Northeast Ohio Management Information Network

Revised 07/01/2022

FISCAL SUPPORT
SERVICE LEVEL AGREEMENT

Statement of Intent

The Northeast Ohio Management Information Network (NEOMIN) and school district mutually agree that this Service Level Agreement (SLA) documents school accounting systems 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 as it applies to USAS and USPS:

- Software management;
- Data management;
- Training;
- Problem resolution;
- Documentation;
- Communication; • Quality of service; and
- Service Level Metrics.

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.

1. Software management.

Programs Covered
- All Fiscal applications supported by NEOMIN.

NEOMIN
1. Install new versions and patches according to specified timeframes.
2. Maintain appropriate application environment.
3. Create and maintain cost-effective software license and annual maintenance agreements.
4. Develop routines to enable interoperability between software applications.
5. Explore new software applications for the benefit of the district.

School District
1. Implement new features associated with updated versions of software.
2. Ensure that user's workstation environment is appropriately configured for software usage.
3. Ensure that appropriate licenses are issued and maintained for all users.
4. Ensure that appropriate authorizations (including signoff from all parties) are in place for access to software.
5. Define new software requirements for new or existing applications to the ITC using recommended mechanisms as feasible or informally as needed.
6. Participate in opportunities (e.g., surveys, demonstrations, user group meetings, and trainings) facilitated by the ITC to explore new or innovative usage of software applications.
7. Work with ITC to mutually define additional resources (both financial and personnel) required for successful implementation of new software.

2. Data management

NEOMIN
1. Generate backups on a nightly basis.
2. Maintain and manage offsite storage according to the site's business continuity/disaster recovery plan.
3. Restore data critical for daily district operations as a top priority according to the site's backup and recovery procedures.
5. Enable data transfer between systems, whenever applications make this feasible.
6. Submit data to the following entities:
   a State Software (including but not limited to ODE, IRS, State of Ohio, and ODJFS by published deadlines, or train and assist districts on their own submissions
   b eFinance Plus (including but not limited to ODE, IRS, and State of Ohio by published deadlines, or train and assist districts on their own submissions

School District
1. Upon detection, immediately notify the appropriate ITC contact person as to specific data retrieval needs.
2. Be responsible for rebuilding any lost data after restoration.
3. Meet all published timelines (including but not limited to those set by State Auditor, financial institutions, ODE, and the ITC) for submission of data.
4. Maintain appropriate security policies for protection of data.
5. Follow documentation, guidelines, and manuals to insure that established processes are completed. Modifying data outside of the scope of the software is not recommended; but, should be authorized and supervised by an ITC software support specialist to insure data integrity.

3. Training

NEOMIN
1. Provide all user training in a timely and adequate fashion, developed with user input on topics relevant to districts.
2. Track user attendance and assess user training needs.
3. New user training will be offered at least once per year.

School District
1. Newly assigned employees will attend appropriate district, vendor, and/or ITC training.
2. Alert ITCs to ongoing training needs.
3. Complete evaluation forms to provide immediate feedback and to improve future training sessions.

4. 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

<u>ITC</u>

1. Maintain a qualified staff commensurate with staff budget.
   a. Conduct ourselves in a professional, ethical manner in our effort to do what is best for the district.
   b. Facilitate continuing education for all staff per rules defined in Ohio Administrative Code.
2. Maintain software support contracts with third parties.
3. Provide helpdesk support as defined in the following categories:

a. CRITICAL
- Significant impact district-wide or system wide (i.e. server down) with no workaround available, and
- Mission critical work cannot continue

Response:
<u>NEOMIN</u>
- Constant work until issue resolved
- Keep District informed of progress at least hourly, as required

<u>DISTRICT</u>
- Provide 24x7 point of contact
- Be available during work to resolve issue for testing/validation

b. NON-CRITICAL
- Significant impact district-wide or system-wide with a workaround available, or
- Minimal number of users affected

Response:
<u>NEOMIN</u>
- Prioritize with other critical and non-critical issues
- Keep District informed of progress at least every other day

<u>DISTRICT</u>
- Provide timely responses to questions

c. ROUTINE
- Request for support that can be scheduled or does not have a major impact on operations, or routine questions

Response:
<u>NEOMIN</u>
- Prioritize with other critical, non-critical, and routine issues
- Keep District informed of progress at least weekly

<u>DISTRICT</u>

- Provide timely response to questions

- Assess frequency and nature of questions from the district and use this information to plan for future training.
- Log requests made by users, in the NEOMIN helpdesk software.

<u>School District</u>

1. Maintain and implement a set of procedures (e.g., communication and escalation) for internal software support.
2. Follow the rules and procedures for reporting problems to the ITC as follows:
   a. Reporting of initial problems will be handled through the NEOMIN Helpdesk (preferred), email or telephone.
   b. 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.
   c. After initial problem report, user will be available for and respond to inquiry regarding problem reported.
   d. If problem reported is solved by the district staff, staff will notify ITC as soon as possible.
   e. Reporting of initial problem to ITC will be made to ONE point of contact, not to multiple individuals, to reduce duplication of effort.
3. If responding through e-mail, please reply or reply all to the e-mail when responding instead of sending several different messages, in order to include the entire text of the problem in one place.
4. Please use the NEOMIN helpdesk whenever feasible for the following reasons.
   a. Allows both users and NEOMIN staff to track the status of issues.
   b. Retains previous questions to which users can refer.
   c. Provides NEOMIN management with an overview of outstanding issues, to make staffing decisions.
   d. Allows districts and NEOMIN to verify that service level agreements are honored.
   e. Tracks requests in writing to verify work was done in accordance with requirements.
   f. Ties contact information to the person in case we need to call to talk through the question.
   g. Helps target professional development needs of users.
5. Escalation. Any responses that do not conform to the above, agreed-upon response times/methods, or that do not meet the satisfaction of the district should be escalated directly to the Executive Director orally or in writing.

5. Documentation

<u>NEOMIN</u>
1. Provide documentation for software applications based upon user needs.
   a. Types of documentation can include user guides, release notes, frequently asked questions, checklists, Forums, etc.).
   b. Content can include best practices, supplements to ODE or vendor documentation, and step by step software use guidance.
2. Enable access to documentation via hard copy and the web.
3. Organize documentation in a manner that facilitates user access and usability (i.e., searchable).
4. Update documentation based on anticipated user demand for changes.

<u>School District</u>
1. Review all documentation and updates within the timeframes specified by the ITC.
2. Use latest versions of documentation.
3. Inform ITC regarding accuracy, usability, relevance, and availability of and future needs for documentation in a timely fashion.

6. Communication

<u>NEOMIN</u>
1. Notify district of application-driven hardware (e.g., desktop or printer) specifications.
2. Notify district of release of new versions or patches after appropriate pre-release site testing.
3. Communicate based upon user needs.
   a. Methods can include email messages, newsletters, site visits, telephone calls, meetings (e.g., user groups, governing board, advisory committees), and web site updates.
   b. Chosen method will be based upon nature and urgency of topic.
   c. More than one method may be used based on priority level.

<u>School District</u>
1. Notify ITC immediately of relevant staff changes for security purposes and to meet auditor requirements.

7. Quality of Service

<u>NEOMIN</u>
1. 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).
2. Assessment results from annual audit (i.e., SAS-70 report) for process improvements.
3. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education.
4. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.)

<u>School District</u>
1. Complete incremental and annual surveys administered by ITC.
2. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvements to ITC services.
3. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS.).

8. Service Level Metrics

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Timeframe/ Availability	<u>Applications – 98% Uptime</u> 24 hours/daily; 7 days/week <u>Service Window</u> Weekdays, 6pm – 5am Weekends, 5am – 8am <u>Maintenance Notification Lead Time</u> Emergency – ASAP Routine – 1 week (State Software) Routine – 2 days (eFinance Plus) <u>Support Hours of Operation</u> Regular business hours: M-F, 8am – 4pm After hours: Best effort	Hours down/Hours possible	Monthly	Manual Data Collection
Software Management	100% of major releases installed 10 business days from the date of the release. (State Software) 100% of major releases installed per the MCOECN and Powerschool schedule from the date of the release. (eFinance Plus)	Number of major releases installed by deadline/ number of major releases	Monthly	Manual Data Collection
Data Management	95% of data backups will be no more than one business day old	Number of *successful* nightly backups and/or number of work days	Monthly	System manager maintains a log of successful backups by date. Log maintained of backup tapes to offsite storage.
Training	Post-training evaluation forms indicate that at least 80% of trainee respondents are at least satisfied or very satisfied with the training overall.	Number of respondents indicating "satisfied" or "very satisfied" on one overall satisfaction question / total number of respondents to overall satisfaction question	Monthly	Question added to ALL post training evaluation forms that asks "How satisfied were you with this training session?" All users who attend trainings complete surveys that include this question.

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Problem resolution	95% Requests acknowledged within 4 business hours of receipt 90% Critical requests resolved within 8 business hours of acknowledgement *above metrics for escalated problems to software vendors do not apply	Requests acknowledged within an hour/total # of requests Critical requests closed with solution within 8 hours/total # of requests	Monthly	Tracking within NEOMIN helpdesk.
NEOMIN Documentation of software applications	80% customer satisfaction with quality of documentation (as defined by its accuracy, usability, relevance, and availability).	Number of respondents indicating "satisfied" or "very satisfied" on one overall documentation quality question /total number of respondents to overall documentation quality question	Annual	Question added to annual survey that asks "How satisfied were you with the overall quality of the documentation for this software application (as defined by its accuracy, usability, relevance, and availability)?" Include responses to this question from all users who complete annual survey.
Communication	Districts notified of installation of release of new versions within one business day of installation.	Number of release notifications sent within one business day of installation/ Total number of release notifications	Monthly	Manual Data Collection

Quality of service	80% customer satisfaction with quality of financial services	Number of respondents indicating "satisfied" or "very satisfied" on one overall service quality question for this software application/ total number of respondents to overall service quality question	Annual	Question added to annual survey that asks "How satisfied were you with the overall quality of service for this software application?" (USAS, USPS) Include responses to this question from all users who complete annual survey