Appendix B

SERVICE LEVEL AGREEMENT OVERVIEW

This is a Service Level Agreement ("SLA") between *Crown Point Community School Corporation (CPCSC)* and *{Vendor Name Here|* (also referred to as "Service Provider"). The purpose of this SLA is to identify the basic services to be provided by {Vendor Name} regarding the {Application Name} ("the System") for *CPCSC.*

This SLA is incorporated by reference as if a part of the {Application Name} Customer Agreement ({Agreement Number}) between the Parties that covers service to begin at the end of calendar year {CCYY} ("the Contract")..

Description of Application/Service

{Vendor} will provide {Description of service provided by application}.

For successful deployment and utilization of the System, the following service levels will be maintained for the duration of the Contract:

1.) {Success criteria #1 – Service being provided description here}.

2.) The System will be available 24 hours a day, 7 days a week, 365 days per year.

3.) Scheduled disruption of the System for repair or upgrade will be communicated to the customer at least 48 hours prior to the disruption whenever practicable.

PERFORMANCE METRIC AND SERVICE COMMITMENT

Performance Metric	Service Commitment	Measurement
Transaction Response Time	Application users will have a 10 second or less response time between page loads when using the Named application	User satisfaction – CPCSC system reports of complaints less than 2% of active user count for the month reported
Availability	The {Name} application will be available 24 X 7, 365 days a year	User satisfaction – CPCSC reports of complaints less than 2% of active user count for the month reported

INCIDENT/PROBLEM MANAGEMENT

Incident/Problem Management					
Severity Level	**Description**	**Response timeto begin working issue**	**Resolution/ Mitigation**	**Status Updates**	**Metric/ Measure ment**
Severity 1 Incidents	The entire district's ability to perform mission critical business functions is in jeopardy or unavailable (Example: Application is down/unavailable)	1 hour	*2 hours*	Hourly	CPCSC View system reports
Severity 2 Incidents	A department or individual's ability to perform a mission critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time. (Example: Only people with Admin rights able to access the Application)	1 hour	1 Business day	Same Day	CPCSC View system reports
Severity 3 Incidents	A department or individual's ability to perform a job function may be impacted or inconvenienced, but can continue business as normal operations. (Example: A user's workstation cannot connect to the Application but other connections work)	1 business day	1 Business Day	Next Day	CPCSC View system reports

SERVICE PROVIDER AND CUSTOMER RESPONSIBILITIES

SERVICE PROVIDER DUTIES AND RESPONSIBILITIES

- Provide connectivity and process support to the expectations of the System's use asdescribed in this SLA.
- Provide user profiles and historical data content which are accurate to data files sent to Vendor.
- Ensure the System's content is backed up daily and can be restored if necessary.
- Provide Proof of security assessments completed on a semi-annual basis.
- Provide written notification 12 months prior to end of life of the application, or as soon as notice can reasonably be provided.
- Provide written proof that application is hosted on servers located within the continental United States and would fall under United States of America legal jurisdiction.
- Provide written notification 3 months prior to a change in the hosting methodology orgeographical location of the application.
- Provide proof of insurance which would indemnify and hold harmless CPCSC from claims against Service Provider and/or CPCSC related to CPCSC's use of the System.

CUSTOMER DUTIES AND RESPONSIBILITIES

- Provide accurate data and system information in any required daily data uploads.
- Ensure User Account Authentication via accurate secure LDAP/SSO integration with the System.

PROBLEM MANAGEMENT AND DISASTER RECOVERY

SUPPORT & PROBLEM ESCALATION CONTACT LIST

Support Help Line			
Name	**Role**	**Phone**	**Email Address**
Vendor Helpdesk	General Assistance	800-###-####	
Support Contacts			
Vendor Agent Name	Implementation Specialist	800-###-####	
Escalation Contacts			
Vendor Management Contact	Account Manager	800-###-####	

PERIODIC REVIEW PROCESS

This SLA is a dynamic document and will be periodically reviewed, and potentially changed by written agreement of both Parties, when events such as the following occur:

- The environment has changed.
- The customer's expectations and/or needs have changed.

This SLA will be reviewed at a minimum once per year. Contents of this document may be amended as required, provided mutual agreement is obtained in writing and any changes are communicated immediately to all affected parties. Crown Point Community School Corporation is the document owner and will incorporation all subsequent revisions and obtain mutual agreements / approvals as required.

SIGNATURES

Title & Name	Date
Service Provider/ Organization Title	

Title & Name	Date
Crown Point Community School Corporation	
(Customer and Document Owner)	