Northeast Ohio Management Information Network

Revised 07/01/2022

NETWORK 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 technology support services provided by NEOMIN that are received 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 categories of NEOMIN Technical Services and Support:

- Software and Hardware Management
- Data Management
- Training
- Problem resolution
- Documentation;
- Communication
- Quality of service
- Service Level Metrics

Assumptions/Responsibilities

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

1. Software and Hardware Management

Programs/Services Covered
a. NEOMIN Wide Area Network, both physical network and functional bandwidth
b. NEOMIN Connection to ISP(s)
c. E-mail, including virus and SPAM prevention for neomin.org email accounts
d. Internet Filtering
e. DNS and DHCP

  f. VoIP and Voicemail (to subscribed districts)
  g. Virtual Server Hosting (to subscribed districts)
  h. Wireless Hosting (to subscribed districts)
  i. District Maintenance

NEOMIN

1. Address requests for technical help that arrive via helpdesk (preferred), email, or phone
2. Maintain equipment and associated peripheral devices and ensure a minimum of down-time
3. Create and maintain cost-effective, annual maintenance agreements
4. Develop routines to ensure the availability of tools and equipment associated with supported services
5. Identify software tools that make delivery of NEOMIN services and upkeep of NEOMIN resources easier and more cost-effective
6. Conduct scheduled maintenance within stated service window. As much advance notice as possible will be given for emergency maintenance.
7. Ensure that NEOMIN base content filtering policy subscribes to the Children's Internet Protection Act (CIPA).
8. Email privacy will be respected at all times with the exception of instances in which district level administration requests investigation into business of activities be conducted via any NEOMIN email account.

School District

1. Provide front-line support for workstation and local-area-network (LAN) issues so requests for support issued to NEOMIN pertain to NEOMIN provided services and support
2. Ensure that user's workstation environment is appropriately configured for use of NEOMIN WAN and software resources
3. Whenever necessary, 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 and services
5. Define new bandwidth and delivery requirements for new or existing WAN connectivity to NEOMIN using recommended mechanisms as feasible or informally as needed
6. Participate in opportunities (e.g., surveys, demonstrations, user group meetings) facilitated by NEOMIN to explore new or innovative usage of services or resources
7. Work with NEOMIN to mutually define additional resources (both software and network) required for successful implementation of new technologies, software and services
8. Should the district opt for Delegated Administration for internet content filtering, the district will ensure that its filtering policy conforms to CIPA
9. The school district will be responsible for all Internet use of its employees and students
10. The school district will notify NEOMIN of any instance in which web sites are not properly classified by the content filter
11. The school district will ensure that authorized override account information is at no time given to students for any reason
12. The school district will be responsible for inappropriate use of email accounts and services by its employees or students

13. The school district will be responsible for archiving email messages that are considered official records or documents per the district-level retention policy
14. Designate contact(s) to manage the day-to-day user account creation process. Notify NEOMIN immediately if problems arise.

2. Data Management

NEOMIN
1. Generate backups on a nightly basis
2. Manage data in accordance with NEOMIN's disaster recovery plan
3. Enable data transfer between systems whenever applications make this feasible

School District
1. Upon detection, immediately notify the appropriate NEOMIN contact person as to specific data retrieval needs
2. Be responsible for rebuilding any lost data after restoration
3. Meet all published timelines for providing requested information
4. Maintain appropriate security policies for protection of data
5. Follow documentation, guidelines, manuals and checklists to insure that established processes are completed

3. User 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. Provide technology updates and training pertaining to new or existing resources at least once per year

School District
1. Newly assigned employees will attend appropriate district, vendor, and/or NEOMIN training
2. Alert NEOMIN 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 access to district and NEOMIN resources. "Appropriate staff" is defined as staff with basic technical, computer and networking skills and expertise in the area associated with a given resource.

4. Problem Resolution

NEOMIN
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:
  NEOMIN
- Constant work until issue resolved
- Keep District informed of progress as often as is practical.

  DISTRICT
- 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:
  NEOMIN
- Prioritize with other critical and non-critical issues
- Keep District informed of progress at least every other day

  DISTRICT
- 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:
  NEOMIN
- Prioritize with other critical, non-critical, and routine issues
- Keep District informed of progress at least weekly

  DISTRICT
- Provide timely response to questions

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

School District
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 NEOMIN as follows:
    - Non-Critical and routine reporting of initial problems will be handled through the NEOMIN Helpdesk. Critical items may be reported by the quickest means available (phone, e-mail or in-person).
    - After initial problem report, user will be available for and respond to inquiry regarding problem reported
    - If problem reported is solved by the district staff, staff will notify NEOMIN as soon as possible
    - When submitting software related questions, detailed information helps us respond more quickly.
        1. For example:
            a. What building were you in when the issue occurred?
            b. If you see an error message, send a screen shot.
            c. Are you working on a Mac or PC?
            d. What browser are you using, and what version is it (e.g. Internet Explorer, Chrome or Safari)?
            e. What operating system and version are you using (e.g. Windows or Mac)?
3. Please use the NEOMIN Helpdesk whenever feasible for the following reasons.
    - Allows both users and NEOMIN staff to track the status of issues.
    - Retains previous questions to which users can refer.
    - Provides NEOMIN management with an overview of outstanding issues, to make staffing decisions.
    - Allows districts and NEOMIN to verify that service level agreements are honored.
    - Tracks requests in writing to verify work was done in accordance with requirements.
    - Ties contact information to the person in case we need to call to talk through the question.
    - Helps target professional development needs of users.
4. 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

NEOMIN
1. Provide documentation for all network resources based upon user needs
    a. Types of documentation can include user guides, release notes, frequently asked questions, checklists, Forums, and knowledge base within the NEOMIN Helpdesk)
    b. Content can include best practices, supplements to ODE or vendor documentation, and step by step software or hardware 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
4. Update documentation based on anticipated user demand for changes

School District
1. Review all documentation and updates within the timeframes specified

2. Check the NEOMIN web site to ensure you are using the latest versions of documentation
3. Inform NEOMIN regarding accuracy, usability, relevance, and availability of and future needs for documentation in a timely fashion

6. Communication

NEOMIN
1. Notify district of application-driven hardware (e.g., desktop or printer) specifications and/or appropriate hardware configurations
2. Notify district of computer operating system releases or patches that are essential for network access to NEOMIN resources
3. Notify districts of downtime by e-mail and postings to help desk resource
4. 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

School District
1. Notify NEOMIN immediately of relevant staff changes for security and communication purposes
    a. Complete New Account Request Form (available from NEOMIN webpage or provided upon request) for new hires that need access to NEOMIN applications
    b. Notify NEOMIN in writing when users leave the district to deactivate the account
    c. Contact NEOMIN when there should be an update to the NEOMIN Helpdesk accounts to ensure that district receives important technical communications

7. Quality of Service

NEOMIN
1. Measure customer satisfaction through at least one other recommended method (e.g., post-training evaluations, service desk surveys generated after problem resolution)
2. Self-evaluate performance and progress within the context of the annual continuous improvement plan provided to the Ohio Department of Education
3. Participate in any other quality of service review processes based on guidance from the Educational Regional Service System (ERSS)

School District
1. Complete surveys administered by NEOMIN
2. Provide feedback via focus groups, advisory groups, and other subcommittees to help gauge customer satisfaction and make recommendations for improvements to NEOMIN 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/Formula

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Timeframe/ Availability	<u>Applications – 98% Uptime</u> 24x7 availability <u>Service window</u> Weekdays, 9pm – 6am Weekends, 6am – 6pm <u>Maintenance Notification Lead Time</u> Emergency – ASAP Routine – 2 days <u>Support Hours of Operation:</u> Regular business hours: M-F, 7:30am – 4pm After hours: Best effort	Hours down divided by hours possible	Monthly	Manual Data Collection
Software Management	100% of recommended major releases installed 20 business days from the date of the release.	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.

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources

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	Annual	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.
Problem resolution	95% Requests acknowledged within 4 hours of receipt	Requests acknowledged within an hour/total # of requests	Monthly	Tracking within NEOMIN Helpdesk
	90% of all "Critical" Requests resolved within 8 hours *above metrics for escalated problems to software vendors do not apply	Critical requests closed with solution within 8 hours/total # of requests		
NEOMIN Documentation of available software and network resources.	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 survey that asks "How satisfied were you with the overall quality of the documentation for network resources (as defined by its usability, relevance, and availability)?" Include responses to this question from all users who complete survey.
Communication	Districts notified of configuration changes and/or scheduled system downtime.	Number of notifications sent/ number of notifications possible. Total number of notifications.	Monthly	Manual Data Collection

Service Category	Metric	Measurement Formula	Interval/ Reporting Period	Data Sources
Quality of service	80% customer satisfaction with quality of Support and Network Services.	Number of respondents indicating "satisfied" or "very satisfied" on one overall service quality question for a given service or resource/ total number of respondents to overall service quality question	Annual	Question added to survey that asks "How satisfied were you with the overall quality of service for this service?" (Contracted Support, Network) Include responses to this question from all users who complete a survey