

**MCESA**

Maricopa County Education Service Agency



**REILize**  
Decision Support System

Rewarding Excellence in  
Instruction and Leadership

## **RDSS Service Level Agreement for the Marketing Website and the Teacher ODCT**



**Program:** MCESA REILize Decision Support System  
**Module:** RDSS  
**Release:** All  
**Document:** RDSS Service Level Agreement for the Marketing Website and the Teacher ODC  
**Version:** V1

## Table of Contents

Version History .....	4
Document Approvals .....	4
References .....	5
ADE Support Groups .....	5
Definitions .....	5
Overview .....	6
Scope .....	6
Exclusions .....	6
Service Levels .....	7
1. Availability .....	7
2. Reliability .....	7
3. Maintainability .....	7
4. Latency .....	7
5. Recovery Time Objective .....	8
6. Recovery Point Objective .....	8
7. Incident Resolution Time .....	8
8. Service Request Fulfillment Time .....	9
9. Transactional Throughput and Storage .....	10
Terms of Provision .....	11
10. Maintenance Windows .....	11
10.1. 1st Sunday of the month .....	11
11. Service Breach .....	11
12. Service Measurement .....	11
13. Alerts .....	12
14. Alert Warning Levels .....	12
15. Alert Recipients .....	13
16. Service Reporting .....	13
17. Security .....	13
18. Hours of Support .....	14





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19.	Requests for Support .....	14
20.	Escalation .....	14
21.	Change Management .....	15
	Provider Responsibilities.....	15
	Business Service Owner Responsibilities.....	15





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## Version History

Date	Version	Change Details
2/14/2012	v.01	First draft for internal review
6/19/2012	v.02	Updates based upon meeting with T. Mendez
7/3/2012	v.03	Added comments based upon meeting with MCESA stakeholders
7/19/2012	V1	Distributed for signatures

## Document Approvals

Organization	Name	Program Role	Signature /Electronic Approval	Date
ADE	David Barcai	Project Manager		
ADE	Christa Thompson	Program Manager		
ADE	Jolene Newton	Program Director		
ADE	Delano Walcott	IT Operations Manager		
ADE	Jon Bucy	Sr. Database Administrator		
ADE	Terry Mendez	Director of Product Support		
ADE	Carolyn Love	Support Center Manager		
ADE	Pamela Smith	Strategic Programs Director		
ADE	Linda Jewell	Director of Development		
MCESA	Kristine Morris	Chief Deputy Superintendent		
MCESA	Lori Renfro	Asst. Supt., Performance-Based Management Systems		
MCESA	Al Dillum	REIL Data Management System Project Manager		
ADE	Scott Pfeiffer	Technical Lead	Informed and Consulted – not an approver	
MCESA	Jean Bandes	Business Services Technical Operations Manager	Informed and Consulted – not an approver	





## References

Supporting Documentation Title	Purpose	Document
ADE Change Management Procedures	Outlines Change Management Procedures	<a href="#">Change Management Procedures</a>
ADE Identity Management and Authentication	ADE authentication policy	<a href="#">ADE Identity Management and Authentication</a>
ADE SQL Backup Procedure:	Defines type and frequency of database backups	<a href="#">ADE SQL Server Backup Procedures HP Data Protector</a>
ADE Server Backup Procedure	Defines type and frequency of server backups	

## ADE Support Groups

Group Name	Key Group Members as of June 2012
Operations	<b>Delano Walcott</b> , IT Operations Manager <b>Robin Lowe</b> , IT Operations Analyst <b>Colby Burdick</b> , IT Operations Analyst
Network Services	<b>TBD</b> , Manager of Network Infrastructure <b>Dan Peckardt</b> ,
Database Administration	<b>Jon Bucy</b> , Sr. Database Administrator <b>Douglas McDanel</b> , Database Administrator
Quality Assurance	<b>Gary Kerekes</b> , QA Manager <b>Miruta Garg</b> , Software Quality Analyst

## Definitions

Term	Definition
AELAS	Arizona Educational Longitudinal and Accountability System
Business Service Owner	MCESA is the Business Service Owner in relation to this document
CAB	Change Accountability Board
SLA	Service Level Agreement
Service Provider	ADE IT is the Service Provider in relation to this document
ADE IT	Arizona Department of Education Information Technology department
SCOM	System Center Operations Manager – a cross-platform data center management system
SME	Subject Matter Expert
RDSS	REILize Decision Support System
ODCT	Observation Data Capture Tool





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## Overview

This Service Level Agreement outlines the level of service that the service provider and the business service owner have agreed to. This is a living document, and as changes to the agreement are required, the service provider or the service owner may request re-negotiation.

To report technical issues or submit change requests, refer to the [RDSS Support Model documents](#) for a complete outline of the approved support workflow.

## Scope

The scope of this document is the hosting of the Marketing Website (<https://www.mcesa.az.gov>), and the Teacher ODCT which is accessible via a link from the Marketing Website URL. The SLA terms for additional modules and the integration into the ALEAS platform will be recorded and approved in future versions of this document, or recorded in separate documents.

## Exclusions

**Service Exclusions:** This SLA does not apply to EduAccess, a common logon based web application, to the Marketing Website interface or content management, or to any third-party application services or vendors. Those services will be maintained through a separate agreement.





## Service Levels

Service levels are metrics about the Marketing Website or the Teacher ODCT that may be measured, reported, and compared to a defined service level objective to determine whether a service is in breach.

### 1. Availability

*The ability of a service to perform its required functions over a stated period of time without error.*

- 1.1. This service will be 99.5% available for use during the following hours: Monday-Friday, 7 am to 6 pm. This does not include holidays or scheduled outages.
- 1.2. This service will achieve a total 24/7/365 availability of 99.0%
- 1.3. This service will experience no more than 7 hours of downtime per month.

### 2. Reliability

*The ability of a service to perform consistently and free from operational failure.*

- 2.1. This service will experience functional, latency, or availability issues no more frequently than every 30 days.
- 2.2. The average time between functional, latency, or availability issues will be 30 days or greater.

\* Note: Latency problems will only be identified as an issue for clients having a 1 MB or higher broadband connection.

### 3. Maintainability

*The ability of a service to be modified and/or recovered not due to a change in the business requirements.*

- 3.1. This service will be unavailable for no longer than 7 hours at any time outside of maintenance windows.

### 4. Latency

*Sometimes called response time, is the amount of time that elapses between the moment the user makes a request and the moment the service completes the request.*

- 4.1. Response times for any page view in this service will be no more than 4 seconds during the defined hours of availability. This includes application files embedded or streaming within the system such as,



PDF, DOC, XLS, PPT docs, etc. Excluded from this latency definition are linked files accessible within the application but residing on an external system.

**5. Recovery Time Objective**

5.1. Provider is in the process of defining an organization-wide Disaster Recovery plan and Server Backup Plan. Until those plans are finalized, the Provider will abide by ADE IT’s approved Server and Database Backup Plans, which does not define a recovery time.

- [Database Backup Procedures](#)

The business owner requests that the SLA be revisited 90 days from the date of signing in order to review the Disaster Recovery plan progress, and modify the SLA accordingly.

**6. Recovery Point Objective**

6.1. No more than 1 day of data will be lost due to a disaster.

**7. Incident Resolution Time**

7.1. All incidents will be responded to according to the severity levels defined below.

Severity	Definition	Response Time	Fulfilled Within
1 - Critical	A problem causing critical impact to the client’s business operation, and no workaround is immediately available. Use of the System cannot continue. Resolution efforts begin upon notification and continues until resolved. If resolution requires a software correction, the solution will be expedited and applied once available. Example: The Business is Down and Inoperable; outages or issues that affect the Marketing website, high risk bugs, etc.	30 minutes	60 minutes



2 - High	<p>A problem causing significant impact to the client’s business operation, and any workaround is unacceptable on a long term basis. Essential functions of the System are affected such that there is a significant impact to the client’s business operations. If resolution requires a software correction, the solution will be expedited and applied once available. Work begins after Severity 1 Issues are resolved.</p> <p>Example: Major Operations of the Business are either Down and Inoperable while some can continue</p>	4 business hours	1 business day
3 - Medium	<p>A problem that impairs some functionality, but a practical workaround exists such that there is not a material impact to the client’s business operations. If resolution requires a software correction, this is fixed in the next release if reported prior to release cut-off date.</p> <p>Example: One or more business processes are impacted, either in timeliness or availability, but the business is operational.</p>	1 business day	3 business days
4 - Low	<p>A problem that does not affect any production functions of the software and may be cosmetic in nature. A software defect exists but does not impede any functionality. These Issues are generally fixed in next major release if reported prior to release cut-off date.</p> <p>Example: There are some issues with the normal processing, but the business is operational.</p>	1 business day	5 business days

\*Requests not identified by requestor will be given a Low prioritization.

**8. Service Request Fulfillment Time**

8.1. IT Support for this service will be fulfilled according to the following request/issue prioritization schedule:

- Service requests are items such as implementation of a new third party application, changes to existing applications, new site configurations, security/user right changes, etc.
- Some examples of service requests that constitute a higher priority definition would be removal of privileges of an editor or administrator due to an employee termination, assistance with immediate content removal as requested by executive level personnel, etc.





Severity	Definition	Response Time	Fulfilled Within
1 - Critical	A service request causing critical impact to the client’s business operation, and no workaround is immediately available. Use of the System cannot continue. Resolution efforts begin upon notification and continues until resolved. If resolution requires a software correction, the solution will be expedited and applied once available.	30 minutes	60 minutes
2 - High	A service request causing significant impact to the client’s business operation, and any workaround is unacceptable on a long term basis. Essential functions of the System are affected such that there is a significant impact to the client’s business operations. If resolution requires a software correction, the solution will be expedited and applied once available. Work begins after Severity 1 Issues are resolved.	4 business hours	1 business day
3 - Medium	A service request that impairs some functionality, but a practical workaround exists such that there is not a material impact to the client’s business operations. If resolution requires a software correction, this is fixed in the next release if reported prior to release cut-off date.	1 business day	3 business days
4 - Low	A service request that does not affect any production functions of the software and may be cosmetic in nature. These Issues are generally fixed in next major release if reported prior to release cut-off date.	1 business day	5 business days

**9. Transactional Throughput and Storage**

- 9.1. The service will be able to successfully process 55,000 total users and 5,500 concurrent web requests during peak usage. Peak usage times are January, April/May, and September. Additional circumstances such as media releases or education policy changes may cause peaks to occur frequently throughout the entire year.
- 9.2. The infrastructure will successfully support the storage capacities required for the ongoing storage for the Marketing Website, and ten (10) years of rolling data of the ODCT.





## Terms of Provision

### 10. Maintenance Windows

10.1. 1st Sunday of the month

Establish standard timelines for notification of change.

- Standard Change: Two weeks prior to work, when appropriate
- Normal Change: Two weeks prior to work
- Urgent Change: Immediately following CAB approval
- Emergency Change: No notification prior to work

Change dates should be planned and agreed upon with service owner, in advance, for the upcoming calendar year—with the understanding that in some instances the schedule may need to change based on the business schedule. If a prescheduled maintenance window needs to be rescheduled, the reschedule request must be approved by the CAB. The CAB will consider the reschedule request and will work with the stakeholders (the requesting department and the ensuing department whose scheduled window will be affected) in order to reach an agreeable solution that ensures that the change will proceed smoothly.

Any additional maintenance required outside of the scheduled maintenance window shall be coordinated through agreement between ADE IT and the Business Service Owner at least 2 business days in advance of the desired window.

The schedule above does not include unplanned maintenance.

### 11. Service Breach

11.1. A service breach occurs at any time when the service levels defined in this Service Level Agreement are not met, except when the reason is something that is beyond the control of the responsible party (act of nature, disaster recovery scenario, etc.)

### 12. Service Measurement

12.1. The following service features or user interactions with the service will be measured to determine whether the service is in breach, by utilization of Microsoft System Center Configuration Manager 2012 (CM12):

12.1.1. Marketing Website:

- Website and content availability
- Page/script errors
- Page load/response times

12.1.2. Teacher ODCT:

- Teacher ODCT availability



- Page load/response times

### 13. Alerts

13.1. The following service features or user interactions with the service will be monitored to alert support staff that a service breach may be occurring:

#### 13.1.1. Marketing Website

- Website and content availability
- Page/Script Errors
- Page load/response times
- Memory usage/availability
- Processor utilization
- Content storage drive free space

#### 13.1.2. Teacher ODCT

- Memory usage/availability
- Processor utilization
- Content storage drive free space

### 14. Alert Warning Levels

Feature/User Interaction	Threshold Measured	Action
Website and content availability	Has not been available for 15 minutes	SCOM Event, Email Notification to OPS, Escalation to ERR status if not resolved within 4 hours.
Memory Usage/Availability	Routine checks (every 60 minutes) of memory availability, checked by SCOM. If memory availability falls below 10% for 5 minutes.	SCOM Event, Email Notification to OPS, Manual escalation to ERR status if not resolved within 4 hours.
Processor Utilization	Routine checks (every 60 minutes) of processor utilization, checked by SCOM. If processor utilization for 2 consecutive reports is above 90%:	SCOM Event, Email Notification to OPS, Manual escalation to ERR status if not resolved within 4 hours.
Content storage drive free space	Routine checks (every 4 hours) of drive space, checked by SCOM. If processor utilization for 2 consecutive reports is above 90%:	SCOM Event, Email Notification to OPS, Manual escalation to ERR status if not resolved within 12 hours.





**15. Alert Recipients**

15.1. The following recipients will receive alerts for this service:

Person/Group	Name(s) if applicable	Notice Sent To
ADE Support Center	--	adesupport@azed.gov
IT Operations Group	--	ITOperations@azed.gov
IT Service Owner/Application Support Manager	Terry Mendez	Terry.Mendez@azed.gov
Business Service Owner	Al Dullum Kristine Morris	Al.Dullum@mcesa.maricopa.gov Kristine.Morris@mcesa.maricopa.gov
Program Technical Support Group	MCESA Support Group	MCESASupportGroup@azed.gov

**16. Service Reporting**

16.1. The application support manager will report service level information to the Program Director, Program Manager, Project Manager, and the business service owner on a monthly basis. This monthly summary report will display the following information:

- 16.1.1. Incident reports/request to the Support Center (counts)
- 16.1.2. Service requests to the Webmaster (counts)
- 16.1.3. Summary of system stability/performance issues
- 16.1.4. Summary of all change requests (to do, in progress, and completed)

*\*Note: The Information Technology Infrastructure Library (ITIL) v3 process guidelines call for significantly more alerts, service measurements, etc. Our current service management tools do not provide this level of service. Until a replacement IT Service Management system is funded and implemented, automation of alert based incidents and more detailed service reporting will not be achievable.*

**17. Security**

- 17.1. Until an Identity Management System (IMS) is implemented, access to all services and data are governed in accordance with ADE’s Identity Management and Authentication Guidelines.
- 17.2. Only the ADE IT department and the business service owner shall retain super administrator and administrator credentials.



**18. Hours of Support**

- 18.1. The ADE IT department will support this service during the following hours: 7 AM to 6 PM M-F, excluding holidays.
- 18.2. Service requests and incidents may be submitted by the business service owner via email during the following hours: Anytime Sunday through Saturday (Including Weekends and Holidays)

**19. Requests for Support**

Refer to the [RDSS Support Model documents](#) for a complete outline of the approved support workflow.

- 19.1. To submit a change request: Submit a Change Request Form to [MCESASupportGroup@azed.gov](mailto:MCESASupportGroup@azed.gov). Change requests are escalated by the program Technical Lead to IT.
- 19.2. To submit a technical issue: Submit a Support Information Request Form to [MCESASupportGroup@azed.gov](mailto:MCESASupportGroup@azed.gov).
- 19.3. To submit an incident (loss of service, server related issue, etc.): Submit a Support Information Request Form to [MCESASupportGroup@azed.gov](mailto:MCESASupportGroup@azed.gov). Incidents are escalated by the program Technical Lead to IT.
- 19.4. After business hours/weekend/holiday on-call support: After Business Hours/Weekend/Holiday on-call support cost has been requested by the business service owner. Below is a definition of the resource that may be provided and the cost of funding the resource. If the Product Service Owner wishes to implement on-call support, they may contact the IT Service Owner/Application Support Manager to initiate the process.

Resource	Cost per Unit	Cost per Annum
Network Administrator	\$75.00/hr	\$156,000.00

**20. Escalation**

- 20.1. Concerns about service delivery or support, or service escalations must be requested by contacting those listed below.

Person/Group	Name(s) if applicable	Contact
IT Service Owner/Application Support Manager	Terry Mendez	Terry.Mendez@azed.gov



Escalations shall be first requested through the Application Support Manager. If escalation of an incident/request is not approved, defined contacts may escalate to the Service Owner.

The following contacts may request escalation: Any of the signatories in the latest approved version of this document.

*\*An issue may be escalated without a direct request from the defined contact(s) above when the Application Support Manager or Service Owner deem escalation is necessary.*

## 21. Change Management

- 21.1. Changes to the Marketing Website or the Teacher ODCT will be managed in accordance with the ADE's [Change Management Procedures](#) via the Change Accountability Board (CAB).

## Provider Responsibilities

The service provider will ensure that the service meets defined service levels and fulfills the other responsibilities defined in the Terms of Provision.

The service provider will fulfill the following responsibilities:

- Recommend changes
- Participate in change decisions
- Participate in approvals of any change decisions that involve software or hardware configuration changes
- Identify and provide a risk analysis when necessary
- Content administration of the top-level site, which will be <http://www.mcesa.az.gov>.

## Business Service Owner Responsibilities

The business service owner will fulfill the following responsibilities:

- Approve and request user security additions/changes
- Manage and request new sub sites
- Provide SME training for each sub-group
- Fund service delivery costs (including IT staffing costs, on-call after-hours support, and software licensing)
- Recommend changes to SLA
- Identify and Provide risk analysis when necessary