# W S I P C

*Inspired by education. Empowered by technology.*

## Service Level Agreement

## WSIPC

## And

## Auburn School District

# SERVICE LEVEL AGREEMENT

## Purpose
This Agreement describes the responsibilities and service level expectations between WSIPC and the Information Service Centers (ISCs), and between the ISCs and their school districts.

## General Term of the Agreement
The Agreement is made by and between WSIPC and the ISC. **The term of the Agreement will commence September 1, 2018. Thereafter, the terms of the Agreement will automatically renew from September 1st through August 31st of each successive year.**

This term shall continue unless a school district gives written notice to its ISC to terminate the Agreement. This notice must be provided to the ISC by March 1st of the same year termination is desired, at which time the school district agrees to continue paying Cooperative fees until August 31st of the same year. The school district may extend the term of services beyond the date which notice of termination is given. Each extension must be at least two months long.

## Fees & Payment Terms
During each year of the term, WSIPC will invoice ISCs monthly. **Payment is due 30-days following receipt of the invoice.** ISCs shall pay the fee established by the WSIPC Board of Directors. The annual fee is based on the total FTE of the school districts that the ISC serves. An ISC can calculate the total cost by multiplying the fee by the annual average student FTE of each district the ISC serves.

The fees that WSIPC and the ISCs collect are used to develop budgets and expend funds for the sole purpose of supporting, maintaining, and enhancing WSIPC's services and developing future services.

## Rights to Participate in Joint Cooperative
As authorized by RCW 28A.320.080 (3) and RCW 28A.310.180 (3) (currently existing or hereinafter amended), group purchasing and/or bidding for data processing equipment and/or services, or related equipment and/or services, may be part of the activities of the ESD cooperatives. Members of these cooperatives may, at their own option, participate in the bidding/purchasing role of WSIPC, but will not be required to do so for any particular item(s).

## Confidentiality
All materials furnished to WSIPC by the ISCs and school district pursuant to this Agreement shall remain the property of the ISC or school district and shall not be disclosed to third parties except by written consent of the school district. These materials include, but are not limited to, source data, computer files, reports, listings, and computer programs.

## SOFTWARE & SYSTEMS: SERVICES & SUPPORT

### SOFTWARE

Delivery. WSIPC, in conjunction with the ISCs, will ensure that the software WSIPC provides complies with state reporting, budgeting, and personnel retirement requirements. WSIPC will install the Software either at a site hosted by WSIPC or at a locally designated site. All software modules supported under this Agreement by both WSIPC and the ISCs are documented in Addendum I.

Warranty. WSIPC warrants that upon delivery by WSIPC: (a) the Software will perform substantially in accordance with its written specifications established by WSIPC; and (b) the Software does not infringe any U.S. patent or copyright. WSIPC does not warrant that the Software is free from bugs, errors, or omissions. The exclusive warranties set forth in this paragraph apply only to the latest release of such items of Software, incorporating all corrections, updates, enhancements, and modifications made available by WSIPC.

Performance Remedy. As Licensee's exclusive remedy and WSIPC's entire liability, if any Software subject to the warranty set forth in Addendum I fails to comply with the warranty set forth, WSIPC will use reasonable efforts to correct the noncompliance (e.g., by furnishing an update, new release, enhancement, or modification of the noncomplying Software); provided that (i) Licensee notifies WSIPC of the noncompliance and (ii) WSIPC is able to reproduce the noncompliance on the hardware for which the Software was designed. If after the expenditure of such reasonable efforts and the expiration of a reasonable time period WSIPC is unable to correct any such noncompliance, WSIPC will refund to Licensee a pro rata portion of the license fee paid by Licensee during the then current Year for that portion of the Software found to be noncomplying. Such refund will be in full satisfaction of all claims of Licensee relating to such noncompliance.

Grant & Limitations. WSIPC grants to the ISC a nontransferable, nonexclusive license during the Term to use the software and documentation for ISC and school district data operations. The ISC or school district will not disclose or make available any software or documentation associated with this Agreement to any parties or persons not using the same on behalf of the school district. Nor will the ISC or school district change, modify, or alter any software without prior written permission from WSIPC. In short, the ISC or school district agrees that it shall safeguard all proprietary materials being serviced by WSIPC and shall not infringe on or violate any vendor license agreements WSIPC has entered into on their behalf. If a vendor working on behalf of an ISC or school district needs access to data or software provided by WSIPC, the vendor will be required to sign a Non-Disclosure Agreement with WSIPC.

Software Updates. WSIPC agrees to keep current with software licensed from Skyward and will install new versions on a timeline that will be communicated to ISCs and school districts.

School District Workstations. Addendum II lists configuration requirements for devices and their software that school district personnel use to access WSIPC's software modules.

## SERVICES

Hardware Hosting. District ISCs have the option for WSIPC to provide hardware hosting for an additional fee. If a district ISC selects this option, an Addendum to the SLA will be created with details of the hosting agreement.

Educational Materials. WSIPC will provide software educational materials available in digital and/or printed forms as needed by the ISC and local school district. In this case, "as needed" means that educational materials will only be updated in the event of a major release or due to modifications specific to Washington.

Training. WSIPC will provide Training to designated ISC staff that enables them to train and support a school district's end users. WSIPC may offer this training at a designated training site, using K-20, or using other web-based technology that provides a fiduciary advantage to the Cooperative. ISCs will then offer training to their school districts. WSIPC will configure a Training and Learning Area (TLA) for each ISC to help the ISC customize training for its end users.

The narrative below outlines specific training objectives:

### Basic Training
WSIPC will provide basic training to ISC staff on Student and Finance Management software. The basic training provides a base level of knowledge of the following Student and Finance core modules:

- Student Product Suite: Student Demographics (includes Data Mining), Attendance, Grading, Scheduling, Security, and Discipline

- Finance Product Suite: Account Management, Accounts Payable, Accounts Receivable, Budget Management, General Ledger, Purchasing, Security, and Vendors

- Human Resources Product Suite: Employee Management, Employee Profile, Payroll/Retirement, Salary Negotiations, Security, and Time Off

### On-going Training
WSIPC will provide on-going training throughout the year to ISC Student and Finance support staff to maintain and enhance the core proficiency on software provided by WSIPC. This training addresses new features or modules, and upgrades to existing modules. One goal of this training is to facilitate deeper adoption of the software by school districts. If WSIPC determines that a software release contains significant changes to specific modules, WSIPC will provide training on those modules at the first opportunity before the release. If the release contains only minor changes, WSIPC will inform ISC support staff of the changes and will discuss the changes at the next scheduled training following the release of the software.

### Other Training
WSIPC will train ISC staff on MySchoolData and other software commonly used by ISCs, to help school districts better access data for reporting and analytics. The ISC Director determines which staff members receive this training.

**State Reports**
WSIPC will provide, at no additional fee, all data reports required by the state that impact 50% or more of the school districts in the state. WSIPC and ISCs will work with state agencies to gather requirements on the required data. WSIPC will inform ISC staff of any mandated changes to state reports and the ISCs will communicate the information to the school districts.

**Testing**
To ensure the release of quality software from Skyward to WSIPC, WSIPC will request help from the ISCs for limited testing of enhancements to the Student and Finance product suites, including state reporting.

**SUPPORT**
With growing demands of technology and data solutions, the final result is a complex operating environment with multiple integration points. In this climate, support becomes more vital than the technology solution installed. Availability of on-demand support and training, is the best service-oriented model for our customers.

The Cooperative's model has skilled support and training resources available to provide immediate response and intimate knowledge of customer needs. Support from WSIPC and the ISCs will cover all school management software provided through the WSIPC Cooperative. WSIPC will provide direct support to designated ISC Staff, as outlined in Addendum V of the SLA Agreement, and ISCs will provide support to their District(s). If an issue cannot be resolved at a particular level it will be escalated to the next support level for resolution. Issues will be reported to WSIPC using WSIPC's web based issue tracking system. District ISCs should refer to Addendum VI for additional requirements.

Following are the defined levels of tiered support:

Tier 1 Support
This is the initial point-of-contact support level for customer issues. When a school district needs to report an incident related to the application and/or infrastructure, they contact either their Regional or District ISC support staff. Technical Support Specialists, at the Tier 1 level, provide essential support on all software dispersed through the WSIPC Cooperative, and have the skills to quickly triage an issue and determine its tiered classification. Tier 1 support personnel serve as the local K-12 experts on how the software applications are used in their district or region, and provide analysis and investigation of application issues, troubleshooting, and end-user training for the districts they serve. The goal for this group is to handle 70-80% of end-user questions before finding it necessary to escalate the issue to a higher level.

Tier 2 Support
Tier 2 support is performed by WSIPC staff and is the next level of technical support after Tier 1. Analysts and Technical Support Specialists, in Tier 2, assist Tier 1 staff in solving technical questions, investigating software or data issues, and researching and developing solutions to new or unknown issues. Additionally, Tier 2 staff provide support for configuration issues, data manipulations, network and system performance, code set troubleshooting, etc. Tier 2 staff are responsible for training and educating Tier 1 support staff as well as evaluating software defects and documenting and reporting issues to Tier 3.

<u>Tier 3 Support</u>
Tier 3 support is the final escalation, after Tier 2, for incident resolution in regards to all aspects of the application and infrastructure. Escalation to Tier 3 often represents an escalation to a hardware or software vendor, or to developers within WSIPC. Resolution by Tier 3 might include defect corrections, data manipulations, program analysis, or hardware replacement.

<u>Normal Support Hours for WSIPC:</u>  **Monday – Friday 7:30 A.M. until 5:00 P.M.**

<u>After Hours, Holidays & Emergency Support</u>:  WSIPC will not provide on-site support after Normal Support Hours, but will provide an After Hours Contact List for any incidents requiring immediate response.

**Service Request**
To request support during Normal Support Hours the following points of contact will be used:

**Toll Free Support Hotline: 1-855-270-0823      Numara Footprints:** https://support.wsipc.org

| Finance Support (Fiscal & HR) | Student Support | Systems & Network Infrastructure |
|---|---|---|
| Phone:  425-349-6430 | Phone:  425-349-6450 | Phone:  425-349-6510 |
| Email:   finance@wsipc.org | Email:   student@wsipc.org | Email:   wsysnet@wsipc.org |
| MySchoolData/Data Solutions | | Crystal Reports |
| Phone:  425-349-6699 | | Phone:  425-349-6460 |
| Email:   MySchoolData@wsipc.org | | Email:   MySchoolData@wsipc.org |

**Performance Standards**
The following defines the goals for the standard of service that WSIPC will provide to ISCs. The ISC sets the initial severity on each service request to WSIPC. WSIPC evaluates the initial severity level and reserves the right to adjust it based on a number of factors. However, if WSIPC adjusts the severity, WSIPC will contact the ISC to explain the reason for the adjustment. The severity levels are defined below:

*Critical*
A critical incident meets any of the following conditions:
- Productivity has stopped
- A staff member or agency cannot continue work
- Data is corrupt
- Financial controls are impaired
- System security has been compromised

WSIPC will acknowledge receipt of a Critical incident within thirty minutes during normal support hours and within one hour during after-hours. Thereafter, WSIPC will provide an update every two hours until the problem is resolved. A resolved incident is one for which a resolution has been identified and is scheduled for release. If the ISC has used the WSIPC incident tracking system to submit a Critical incident after hours, the ISC should also use the After Hours Contact List to contact WSIPC by email and/or phone.

### High

A high incident meets any of the following conditions:

- Productivity is significantly impaired but is proceeding
- A work stoppage may occur if the incident is not resolved quickly
- The incident affects, or is of concern to, a majority of school districts
- The incident may cause a security problem if not resolved quickly
- Private information may be disclosed if the incident is not resolved quickly

WSIPC will acknowledge receipt of a High incident within one hour during normal support hours. WSIPC will provide an update every four hours during normal support hours until the problem is resolved. A resolved incident is one for which a resolution has been identified and is scheduled for release.

Information received in an update for Critical or High incidents will include at a minimum: personnel assigned, resolutions being investigated, escalation beyond Tier II, and estimated time of completion (if known).

The ISC will in turn report and update the originating school district on progress being made. *WSIPC and the ISC may determine the two or four hour update is too frequent and may choose to change the frequency or opt out of the updates until new information on the incident is available. This determination will be entered into the ticket.*

### Normal

A normal incident meets any of the following conditions:

- The incident only modestly reduces productivity.

Incidents classified as Normal will generate an automated electronic response acknowledging WSIPC's receipt of the incident. Normal severity tickets escalated to Skyward will be closed once a confirmation of a defect exists. Normal severity escalations to WSIPC Account Management or Technology Services are not closed when a PR number is assigned. WSIPC will monitor incidents classified as Normal to see if the incident is being reported frequently. If the same issue is reported frequently within a short time, WSIPC may update the issue to High.

### Resolution

WSIPC and the ISCs will work diligently to resolve all Critical and High incidents. Due to the complexity of certain incidents, a formal guarantee of resolution cannot be provided.

WSIPC shall work extended hours in order to resolve a Critical incident. Extended work hours require the ISC and school district staff who originated the incident to remain available and participate in resolution of the incident.

The following goals are established for resolution of Critical and High incidents:

- **An incident reported as Critical will be resolved within 24 hours**
- **An incident reported as High will be resolved within 72 hours**

Upon resolution of any incident, WSIPC will inform the ISC of the resolution and potential cause. The ISC will communicate with the originating school district and request feedback regarding their satisfaction

with the resolution. This feedback will be provided to WSIPC and be tracked, measured and reported by WSIPC for continuous improvement.

### *Monitoring*

WSIPC will monitor the services described above and perform a measurement based on the incidents received in the WSIPC service tracking system. WSIPC will monitor these performance standards and report them monthly to the WSIPC Governance and ISC Directors.

### SYSTEM AVAILABILITY

Normal: Monday – Friday; 6:00 A.M. – 6:00 P.M.
Defined as primary school district work hours during which no elective downtime is done by WSIPC.

Evening/Weekend/WSIPC Holiday: Monday-Friday; 6:00 P.M. – 11:00 P.M.; Weekends: 6:00 A.M. – 11:00 P.M.
Defined as hours during which elective downtime can be scheduled with one week's notice. End-users can access the application. Individual components of a redundant group may be unavailable. Approval is required by the ISC Director(s) and WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime, a communication will be sent to this same group.

Late Night: Monday – Sunday; 11:00 P.M. – 6:00 A.M.
Defined as hours during which backups, system reboots, and maintenance can occur. Elective downtime may be scheduled with same-day notice. Services may be unavailable. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime, a communication will be sent to this same group.

Release Weekend: Saturday; 12:00 A.M. – 9:00 P.M.
Defined as a three time yearly period during which application software, hardware, and operating system maintenance is performed. Expect services to be unavailable. Approval required by the ISC Director(s) and WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime, a communication will be sent to all data centers and WSIPC Operations departments. The approved downtime schedule will be communicated regularly throughout the year to reduce the number of surprises to Cooperative members.

Emergency Downtime
Criteria for emergency downtime can be requested for degradation of hardware or software components for which either of the following is true:

- The software or hardware is part of the failover system for a mission-critical system
- The software or hardware is a single point of failure for a mission-critical system

Emergency downtime can be requested between the hours of 6:00 PM and 6:00 AM with same-day notice or for an agreed upon elective time with same-day notice. Advanced communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime, a communication will be sent to this same group.

## Service Continuity

In the event of complete failure of the centralized hosting provided by the Cooperative, a failover system is in place for limited mission-critical access to core software and data systems. Backup or redundant capacity exists for database, servers, and network. This failover capacity will only be used for dramatic and sudden system failure of the primary hosting center, but will not be utilized during normal, routine, or scheduled downtime. WSIPC also has a redundant network link to provide connectivity in the event of an outage with the primary K-20 circuit. Virtual Router Redundancy Protocol (VRRP) communicates to two routers, K-20's 10GB router and the Comcast router connected to a provisioned switch.

## WSIPC PURCHASING PROGRAM

WSIPC may provide additional software and services to enhance or supplement WSIPC's standard offerings. The costs for these services are often in addition to the normal FTE fee. Refer to Addendum III for the current listing of software and services.

## AGREEMENT AUTHORIZATION

This written Agreement constitutes the mutual agreement of WSIPC, the Information Service Centers, and the local school districts. No alteration or variation of the Terms of this Agreement and no oral understanding or agreements not incorporated herein shall be binding unless made in writing and signed by WSIPC, the Information Service Center, and the school district.

Neither party to this Agreement shall assign their rights or delegate their performance obligations under this Agreement nor shall they sublet this Agreement as a whole.

Date: ___5/14/2018_____, 2018

**LICENSEE:**
Auburn School District
By: *Cynthia Blansfield*
Its: Contract Officer

Address: 915 4th Street NE
         Auburn, WA 98002
_____
_____

**WSIPC:**
By: *Misty Bayhul*
Its: Executive Director

Address: Executive Director
         WSIPC
         2121 W. Casino Road
         Everett, WA 98204-1472

W S I P C

## Cooperative Supported Skyward Products

## FISCAL PRODUCT LINE

### Account Management

Chart of accounts and accounting process modules that provide the ability to view real time transactions over multiple years, with district customized account definitions and district controlled user access to accounting information.

- Account Profile
- Account Sequences
- Account Clearance
- Chart of Accounts
- Data Export for State Auditor's Office
- Equity Summary Account Managements
- Related Utilities and Audits

User defined reporting modules that simplify accounting related data selection with built in database relationships and selectable pre-defined calculations. Report templates can be created and shared district-wide, with options to automatically generate and route output to specific users via the District and/or User print queue.

- Budgetary Data Mining
- Batch Reports
- Account Master Query Applications
- Scheduled and Monitored Tasks

### Accounts Payable

Payment processing modules that support the creation and payment of invoices automatically built from purchasing and receiving records, with district set budget monitoring controls and e-mail notifications.

- ACH Payment Processing
- Bank Reconciliation
- Check Processing
- Check Reconciliation
- Check Requests
- Compensating Tax Processing
- County Treasurer Processing
- Credit (Payment) Cards
- eSignature for AP Checks
- Expense Reimbursement
- Invoice Processing
- Recurring Invoice Entry
- Related Reporting
- Related Utilities and Audits
- Vendor Check History Reporting

### Accounts Receivable

School level accounting modules integrated with the business office, for use in billing customers and recording payments, tracking of outstanding balances and overdue amounts.

- Item Master
- Interest Calculator
- Invoicing
- Emailing Invoices and Statements
- Payor Master
- Payments
- Refunds
- Recurring Invoice Generation
- Related Reporting

### Bid Management

Modules that generate purchase orders from multiple bids, track items received through original bid, and use Vendor data to generate reports to compare bids from multiple vendors.

- Bid Requisitions
- Bid Quick Order
- Consolidate Requisitions
- Estimate Needs
- Item Master
- Request for Proposal Report
- Vendor Bid
- Related Reporting

### Budget Management

Budgeting modules that manage the entry, versioning and revisions of District budgets.

- Budget Requisitions
- Budget Entry (Import, Clone, Build from Projections)
- Budget Revisions
- Budget Transfers (Import, Submission and Approval Workflow)
- Related Audits and Utilities (Budget Adoption)

### Fixed Assets

Modules that support the set up and tracking of asset inventory by location with optional GASB 34 compliance support and scanning device interfaces.

- Asset Item Master
- Build Assets from Invoices
- Disposal and Additions Tracking
- Depreciation Expensing and Tracking
- Existing Asset Updates Import and Scanning Interface
- New Fixed Assets from Spreadsheet Data Import
- Reporting Related Utilities and Audits

## General Inputs

Applications designed to record accounting transaction information created independently of the subsidiary systems, such as Accounts Payable.

- Cash Receipts (Imports)
- General Inputs History Reporting
- Journal Entry (Imports and Submission and Approval Workflow)
- Previous Year Adjustments
- Student Billing
- Transfer Entries

## Inventory

Warehouse inventory modules that track the disbursement, replenishment and acquisition of inventory with integration to the accounting system.

- Accounting Update
- Disbursements
- Inventory Item Master and Stock Management
- Inventory Receiving
- Physical Inventory Entry
- Quick Order
- Requisition
- Related Reporting
- Related Utilities
- Warehouse Transfers

## Purchasing

Modules that support creation and monitoring of Purchase Orders and all activity related to them, with requisition approval workflow controls and automated e-mail notification. Receiving information integrated with Accounts Payable Invoice process.

- Approval Workflow and Notifications
- e-Commerce
- ESign
- Emailing Purchase Orders
- Purchase Order Processing
- Receiving
- Recurring Entry
- Requisition and Approval Processing
- Related Reporting
- Related Utilities and Audits

## State Processing

Modules that support financial reporting of accounting data to the Office of the State Superintendent of Public Instruction (OSPI).

- Crosswalk
- F-195 SPI Budget File Extract
- F-200 SPI Budget Extension Extract
- F-196 SPI Year End Extract
- F-198 Budget Status Reporting

## Vendors

Demographic and account activity modules that fully support the tracking of all Vendor related information.

- Custom Forms
- Data Mining/Reporting
- Import Vendor Catalog
- New Vendor Request Workflow
- Vendor Profile and Entry by Vendor
- Vendor Report Card
- Related Audits and Utilities
- Related Reporting

## Year End

Modules that support 1099 processing, including generation of electronic 1099 M files for reporting to the Federal Government, closing out of the current Fiscal Year, and opening of the next Fiscal Year.

- 1099M Processing
- Carry Forward Pending Received Invoices
- Encumbrance Carry Forward
- Fiscal Year End Process

## HUMAN RESOURCES PRODUCT LINE

### Calendars

Calendars are used extensively within the Skyward applications and within WESPaC. Position and assignment calculations for FTE and salary use calendar days and hours as part of the calculation. Retirement "as earned" transactions and Worker's Compensation transactions also use calendars as part of the calculations. Calendars are easy to change and there are efficient ways to roll calendars to the next year. Calendars print nicely in a 12-month format.

### Online/Custom Forms

You can create Custom Forms to collect Human Resources and employee-related data that is not already being captured elsewhere in Skyward's School Management System. Custom Forms provide a way to create and define your own unique area to enter, collect, and display data and then report on that data. You can design these unique areas to mimic the look and feel of existing paper forms currently in use by your district.

Online Forms can be used in Employee Access to survey employees or request information. This feature used in conjunction with Custom Forms is a valuable and efficient tool for data gathering and sharing.

### Employee Access

This module allows employees to interact with their employment records, payroll history and other various processes. Employees have 24/7/365 access to and ability to change their personnel information. This module includes the following features:
- Calendar Events (HR)
- Online Forms
- Check History
- Year to Date
- W-2 and W-4 Information
- Time Off Request and Approval
- Fast Track Open Position and Screening
- Expense Reimbursement Submission and Approval
- Check estimator eliminates the need to interrupt the payroll department to request support in determining how a change to withholding would affect an employee's check
- Online Open Enrollment
- Easy access to 1095, Flex, personal, Direct Deposit and professional information

### Organizational Charts

Organizational Charts facilitate approval flows for various applications, such as Time Off, True Time and Expense Reimbursements.

### Employee Profile

This module allows users to add employee records with basic payroll and demographic information. Employee Profile serves as an information hub, providing the following information from a central point:
- Demographic information
- Personnel information
- Tax, retirement, deductions and benefits information

- Contract and pay record information
- Direct deposit
- Flex spending
- Regular and substitute time tracking
- Year-to-date, fiscal year-to-date
- Certification, education and experience information
- User-defined screens for tracking of district defined data
- System tracks all changes made to the employee profile
- Insurance Tracking
- Time Off
- True Time
- Affordable Care Act information
- Employee Letters
- Online/Custom Forms
- Emergency Contacts
- Fast Track Application information

## Employee Data Mining

This application allows users to create user-defined reports with various employee related data points.

## Employee Management

Employee Management is a one-stop employee administration application. The Employee Management System allows the client the ability to track employees' position and assignments, facilitate the entry of staff changes and import into payroll. The application allows for a single entry for all associated applications including Payroll, Employee Profile and the FastTrack job application system.  This module includes the following applications and features:
- Calendars
- Salary Matrix
- Related Reports and Utilities
- Position Control
- Employee demographics

## Fast Track

FastTrack is a web-based application allowing Human Resources personnel and other security-approved employees to post job vacancies and add, edit and view job postings quickly and easily from any computer with an internet connection.  Applicants can review the positions and submit applications that can include general questions, skill rankings, attachments, and background check data. Electronic references can be requested by the applicant and notifications sent for completion within the application. FastTrack integrates Employee Profile and other Human Resource modules. This module supports internal and external posting options and facilitates screening and candidate review/selection.

## Insurance Tracking

Insurance Tracking supports the management of employee health insurance plans, employee enrollment and insurance pooling. The module interfaces with selective medical insurance providers.  The Insurance Tracking module integrates with payroll and

Accounts Payable processes. This module also features the Open Enrollment application allowing employees to select coverage and plans via a web environment making it easier for employees to sign up or change benefit selections.

### Payroll

This module produces payment to employees, manages benefits and deductions, records related expenses, accrues, and provides source information for State and Federal reporting. This module includes the following applications and features:

- Payroll Worksheets
- Direct Deposit/ACH Facilitation
- Check Printing with electronic signature
- Payroll Voids
- Payroll/Accounting Adjustments
- Payroll Accruals
- Payroll Encumbrance
- Retirement Reporting, including WA DRS interfacing and reporting
- Unemployment Reporting
- Workers Comp Reporting
- Quarterly Federal Tax Return
- W-2 Reporting
- 1095 Reporting
- Third Party Retirement Export Files for Gatekeeper, CPI, TSA Consulting, and ING
- Payroll Export Files for PayFlex and Benefit ConceptsMaintenance of FICA, Medicare, and Federal and State Income Tax tables

### Position Request

Position Request is a web-based function for requesting and approving an open position. The system checks for available FTE and Interfaces with position control. There is on-line approval processing that can be accessed through the Employee Access application. Once approved, an open position can be easily posted in Fast Track.

### Professional Development

Assists the employee in requesting classes towards professional development. Requests are electronically approved for processing.

### Salary Negotiations

This module supports development of position and assignment projection, including benefits for the upcoming fiscal year. This module produces source information for Employee Management records, personnel budgeting and related State reporting.

### State/Federal Reporting

State and Federal reporting provides a collection of reports, extracts and interfaces. Supported reports are:

- SPI F-195/F-200 Salary Exhibit (WA Only)
- S-275 Personnel Reporting (WA Only)
- Medicaid Administrative Match
- OIC Year 5
- Mix Factor
- CRDC (Office of Civil Rights)

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- EEOC
- Affordable Care Act
- Year End and W-2
- Department of Retirement Systems Monthly Transmittal
- New Hire Report
- Child Support Report

**Substitute Tracking**

Substitute Tracking allows districts to track all information about finding substitute teachers, hours worked, who they subbed for, and the rate of pay they received. The module Interfaces directly with Skyward's Time Off and Payroll systems. Customizable rate tables allow districts to establish specific rates and automate movement to a long-term rate. Third party Sub calling systems import data directly into Skyward's Substitute Tracking.

**Time Off**

Time Off manages and tracks all employee related leave and related time accruals. This module integrates seamlessly with the payroll process and interfaces with Time Off requests in Employee Access. Third-party time off import systems import data directly into Skyward's Time Off module.

**True Time**

TrueTime is a fully integrated time tracking system that is FLSA compliant. This module supports interfacing with various time entry devices, allowing for versatility in tracking time. Quickly generate payroll entries from approved worksheets and access different pay codes for different jobs under one login.

# SPECIAL PROGRAMS PRODUCT LINE

### Federal Reporting

The following Federal data collections are supported by standard reporting tools:
- Federal Special Education Suspension-Expulsion Report
- Special Education Initial Evaluation Timeline Report
- Special Education Transition From Part-C to Part-B Report

### Gifted and Talented

Easily manage all areas for your gifted and talented students online including classes taken, entry date, discipline history, attendance, and academic history.

### Section 504

Skyward's Section 504 module offers a tool for tracking your district's Section 504 Plans. Accessible through Educator Access+, district staff can easily create and review important Section 504 information using a web portal.

### Special Education

Skyward's Special Education module offers a tool for tracking your district's special education timelines. Special Education includes an easy to use web portal. Accessible through Educator Access+, district staff can easily review important special education information.
- Referral dates and information
- Team evaluation dates
- Individualized Education Program (IEP) dates
- Placement information
- Medicaid Eligibility
- Integrated with IEP On-Line

### Special Programs

Skyward's Student Classifications area offers a tool for tracking your district's special program enrollment.
- 21st Century Community Learning Program
- Early Education
- Learning Assistance Program (LAP)
- Title 1 Program Assistance
- Title III Native American
- Immigrant
- Title VII Indian Education Supplemental Services
- LEP (Limited English Prof)/Bilingual
- Homeless
- Foster
- Home School Attended Part-Time
- Private School Attended Part-Time

### State Reporting

The following Washington state data collections are supported by standard reporting tools:
- Monthly Special Education Enrollment (P223H) Report
- Comprehensive Education Data and Research System (CEDARS)

# STUDENT PRODUCT LINE

### Academic Standards

The Academic Standards module allows districts to import Common Core, state, and district power standards that can be linked to District Assessments, Secondary Gradebook assignments, and be used to create Standards Gradebook Academic Areas.

### Activities

The Activities area manages student activities, field trips, and awards. The module fully integrates with other modules such as EA+, Attendance, Discipline, Fee Management, Grading, and Family Access. Identify and locate students within the system through set criteria, and verify student eligibility to district staff for athletics, academics, or achieving a pride status.

### Attendance

Attendance makes sure all students are accounted for and reports on any inconsistencies in district or students' records. The module integrates with Skyward Family Access so parents receive immediate notification of a student's absence or tardiness. The reporting capabilities are robust and include the ability to send home attendance letters, update discipline records from non-attendance and use graphs to communicate student attendance issues.

### Auto Email

The Auto Email functionality allows the set-up of automated emails to selected contacts regarding changes to a student's enrollment, attendance, discipline, schedule, special education, and response to intervention, food service, GPA, textbook and demographic information.

### Busing

Busing keeps track of students' bus routes, stops and transportation categories as well as providing reports that give school and district staff real time data on bus ridership and miles transported.

### Career Planning

The Career Planning module provides the ability to define 4-year plans reflective of a student's individual career goals. The plans can be associated with curriculum required for the goal and students then linked to an appropriate plan. The Guidance staff can then work with the student to track progress toward their career goals.

### CEDARS (Comprehensive Education Data and Research System)

WSIPC has developed a data extract process that creates and populates the data files required by the WA Office of the Superintendent of Public Instruction in support of the CEDARS database.

### Childcare

The Childcare module allows districts to define different types of childcare programs, enroll students in them, and in conjunction with the Fee Management module, bill guardians for program participation. The Family Access module is configured so guardians can sign their children up for the programs offered by the district.

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### Curriculum and Assessments

The Curriculum and Assessment area provides management of curriculum master records, student tests and test scores, and educational milestones (non-coursework related requirements).

### Current Scheduling

Current Scheduling provides maintenance of current class attributes and enrollment, and keeps everyone informed of schedule changes through Family/Student Access and Educator Access Plus. Counselors, Teachers, parents, and students can view schedules online, reducing the expense and inconvenience of paper reports and eliminating time delays in viewing current schedules. The function also includes the ability to track and log schedule changes.

### Custom Forms

Custom Forms allows the creation of an area where information can be added to a student's or family's record. Custom Forms consist of building a customized screen that can contain both user-defined fields and fields that currently exist in the database. Custom Forms can be presented to guardian or students in Family and Student Access for them to complete, and integrated into Online Registration and New Student Online Enrollment.

### Discipline

The Discipline module allows buildings to manage and report on incidents on both an individual and district-wide level. It allows for viewing discipline referrals electronically and eliminates extra paperwork for teachers. Using Family/Student Access, parents and students can view discipline offenses and actions in real-time.

### District to District Transfer

District to District Transfer imports a new student's information when they transfer from another district using Skyward. Demographic, immunization, family information, and grade information can be input into your district with very little manual entry.

### Educator Access Plus

Educator Access Plus is an online tool designed to enhance teachers, advisors and administrators access to student information. Features include both secondary and standards based real time gradebooks, message center, attendance updates, discipline referrals, advisor and activity management, scheduling and management of parent-teacher conferences, and administrative tracking tools.

### Family Access

Parents and students can view student related information anytime, anywhere online. It provides options to allow parents and students to see grades, assignments, report cards, attendance, schedules, discipline, test scores, graduation requirements, and food purchases. Parents can easily submit information to notify a school of absences, submit course requests, make credit card payments, enter an Online Application for Free and Reduced-Price Meals, and email school personnel. Many schools use the On-Line Registration process to allow guardians to perform most of the steps to verify and update their student's registration data for school online. Communication with teacher and administration is enhanced by direct linkage to the school or district Message Center application.

**Federal Reporting**

The Federal Reporting module supports the Federal Office of Civil Rights reports.

**Fee Management**

Fee Management provides tracking of student fees. Districts have the option to allow families to use convenient payment plans for their expenses. The Fee Management module ~~also~~ interfaces with the Textbook module to ease the management of lost or damaged books and updates to the General Ledger in Financial Management

**Food Service**

The Food Service module monitors costs and improves meal management efficiency. When used with Family Access, it can provide parents with the ability to enter Online Applications for Free and Reduced-Prices Meals, and up-to-date information online for all purchases and account balances. It allows cash payment at the point of sale with onsite cash reconciliation and recording of items sold. The system also provides for oversight of Free and Reduced meal allocations, credit card payments for student or staff food service accounts, Income Verification, and specialized reporting including the Monthly Claim for Reimbursement.

**Future Scheduling**

Scheduling for future terms or years is done with Future Scheduling. The information from this module integrates with Family/Student Access and Educator Access Plus to keep everyone informed of scheduling data. Counselors, parents, and students can view schedules online, reducing the expense and inconvenience of paper reports and eliminating time delays in viewing current schedules. The application engages students and guardians with Online Request entry and Online Arena Scheduling as well as providing administrative tools such as the Advanced Master Builder and the Interactive Scheduling Board. In addition, many utilities exist to aid in managing student requests and other scheduling activities.

**Grading**

Monitoring students' grading and transcripts is done with Grading Reporting/Transcripts. Custom reports, and Customer Report cards as well as functions such as class rank and student GPA are part of this module. Grading integrates with GradeBooks from Skyward, eliminating the need to import/export data.

**Graduation Requirements**

Develop custom graduation plans and be confident that each student is on track in meeting their graduation requirements. Unique graduation plans can be developed for each school or for an individual student. Students' progress may be compared against requirements for state, school, or individual student plans. Course information is automatically recorded for each student based on courses completed, in progress, or scheduled in the future. Optionally, Graduation Requirements data can be shared with teachers, students and families through Educator Access Plus, and Student/Family Access.

**Guidance**

Counseling staff can manage student visits to the guidance office and record times, purpose, outcomes, and notes in regard to time spent with students.

### Health Records

The Health Records module ensures that your district complies with state reporting requirements by accurately tracking all student-related health problems and vaccinations. All state vaccination requirements are pre-loaded for the district. Medications are entered and history tracked using a simple color-coded on-screen format. The module provides options to track all student-related health information including office visits and individual health plans. Optionally, student health information including Critical Alerts can be shared in Educator Access Plus and the teacher gradebook. Optionally, Department of Health Standardized Health Codes can be imported.

### Lesson Plans

The Lesson Plan module allows teachers to build and schedule their daily lessons by organizing objectives, resources, activities, and assessments through Educator Access Plus.

### Lockers

The Locker area provides functionality for all phases of managing lockers and locks. This includes locker and lock information such as make, combination, and location as well as the ability to report and manage these components through mass update utilities. The module also provides for the import of locker numbers and combinations.

### Message Center

The Message Center function is a means for school administration, teachers, advisors, and activity leaders to communicate to students and guardians via emails, Family/Student Access, and Calendars. It provides mass communication capability to inform about events, activities, assignments, requirements and other important information. The function optionally allows families or students to respond to the communications.

### Obligations

The Obligations area is used to manage student requirements such as turning in an Internet Usage or Emergency Contact form. When used in conjunction with the Fee Management module, obligations can be defined to monitor whether student financial requirements have been met.

### Secondary Gradebook

Designed for senior and junior high school teachers, Secondary Gradebook is the best tool to keep your teachers organized and up-to-date on student progress. E-mail progress reports directly to parents and post assignments to Family Access. It includes options for different grading methods, categories, and term weights.

### Skylert

Skylert provides multi-platform (text, email, and phone) delivery of messages to communicate emergency or informational content. The function integrates with Family Access to allow personal configuration of message delivery.

**Staff**

The staff area provides for management of individual staff members' demographic, scheduling, and gradebook information within the Student Management module as well as providing for assignment of substitutes.

**Standards Gradebook**

A true standard based gradebook specific to the needs of teachers who use skill and standards-based grading. Every grade level and teacher can use a different skill bank, which is completely customizable for your district.

**State Reporting**

The following Washington state data collections are supported by standard reporting tools:

- Comprehensive Education Data and Research System (CEDARS)
- P-223 Monthly School District Enrollment
- National School Lunch and Breakfast Program State Claim
- Food Service Verification Collection
- Washington Standardized High School Transcript
- Department of Health Annual School Report
- Assessment of District Student Health Services
- Preschool Immunization Status
- Truancy Petitions for State Reimbursement
- Truancy Programs and Petitions

**Student Demographics**

The Students area is the main access point to view and update demographic information:

- Address
- Address History
- Birth History
- Ethnicity/Race
- Vehicles
- Web Access
- Obligations
- Category
- Emergency Info
- Entry/Withdraw History
- Family Info
- Siblings
  Add

**Student Access**

Students have a personal access point to their data and important information with Student Access. Students can view information anytime, anywhere online including grades, assignments, report cards, attendance, schedule, discipline, test scores, graduation requirements, and food purchases. Student may enter scheduling requests online, engage in Online Arena Scheduling and communicate with teachers via email.

**Substitute Assignment**

This module provides the ability to assign a substitute staff member to an absent teacher's classes. Assignments may be made for specified time frames including start-stop days and specific periods. The assignment provides documentation of the staff member responsible during a teacher's absence.

**Survey**

The Survey module allows districts to set up questions and include them in student surveys with reports available to organize the responses.

**Textbook**

The Textbook area provides management of textbooks within the district. Create an ID number, and track who is assigned the book, its condition, and the number of books not yet assigned. The system handles textbooks distributed through a bookstore as easily as textbooks issued in the classroom. Details include who is assigned a book, title, International Standards Book Number (ISBN), edition, publisher, date purchased, cost, condition, issue date, and order sequence.

**Year End**

This series of process driven modules enable the individual buildings and the district to close the current school year, clone appropriate data, and open the upcoming school year.

# CROSS APPLICATION PRODUCTS

### Data Mining

Data Mining is an ad-hoc reporting tool and assists in uncovering patterns in your student and financial data. It's critical for running reports for parents, administrators, and staff. The user can create custom reports to fit their needs using only the fields of data that they want to see. By using filters, you can specify data to be included on your report and your data can easily be exported to Microsoft Excel for any number of additional reporting options.

### Mobile Solutions

Mobile Solutions covers functionality that allows district staff, parents and students to access information while remote from their normal workstations. Hand held devices create the ability to display and update student information including attendance and discipline. For staff, time off entries and approvals can now easily be managed anywhere at any time.

### Product Set Up

The Product Set Up function allows district or entity staff to manage and configure the software to meet the business needs of the district. The functionality provided is wide ranging and includes security, database management, user tracking, print management, SIF management, and many important configuration settings that permit the district to tailor the software to their needs.

### Security

The Security function allows management of individual security users, security groups, and specialized security functions like Super Users, and district licensing.

### SkyBuild (Data Import/Export)

SkyBuild provides the ability to select from many pre-defined import and export formats for common third party products covering transportation, food service, library systems and more. In addition, file builders are available to create custom import or export file formats.

### Task Manager

Task Manager allows districts to create multi-step Processes with specific tasks, links to the applications and custom forms, and e-mail notifications. Users can initiate a process to facilitate occurrences of the underlying workflow.

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# OTHER PRODUCTS

### Crystal Reports

Crystal Reports is a report builder that can be added to an existing Skyward system to create unique forms and reports such as registration forms or mobility reporting. Reports can be created centrally and distributed throughout the district utilizing Skyward's Quick Picks report viewer.

### MySchoolData

MySchoolData is a secure web application that provides district educators access to Skyward data and assessment data in an easy to use common look and feel. The MySchoolData application contains several components:

- Early Warning System – provides reporting on performance and other criteria to aid in early intervention.
- Data Dashboards – provides analytics on attendance, assessments, discipline, grades, enrollment, demographics and more. Data is available for trending, detail and historical views.
- High School and Beyond – interactive planning tool for students that delivers a four-year course plan based on graduation requirements and post-secondary goals. Once completed parents and councilors can view the plan for approval.
- CEDARS Data Viewer – view recent CEDARS data files submitted to OSPI for troubleshooting and data validation.
- Career and Technical Education (CTE) module –a tool to review and identify CTE completers for state reporting. This module requires a miminal annual fee.

Built on a longitudinal data warehouse, MySchoolData is able to combine Skyward data with other sources of data to provide rich, powerful data views and easy to use interactive tools.

### SkyDoc

Online documentation for the application software.

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# SOFTWARE AS A SERVICE (SaaS) Modules

## Course Learning Center

The Course Learning Center keeps all of a teacher's assignments, handouts, reading materials, and paperwork together in one place. Instead of having stacks of handouts, all the course information can be stored online. Students can browse through all the projects and notes at any time. When it's time to turn in their homework, they simply submit it through their digital locker and it's available for their teacher to grade.

## Curriculum Mapping

Curriculum Mapping is a great way for teachers to see all the activities, assignments, and resources they need for each unit. Custom Calendars help teachers spend less time on repetitive data entry and more time teaching. They can tie benchmarks directly to each lesson plan, saving time and ensuring complete coverage of the material.

## New Student Online Enrollment

New Student Online Enrollment is incredibly easy for parents and staff to use. From your district website, parents simply click enroll new student and they'll get instructions on how to fill out demographic information as well as any custom forms your district needs. Once their information is entered, your registrar can review it and add the student.

## Response To Intervention (RTI)

Skyward's Response to Intervention (RTI) module identifies students in need of improvement, gives you a comprehensive overview of all their educational history, and allows you to initiate and manage intervention actions in a team or teacher environment.

Intervention plans are centrally managed and related to appropriate area and grade for easy lookup when addressing a student's need. Additionally, you can monitor the use of approved interventions to learn which ones are most effective or most commonly used.

## Application Programming Interface (API)

Skyward's API allows Learning Management Systems such as Canvas (by Instructure) and Schoology to push a district's grade information back into the Skyward Database.

## Career and Technical Education (CTE)

The Career and Technical Education (CTE) Completers tool in My School Data provides districts the opportunity to save time, money and resources needed to manually complete annual CTE reporting. Using Course and student class information extracted from Skyward and combined with Program and CIP code information from OPSI, the CTE module is able to programmatically determine and track which students are eligible for completion. The CTE tool allows districts to review and select students to be submitted to the Skyward CTE screen. Submitted data is transferred and automatically loaded nightly into Skyward saving districts time in and ensuring accuracy of data.

WSIPC

# WESPaC and IEP.online Workstation Guidelines

(Revision Date: 05/09/2018)

## *Overview*

This document provides planning and support guidance regarding specifications for PCs, Macintoshes and printers for use in the WSIPC Enhanced Skyward Point and Click (WESPaC), Skyward Web Application, My School Data, and the IEP.online environments.

## *Audience*

Regional information service centers and district technology support staff

## *Introduction*

This document provides regional information service centers and district staff with specific guidelines for the configuration of PCs, Macintoshes, and printers for use in the WESPaC, Skyward Web Application, My School Data, and IEP.online environments. These guidelines represent a reasonable baseline for client configurations that will produce adequate performance under most circumstances. It is envisioned that this will be a "living" document that is regularly updated as new information emerges about the needs of the WESPaC, Skyward Web Application, My School Data, and IEP.online products and as new factors emerge for consideration in the Workstation Guidelines (new operating system revisions, processor capabilities, web browser types and versions, etc...).

Newer, unlisted versions of operating systems and browsers may require changes to the WESPaC, Skyward Web Application, My School Data, and IEP.online products before they are supported. Technology staff is cautioned not to assume that newer versions will work immediately. The proper forum to request specific additions to the Workstation Guidelines is through the WSIPC Information Technologies Special Interest Group (ITSIG).

All possible configurations of operating system, memory, processor speed and other factors cannot be envisioned in this document, and district technology staff will have to exercise some level of judgment in the interpretation of "adequate" performance.

# WSIPC Workstation Guidelines

| Windows | Windows 10 | Windows 8.1 | Windows 7 |
|---|---|---|---|
| Hardware | Operating System minimum requirements, Physical Network Connection | | |
| Video | 17 inch or higher at 1024 x 768 resolution | | |
| Printer | Networked HP LaserJet printers supporting TCP/IP and PCL 6 or PCL 5e | | |
| RDS Client | Microsoft Remote Desktop protocol 8.0 or above | | |
| Remote Desktop Web Interface | Internet Explorer 11, Edge, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] |
| Web Browser *Skyward Web* | Internet Explorer 11, Edge, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] |
| Web Browser *Family Access Employee Access* | Internet Explorer 11, Edge, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] | Internet Explorer 11, Firefox, and Chrome[1] |
| Adobe Software for Skyward Web Products | Acrobat Reader 8.0 or above Flash 9.0 or above | Acrobat Reader 8.0 or above Flash 9.0 or above | Acrobat Reader 8.0 or above Flash 9.0 or above |
| MS Office Export | Office 2008 to Office 2016 | Office 2003 to Office 2016 | Office 2003 to Office 2016 |
| My School Data | Firefox and Chrome[1] | Firefox and Chrome[1] | Firefox and Chrome[1] |

| Macintosh | Mac OS 10.6 to 10.13 |
|---|---|
| Hardware | Operating System minimum requirements, Physical Network Connection |
| Video | 17 inch or higher at 1024 x 768 resolution |
| Printer | Networked HP LaserJet printers supporting TCP/IP and PCL 6 or PCL 5e |
| RDS Client | 64-bit Processor, Microsoft Remote Desktop version 8.0 |
| Remote Desktop Web Interface | Safari, Firefox, and Chrome[1] |
| Web Browser *Skyward SMS 2.0* | Safari 5 through 11, Firefox, and Chrome[1] |
| Web Browser *Family Access Employee Access* | Safari 5 through 11, Firefox, and Chrome[1] |
| Adobe Software for Skyward Web Products | Acrobat Reader 7.0 or above Flash 8.0 or above |
| My School Data | Safari, Firefox, and Chrome[1] |

| Chrome OS | Current version of OS and Browser[1] |
|---|---|

1 – Current version – *Chrome OS, Chrome browser, Microsoft Edge, and Firefox are on aggressive release schedules and therefore the most current version is not explicitly listed.*

*- Skyward Web Based Food Service Point Of Sale (POS) must meet the following minimum hardware requirements: Dual Core 1.6GHz or faster with RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit)*

*- Skyward does not support beta versions of Operating Systems or Web Browsers.*

# IEP.Online Workstation Guidelines

| Windows Systems | |
|---|---|
| Hardware | The physical hardware (memory, disk space, and processor) must be appropriate for the operating system installed. |
| Video | 17 inch or higher at 1024 x 768 resolution |
| Operating System | Windows Vista (not Home version)<br>Windows 7 |
| Web Browser | Internet Explorer 8 or later<br>Firefox 3.5 or later<br>Chrome 4 or later<br>Safari 4 or later |
| Other Software | Adobe Reader 7 or higher<br>Adobe Flash Player Release 9 or later |
| Browser Settings | **Note**: Network Cache / Proxy Server: For all computers, you must disable proxy / cache server use and/or bypass the proxy server for IEP.Online<br><br>Local Cache:<br><br>**Internet Explorer**<br>■ Tools Menu / Internet Options / General / Temporary Internet Files / Settings / Check for new version of stored pages "Every visit to the page"<br>■ **IMPORTANT**: for use in school systems where a proxy server is the only access to the Internet, **Use HTTP 1.1** must be set in the 'Advanced" section of Internet Options.<br><br>**Other (Firefox, Chrome, Safari)**<br>■ Edit Menu / Preferences / Advanced / Cache / Document in cache is compared to document on network "Every Time"<br><br>Cookie Settings:<br>**Internet Explorer**<br>■ Enable cookies for local storage<br>■ Enable per-session cookies<br><br>**Other (Firefox, Chrome, Safari)**<br>■ Accept all cookies<br>■ Enable JavaScript / Scripting |

| Macintosh Systems | |
|---|---|
| Hardware | The physical hardware (memory, disk space, and processor) must be appropriate for the operating system installed. At least a 500Mhz G3 processor with more than 256Mb of physical memory. |
| Video | 17 inch or higher at 1024 x 768 resolution |
| Operating System | OS X 10.4.x or greater |
| Web Browser | Safari 4 and later<br>Firefox 3.5 and later<br>Chrome 4 and later |
| Other Software | Adobe Reader 7 or higher<br>Adobe Flash Player Release 9 or later |
| Browser Settings | **Note**: Network Cache / Proxy Server: For all computers, you must disable proxy / cache server use and/or bypass the proxy server for IEP.Online<br><br>**Settings:**<br><br>**All Browsers**<br> ■ Accept all cookies<br> ■ Enable JavaScript / Scripting |

For IEP.Online to function properly, the client browser or pop-up blocking software must be configured to allow pop-up windows from IEP.Online. This includes native browser functionality, as well as toolbars such as Yahoo and Google.

**Your technical staff may address any questions they have to:**

**WSIPC Technology Services**
**425-349-6510**
wsysnet@wsipc.org

W S I P C

**Purchasing Program**

The WSIPC Purchasing Program (WPP) provides opportunities for districts, schools, associations and government entities to purchase technology at competitive Cooperative pricing.

To save the Cooperative more money and time, WSIPC began a procedure to competitively bid via RFP, all vendors in the Purchasing Program.  The WSIPC bid process adheres to a sealed, competitive bidding process to negotiate contracts that abide by state procurement statues.

All vendors in the WSIPC Purchasing Program have participated in an RFP bid process and only awarded contract vendors will remain as part of the WPP.

**For more information and a current list of vendors, visit the WSIPC website:**
http://www.wsipc.org/purchasing

## WSIPC Purchasing Partners (current as of 5/1/2018)

**14-01 Computer Hardware**
Microsoft
Dell
Alden Associates
Hewlett Packard Enterprise
Technology Integration Group (TIG)
ZONES
ACE Computers

**16-01 Unified Communication Services**
Cerium Networks
Ednetics
School Messenger by West Education

**16-02 Learning Management Systems**
Canvas by Instructure
D2L by Brightspace
Schoology
Edsby
itsLearning

**16-03 Notification Systems**
Edulink
School Messenger by West Education
CNR
K12 Alerts
BrightArrow

**16-04 Wireless Solutions**
Ednetics

**16-05 Security Solutions**
School Technology Associates
PE Limited
Ednetics
All Campus Security

**17-01 Mobile Device Management Systems**
Lightspeed Systems

**17-02 Document Management Solutions**
FreeDoc
Kelley Imaging
MCCi/Laserfiche

**17-03 Online Payment Systems**
eFunds for Schools
InTouch Receipting
PaymentSpring
My School Bucks

**17-05 Online Registration Solutions**
Registration Gateway
School Cash Suite by KEVGroup
SchoolMint

**17-06 School Management Peripherals**
School Technology Associates

**17-07 Green Technologies**
3R Technology

**17-08 Identity & Access Management Solutions**
School Technology Associates
CionSystems
West/School Messenger

**17-09 Physical Security Solutions**
Cabling & Technology Services
LONG Building Technologies
Tek-Hut

**17-11 Managed Security Services**
Cerium Networks

**18-01 Workflow Management Services**
Kelley Imaging Services
United Business Machines of WA
McKinstry
FreeDoc
SRC Solutions/Registration Gateway

**18-02 Hardware Maintenance Solutions**
PivIT Global

**Addendum V**

WSIPC

## Service Center Support Staff (Coordinators)

This addendum designates the authorized core Information Service Center support staff to receive training, support and communications from WSIPC. These are the identified people WSIPC should work with on support issues arising from regions/districts, who WSIPC accepts support calls from, who participates in training and who receives support and training related communications.

*Please use "Track Changes" for any revisions to this list. Thank you.*

**Auburn School District**        DATE:

| NAME | TITLE | PHONE | EMAIL | SUPPORT AREA(S): -ASP -FIS -HR -MSD -STU -MGMT | RECEIVE THE FOLLOWING: -Training -Support -Email Communications |
|---|---|---|---|---|---|
| | | | | | Training ☐ Support ☐ Email ☐ |
| | | | | | Training ☐ Support ☐ Email ☐ |
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AO 20180501

Addendum IV



W S I P C

## Designated Communication Receivers

This addendum designates the Service Center staff that will receive emergency notifications from WSIPC. Please complete and return to WSIPC. This list will be used by WSIPC to initiate contact with the information service centers (ISC) for the purpose of identifying issues within a production database and for emergency notifications. For example, if WSIPC needs to contact someone at an ISC regarding a data manipulation which needs to be performed as defined by WSIPC then this list would be used. This list should not be used for issues which are being worked on by staff and/or have been initiated by the ISC staff. Instead those communications should be directed to the staff member(s) who are actively working this issue with WSIPC staff.

*Please use "Track Changes" for any revisions to this list. Thank you.*

**Auburn School District**          **DATE:**

| ASP Infrastructure Coordinator | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| Service Center Management | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| Fiscal | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| Human Resources | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| My School Data | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| Operations | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

| Student | | |
|---|---|---|
| Primary: | Phone: | After Hours Phone #: |
| Backup: | Phone: | After Hours Phone #: |

Email: columns appear between Phone and After Hours Phone # for each row:

| | | Email: | |
|---|---|---|---|

AO 20180501

W S I P C

## District Service Center Requirements

As WSIPC brings on a Board approved District ISC, there is a direct impact on WSIPC's ability to maintain support and maintenance levels for all Information Service Centers (ISC).

Therefore, a minimum set of District ISC operational requirements exist to ensure WSIPC continues to retain or exceed service level requirements for all customers.

Operational requirements include the following:

I. **Staffing Levels**
   D-ISC agrees to maintain a sufficient number of dedicated and trained staff to support WSIPC's software solutions. The District is required to provide all Tier I support as documented in the Service Level Agreement (pg. 5 of SLA under "Support").

   Minimum requirements for FTE dedicated to Skyward:

| District FTE Range | Student Support Staff | Finance Support Staff | ASP Coordinator (if self-hosting) |
|---|---|---|---|
| 0 – 6,000 | 1 | 1 | .5 |
| 6,001 – 15,000 | 1.5 | 1.5 | .5 |
| 15,000 and higher | 2 | 2 | 1 |

II. **Support Threshold**
   WSIPC will monitor Tier II escalations every 90-days for the first year. Following year-1 WSIPC will establish a Tier II ticket baseline.

   WSIPC will monitor support needs from the District and reserves the right to increase the FTE fee if staffing levels fall short of requirements.

AO20180501

WSIPC
2121 W Casino Road
Everett, WA 98204
**WSIPC 18-19 Infrastructure Agreement**

1. **Overview.** This WSIPC Infrastructure Agreement is between WSIPC as the service provider and the Auburn School District who is the customer of the WSIPC Infrastructure Agreement covering from September 1, 2018 to August 31, 2019.

2. **Cost.** The infrastructure necessary to function as a District Information Service Center (ISC) was made available to the Auburn School District for a first year cost of $1.00 per FTE. This year the cost will be at the standard $1.50 per FTE annual charge.

3. **Service Description.** WSIPC will provide a scalable infrastructure solution for the Auburn School District to use for delivery of WESPaC to their district.

4. **Data Backup Availability.** WSIPC will ensure that data is backed up regularly to disk, and tapes are created for archival requirements. Offsite tape management is provided through Iron Mountain.

5. **Disaster Recovery.** WSIPC will ensure that backups from the production environment are moved to the disaster recovery site in Spokane.

6. **Infrastructure Availability.** The infrastructure will be available for use under the same service windows as the System Availability detailed in the Service Level Agreement between WSIPC and the Auburn School District.

7. **Infrastructure Scalability.** It is WSIPC's responsibility to ensure that the infrastructure environment is adequately provisioned to provide an immediate growth capability for the Auburn School District's WESPaC environment.

8. **Termination.** Customers may terminate the WSIPC Infrastructure Agreement with 30 days written notice.

**LICENSEE:**
AUBURN SCHOOL DISTRICT

By: *Cynthia Blansfield*
DocuSigned by:
Its: Contract Officer

Address: 914 4th Street NE
Auburn, WA 98002

**WSIPC:**

By: *Marty Bayford*

Its: **Executive Director**

Address: Executive Director
WSIPC
2121 W. Casino Road
Everett, WA 98204-1472