b. Assessment results from annual audit (i.e., SAS-70 report) for process improvements.
    c. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education.
    d. Participate in any other quality of service review processes based on guidance from the Ohio Regional Education Delivery System and specific Regional Service Center requirements.

School District
1. Software management
    a. Implement new features associated with updated versions of software.
    b. Ensure that user's workstation environment is appropriately configured for software usage.
    c. Ensure that appropriate licenses are issued and maintained for all users.
    d. Ensure that appropriate authorizations (including signoff from all parties) are in place for access to software.
    e. Define new software requirements for new or existing applications to the ITC using recommended mechanisms as feasible or informally as needed.
    f. Participate in opportunities (e.g, surveys, demonstrations, user group meetings) facilitated by the ITC to explore new or innovative usage of software applications.
    g. Work with ITC to mutually define additional resources (both financial and personnel) required for successful implementation of new software.
2. Data management
    a. Upon detection, immediately notify the appropriate ITC contact person as to specific data retrieval needs.
    b. Be responsible for rebuilding any lost data after restoration.
    c. Meet all published timelines (including but not limited to those set by State Auditor, financial institutions, ODE, and the ITC) for submission of data.
    d. Maintain appropriate security policies for protection of data.

3. Training
    a. Newly assigned employees will attend appropriate district, vendor, and/or ITC training.
    b. Alert ITC to ongoing training needs.
    c. Complete evaluation forms to provide immediate feedback and to improve future training sessions.
    d. District leadership will assign appropriate staff to attend training sessions and ensure appropriate software authorization. "Appropriate staff" is defined as staff with basic computer skills and expertise in the area associated with the software application.
4. Problem resolution
    a. Maintain and implement a set of procedures (e.g., communication and escalation) for internal software support.
    b. Follow the rules and procedures for reporting problems to the ITC follows:
        i. Reporting of initial problems will be handled through electronic means (preferred) or telephone. Reporting of initial problem to ITC should be made to one point of contact, not to multiple individuals, to reduce duplication of effort.
        ii. Initial reporting of the problem will include as much detailed information or documentation (e.g., screen shots, reports, actions taken by user prior to problem occurrence, attempted solutions) as possible.
        iii. After initial problem report, user will be available for and respond to inquiry regarding problem reported.
        iv. If problem reported is solved by the district staff, staff will notify ITC as soon as possible.
5. Documentation
    a. Review all documentation and updates within the timeframes specified by the ITC.
    b. Use latest versions of documentation.
    c. Inform ITC regarding accuracy, usability, relevance, and availability of -- and future needs for -- documentation in a timely fashion.
6. Communication
    a. Notify ITC immediately of relevant staff changes.
    b. Keep up to date on all ITC software communications.

7. Quality of service.
    a. Measurement of customer satisfaction will be handled by an annual survey and incrementally through at least one of the other recommended methods (e.g., post-training evaluations, caller logs, service desk surveys generated after problem resolution).
    b. Assessment of results from annual audit (i.e., SAS-70 report) for process improvements.
    c. Self-evaluation within the context of the annual CIP report provided to the Ohio Department of Education.
    d. Participate in any other quality of service review processes based on guidance from the Ohio Regional Education Delivery System and specific Regional Service Center requirements.
8. Quality of service

a. Complete incremental and annual surveys administered by ITC.
b. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvement.
**c.** Participate in any other quality of service review processes based on guidance from the Ohio Regional Education Delivery System and specific Regional Service Center requirements.

**Service Level Metrics/Formulae**

| Service Category | Metric | Measurement Formula | Interval/Reporting Period | Data Sources |
|---|---|---|---|---|
| Software management | 100% of major releases installed on time. | Number of major releases installed on time/number of major releases | Annual | Associate Director maintains log of actual release date vs. deadline for release for all major software releases. |
| Data management<br><br>Assure EMIS data transmitted to ODE on a timely basis. | 100% of EMIS files authorized by district for transfer to ODE are successfully transferred by the deadline. | Number of files *successfully transferred* by ITC to ODE that were authorized by district prior to deadline / number of files authorized by districts for transfer prior to deadline | Annual – keep annual log<br><br>Periodic – review "missing data reports from ODE" and assure no districts from our consortium appear on the reports. | Log files from weekly EMIS data submissions.<br><br>Also, State EMIS reports |
| Data management<br><br>Nightly and off-site storage of data. | 95% of data backups will be no more than one business day old.<br><br>Off-site storage will be done on a weekly basis. | | Annual – keep annual log | Associate Director and Systems personnel will maintain log of data that is backed up along with database of information stored at off-site location |
| Training | Post-training evaluation forms indicate that at least 80% of trainee respondents are satisfied.or very satisfied with the training overall. | Number of respondents indicating satisfied or above / total number of respondents to overall satisfaction question | Annual | All users who attend trainings will have the opportunity to complete surveys that include this question on level of satisfaction. |
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| Service Category | Metric | Measurement Formula | Interval/Reporting Period | Data Sources |
|---|---|---|---|---|
| Problem resolution | 90% customer satisfaction with problem resolution. | Total number of respondents who measure the service at or above expectations / total number of respondents | Annual | User responses on the NEOMIN annual survey<br><br>Future: Tracking within CA USD will allow for the measurement of response time. This should be included in future SLA's. |
| Documentation | 80% customer satisfaction with quality of documentation (as defined by its accuracy, usability, relevance, and availability). | Total number of respondents who measure the service at or above expectations / total number of respondents | Annual | Question added to annual survey that asks "How satisfied were you with the overall quality of the documentation (as defined by its accuracy, usability, relevance, and availability)?" |
| Communication | Districts notified of release of new versions within two hours of thoroughly testing and loading the release. | Number of release notifications sent within two hours of release/<br>Total number of release notifications | Annual | Log of release notifications sent vs. those sent within two hours of release |
| Quality of service | 90% customer satisfaction with quality of service | Total number of respondents who measure the service at or above expectations / total number of respondents | Annual | User responses on the NEOMIN annual survey |