



**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, 2019. 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 that 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 ISC 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, 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 or purchased 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 offerings.

## **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 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:

### **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, 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 provide a Training and Learning Area (TLA) for each ISC to help the ISC customize training for its end users.

The narrative below outlines the training phases:

#### *Phase I: Foundational Understanding*

These sessions include a basic understanding of primary functions within the Cooperative software offerings.

#### *Phase II: Conceptual Variances*

These sessions build on the knowledge gained in Phase I to ensure new concepts and operations are understood.

#### *Phase III: Business Process Integration*

These sessions explore the integration of district operations with the Cooperative software offerings.

### **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 updates to the Student and Business 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.

#### **Tier 3 Support**

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.

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

**After Hours and Holidays:** 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>

<b>Finance - HR Support</b> Phone: 425-349-6430 Email: <a href="mailto:finance@wsipc.org">finance@wsipc.org</a>	<b>Student Support</b> Phone: 425-349-6450 Email: <a href="mailto:student@wsipc.org">student@wsipc.org</a>	<b>Systems &amp; Network Infrastructure</b> Phone: 425-349-6510 Email: <a href="mailto:wsysnet@wsipc.org">wsysnet@wsipc.org</a>
<b>MySchoolData/Data Solutions</b> Phone: 425-349-6699 Email: <a href="mailto:MySchoolData@wsipc.org">MySchoolData@wsipc.org</a>		<b>Crystal Reports</b> Phone: 425-349-6699 Email: <a href="mailto:MySchoolData@wsipc.org">MySchoolData@wsipc.org</a>

### **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 tickets escalated internally to State Reporting 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 severity of 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 will 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 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.

### **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.

SMS Release Weekend: Saturday; 12:00 A.M. – 9:00 P.M.

Defined as a three time yearly period during which SMS 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.

### Qmlativ Releases

WSIPC Qmlativ software update releases are an automated function. WSIPC has designated the timeframe of 11 P.M. to 5 A.M. for these functions. There is currently no published Qmlativ release schedule.

### Emergency Downtime

Emergency downtime can be performed 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 elected 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 SMS 2.0 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 to SMS 2.0 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: \_\_\_\_\_, 2019

#### LICENSEE:

Auburn School District

By: \_\_\_\_\_

Its: \_\_\_\_\_

Address: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Address: \_\_\_\_\_

#### WSIPC:

By: \_\_\_\_\_

Its: Executive Director

Address: Executive Director

WSIPC

2121 W. Casino Road

Everett, WA 98204-147



## **Cooperative Supported Products**

### **Skyward School Business Suite – SMS 2.0**

- Account Management
- Accounts Payable
- Accounts Receivable
- Application Programming Interface (SaaS Offering)
- Bid Management
- Budget Management
- Calendars
- Custom Forms
- Data Mining
- Employee
- Employee Management
- Employee Access
- Fast Track
- Fixed Assets
- General Inputs
- Insurance Tracking
- Inventory
- Mobile Solutions
- Payroll
- Position Request
- Professional Development
- Purchasing
- Salary Negotiations
- Security
- SkyBuild
- SkyDoc
- Substitute Tracking
- System Configuration
- Task Manager
- Time Off
- True Time
- Vendors
- Year End Processing

### **Skyward School Business Suite – Qmlativ**

- Accounts
- Accounts Payable
- Accounts Receivable
- Application Programming Interface (API)
- Asset Management
- Benefit Management
- Budgeting
- Custom Forms
- District Configuration
- Employee Access
- Employee Management
- Employee Mobile App
- Fixed Assets
- Online Forms
- Payroll
- Position Management
- Purchasing
- Reporting
- Security
- Staff Planning
- Substitute Tracking
- System Customization
- Time Off
- Time Tracking
- Vendor
- Warehouse
- Workflow
- Year End Processing

### **Federal Reporting – Business**

- 1099-M
- Affordable Care Act (1095)
- Civil Rights Data Collection (CRDC)
- W-2

### **Washington State Reporting – Business**

- Child Support Report
- County Treasurer Warrant Register Reporting
- Department of Retirement Systems Monthly Transmittal
- Department of Revenue Use Tax Accrual and ACH Addenda
- EEOC
- F-195 SPI Budget File Extract
- F-200 SPI Budget Extension Extract
- F-196 SPI Year End Extract

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#### **ADDENDUM I**

- F-198 Budget Status Reporting
- S-275 Personnel Reporting
- Medicaid Administrative Match
- New Hire Report
- OIC Year 5
- PFML Program Reporting
- Year End and W-2

#### **Skyward Student Information System – SMS 2.0**

- Academic Standards
- Activities
- Application Programming Interface (SaaS Offering)
- Attendance
- Busing
- Career Planning
- Childcare
- Course Learning Center (SaaS Module)
- Current Scheduling
- Curriculum and Assessments
- Curriculum Mapping (SaaS Module)
- Custom Forms
- Data Mining
- Discipline
- District to District Student Transfer
- Educator Access
- Family Access
- Fee Management
- Food Service
- Future Scheduling
- Grading
- Graduation Requirements
- Gifted and Talented
- Guidance
- Health Records
- Lesson Plans
- Lockers
- Message Center
- Mobile Solutions
- New Student Online Enrollment (SaaS Module)
- Obligations
- Response to Intervention (SaaS Module)
- Secondary Gradebook
- Section 504
- Security
- SkyBuild
- SkyDoc

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#### **ADDENDUM I**

- Skylert
- Special Education
- Special Programs
- Staff
- Standards Gradebook
- Student Access
- Student Demographics
- Substitute Assignment
- Survey
- System Configuration
- Task Manager
- Textbooks
- Year End Processing

#### **Skyward Student Information System – Qmlativ**

- Activity Management
- Application Programming Interface (API)
- Assessments
- Attendance
- Behavior Management
- Curriculum Management
- District Configuration
- Family Access
- Family Management
- Family Mobile App
- Fee Management
- Food Service
- Gradebook
- Grading
- Graduation Requirements
- Guidance
- Health
- Message Center
- New Student Enrollment (SaaS Module)
- Online Forms
- Report Cards
- Reporting
- Scheduling
- Security
- Special Programs
- Staff
- Student Access
- Student Management
- Student Mobile App
- System Customization
- Teacher Access

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#### **ADDENDUM I**

- Teacher Mobile App
- Transportation
- Workflow
- Year End Processing

#### **Federal Reporting – Student**

- Civil Rights Data Collection (CRDC)
- Federal Special Education Suspension-Expulsion Report
- Special Education Initial Evaluation Timeline Report
- Special Education Transition From Part-C to Part-B Report

#### **Washington State Reports – Student**

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

#### **MySchoolData**

- Early Warning System
- Data Dashboards
- High School and Beyond
- CEDARS Data Viewer
- Career and Technical Education (SaaS Module)

#### **Crystal Reports**

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#### **ADDENDUM I**



W S I P C

## WESPaC 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 supported		
Remote Desktop Web Interface	Internet Explorer 11 Firefox Current Version <sup>1</sup> Chrome Current Version <sup>1</sup>	Internet Explorer 10/11 Firefox Current Version <sup>1</sup> Chrome Current Version <sup>1</sup>	Internet Explorer 9 - 11 Firefox Current Version <sup>1</sup> Chrome Current Version <sup>1</sup>
Web Browser <i>Skyward Web</i>	Internet Explorer 11 Firefox Current Version Chrome Current Version	Internet Explorer 11 Firefox Current Version Chrome Current Version	Internet Explorer 11 Firefox Current Version Chrome Current Version
Web Browser <i>Family Access</i> <i>Employee Access</i>	Internet Explorer 11 Firefox Current Version Chrome Current Version	Internet Explorer 10/11 Firefox Current Version Chrome Current Version	Internet Explorer 9 - 11 Firefox Current Version Chrome Current Version
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
My School Data	Internet Explorer 11 Firefox Current Version Chrome Current Version	Internet Explorer 11 Firefox Current Version Chrome Current Version	Internet Explorer 11 Firefox Current Version Chrome Current Version

Macintosh	Mac OS 10.9 to 10.14
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 or Chrome Current Version <sup>1</sup>
Web Browser <i>Skyward SMS 2.0</i>	Safari Current Version Firefox Current Version Chrome Current Version
Web Browser <i>Family Access</i> <i>Employee Access</i>	Safari Current Version Firefox Current Version Chrome Current Version
Adobe for Skyward Web Products	Acrobat Reader 7.0 or above Flash 8.0 or above
My School Data	Safari, Firefox and Chrome Current Version

- *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*
1. *Using the Remote Desktop client with any browser other than Internet Explorer will require WISE credentials to be submitted a second time*

**IEP.Online® Workstation Guidelines**

<b>Windows Systems</b>	
Hardware	The physical hardware (memory, disk space, and processor) must be appropriate for the operating system installed
Video	A minimum resolution of 1024 x 768 is required
Web Browser	Internet Explorer 8 or later Firefox 3.5 or later Chrome 4 or later Safari 4 or later
Other Software	Adobe Reader 7 or higher Adobe Flash Player Release 9 or later
Browser Settings	<p><b>Note:</b> Network Cache / Proxy Server: For all computers, you must disable proxy / cache server use and/or bypass the proxy server for IEP.Online</p> <p>Local Cache:</p> <p><b>Internet Explorer</b></p> <ul style="list-style-type: none"> <li>▪ Tools Menu / Internet Options / General / Temporary Internet Files / Settings / Check for new version of stored pages "Every visit to the page"</li> <li>▪ <b>IMPORTANT:</b> for use in school systems where a proxy server is the only access to the Internet, Use <b>HTTP 1.1</b> must be set in the "Advanced" section of Internet Options</li> </ul> <p><b>Other (Firefox, Chrome, Safari)</b></p> <ul style="list-style-type: none"> <li>▪ Edit Menu / Preferences / Advanced / Cache / Document in cache is compared to document on network "Every Time"</li> </ul> <p>Cookie Settings:</p> <p><b>Internet Explorer</b></p> <ul style="list-style-type: none"> <li>▪ Enable cookies for local storage</li> <li>▪ Enable per-session cookies</li> </ul> <p><b>Other (Firefox, Chrome, Safari)</b></p> <ul style="list-style-type: none"> <li>▪ Accept all cookies</li> <li>▪ Enable JavaScript / Scripting</li> </ul>

*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](mailto:wsysnet@wsipc.org)





## 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 has a procedure to competitively bid all vendors in the Purchasing Program via RFP. The WSIPC bid process adheres to a sealed, competitive bidding process to negotiate contracts that abide by state procurement statutes.

For more information and a current list of vendors, visit the WSIPC website:

[http://www.wsipc.org/catalog/partners#filter=\\*](http://www.wsipc.org/catalog/partners#filter=*)

### WSIPC Purchasing Partners (current as of 3/1/19)

When a bid contract is noted, the vendor is an Awarded Vendor of that designated contract.

- **3R Technology:** E-Waste Recycling – *Bid Contract 17-07 Green Technologies*
- **ACE Computers:** Hardware – *Bid Contract 14-01 Computer Hardware*
- **Alden Associates:** Hardware – *Bid Contract 14-01 Computer Hardware*
- **All Campus Security:** Security Systems- *Bid Contract 16-05 Security Solutions*
- **BrightArrow Technologies:** Notification System – *Bid Contract 16-03 Notification Systems*
- **Brightspace by D2L:** Learning Management System – *Bid Contract 16-02 Learning Management System*
- **Canvas:** Learning Management System – *Bid Contract 16-02 Learning Management System & Skyward Licensed API*
- **Cerium Networks:** Educational Collaboration Systems – *Bid Contract 16-01 Unified Communication Services, 17-11 Managed Security Services and 18-03 Web Filtering Solutions*
- **CionSystems:** Active Directory, Enterprise Identity Management – *Bid Contract 17-08 Identity & Access Management Solutions*
- **Cities Digital:** Enterprise Content Management
- **Citrix:** Virtual Workplace Software – *Bid Contract 01-48*
- **Clean Technology Partners (CTP):** Green Technology Solutions
- **CNR:** Notification Systems – *Bid Contract 16-03 Notification Systems*
- **CPSI:** Power, Monitoring, and Cooling Solutions
- **CrisisGo:** Safety Platform – *Bid Contract 18-04 School Safety Solutions*
- **DELL Hardware:** Hardware – *Bid Contract 14-01 Computer Hardware*

## Addendum III

- **DELL Microsoft Select Plus:** Reduced Pricing for Software Licenses – ***Contract #90229***
- **eFunds for Schools:** Point of Sale and Online Payment Processing – ***Bid Contract 17-03 Online Payment Solutions with Skyward API***
- **Ednetics:** Hosted Voice, Network, Connectivity, and Support Services – ***Bid Contracts 16-01 Unified Communication Services, 16-04 Wireless Solutions, 16-05 Security Solutions and 18-03 Web Filtering Solutions***
- **Edsby:** Learning Management System – ***Bid Contract 16-02 Learning Management System***
- **EduLink Systems:** Notification System – ***Bid Contract 16-03 Notification System***
- **EzNetPay:** SaaS for Construction Project Management
- **FreeDoc:** Electronic Document Management – ***Bid Contracts 17-02 Document Management Solutions and 18-01 Workflow Management Solutions***
- **HarborTech Mobility:** Enterprise Wireless, Wireless Security, and Mobility
- **Hewlett Packard Enterprise:** Network, Servers, Storage, and Peripherals – ***Bid Contract 14-01 Computer Hardware***
- **HP Inc:** Consumers Technologies, Solutions, and Services – ***Bid Contract 14-01 Computer Hardware***
- **iBoss Secure Cloud Gateway:** Cyber Security – ***Bid Contract 18-03 Web Filtering Solutions***
- **Identity Automation:** Identity and Access Management
- **InfoCentre by McKinstry:** Facilities Management Service – ***Bid Contract 18-01 Workflow Management Solutions***
- **InTouch Receipting:** Payment Systems – ***Bid Contract 17-03 Online Payment Solutions***
- **itsLearning:** Learning Management System – ***Bid Contract 16-02 Learning Management Systems***
- **K12 Alerts:** Notification System and Anti-bullying Software – ***Bid Contracts 16-03 Notification Systems and 18-04 School Safety Solutions***
- **Kelley Imaging:** Document Management – ***Bid Contract 17-02 Document Management Solutions***
- **Legend ID:** School Badging – ***Bid Contract 18-04 School Safety Solutions***
- **Lightspeed Systems:** Mobile Device Management – ***Bid Contract 17-01 Mobile Device Management Solutions***
- **LONG Building Technology:** Building System Integration – ***Bid Contracts 17-09 Physical Security Solutions and 18-05 Facilities Solutions***
- **MealViewer (Heartland School Solutions):** Digital Suite and Signage – ***Bid Contract 17-03 Online Payment Solutions***

## Addendum III

- **Microsoft Enrollment for Education Solutions (EES):** Annual Volume-licensing and Subscription Program
- **Microsoft Hardware:** Computer Hardware – ***Bid Contract 14-01 Computer Hardware***
- **MySchoolBucks (Heartland Solutions):** Online Payment – ***Bid Contract 17-03 Online Payment Solutions***
- **Netmail:** Cloud-based Security, Archiving, Migration and File Sharing Solutions
- **PCG (iepOnline):** Hosted Special Education Processing Software
- **PaymentSpring:** Online Payments – ***Bid Contract 17-03 Online Payment Solutions***
- **PivIT Global:** IT Infrastructure – ***Bid Contract 18-02 Hardware Maintenance Solutions***
- **Rapid Technologies:** IT Components for Printer and Computer Repairs
- **Registration Gateway:** Online Student Enrollment – ***Bid Contract 17-05 Online Registration Solutions***
- **School Technology Associates:** Peripheral Hardware, Software, and Support Services – ***Bid Contracts 16-05 Security Solutions, 17-06 School Management Peripherals, and 17-08 Identity & Access Management Solutions***
- **School Cash Suite:** Activity Fee Management – ***Bid Contract 17-05 Online Registration Solutions***
- **SchoolMessenger:** Notification System – ***Bid Contract 16-03 Notification System***
- **SchoolMint:** Online Registration – ***Bid Contract 17-05 Online Registration Solutions***
- **Schoology:** Learning Management – ***Bid Contract 16-02 Learning Management Systems***
- **Technology Integration Group (TGI):** Desktop and Server Hardware – ***Bid Contract 14-01 Computer Hardware***
- **Tek-Hut:** Telecommunications Provider – ***Bid Contracts 17-09 Physical Security Solutions and 18-05 Facilities Solutions***
- **Tools4ever:** Identity and Access Management Software
- **United Business Machines:** Document Imaging – ***Bid Contract 18-01 Workflow Management Solutions***
- **Upland FileBound:** Process Automation – ***Bid Contract 18-01 Workflow Management Solutions***
- **Verizon:** Nortel and Telephone Systems – ***Bid Contract 14-01 Computer Hardware***
- **Xi3 Corporation:** Modular Computer Manufacturer
- **Zones:** Desktop and Server Hardware – ***Bid Contract 14-01 Computer Hardware***

## Addendum IV



W S I P C

## Designated Communication Receivers

This addendum designates the ISC staff that will receive emergency notifications from WSIPC. Please complete this form and return it to WSIPC. This list will be used by WSIPC to initiate contact with the 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 (mm/dd/yy):

<b>ASP Infrastructure Coordinator</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>ISC Management</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>Fiscal</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>Human Resources</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>My School Data</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>Operations</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:
<b>Student</b>			
Primary:	Phone:	Email:	After Hours Phone #:
Backup:	Phone:	Email:	After Hours Phone #:



W S I P C

### Informational Service Center Support Staff

This addendum designates the authorized core Information Service Center (ISC) 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 (mm/dd/yy):

[illegible]



District Service Center Requirements

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

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

District 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-HR 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.



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Everett, WA 98204-1472 F: 425.349.6601  
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## WSIPC 2019 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, 2019 to August 31, 2020.
- 2. Cost.** The infrastructure necessary to function as a District Information Service Center (ISC) will be made available to the Auburn School District for a \$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. WSIPC will also provide the infrastructure for the eventual move to Qmlativ. This will include Qmlativ Staging, Temp Training, and TLA slots.
- 4. Data Backup Availability.** WSIPC will ensure that data is backed up regularly to disk, and tapes are created for archival requirements for Skyward SMS 2.0. Offsite tape management is provided through Iron Mountain. Qmlativ backup and archival requirements will be in Microsoft Azure.
- 5. Disaster Recovery.** WSIPC will ensure that backups from the SMS 2.0 production environment are moved to the disaster recovery site in Spokane. Qmlativ backups will be moved to a location in Microsoft Azure.
- 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: 

Its: Assistant Superintendent

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WSIPC:**

By: 

Its: Executive Director

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

