



Service Level Agreement

Washington School Information Processing Cooperative

And

Clover Park School District No. 400

Service Level Agreement

Purpose

This Agreement outlines the software, service levels, roles, and responsibilities of the Cooperative to Clover Park School District No. 400, Information Service Center (ISC). Services rendered to the ISC are intended to support student related software packages offered by the Cooperative. This includes systems and network infrastructure, software support, amount and method of customer support, performance levels, and availability to Service Centers and 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 on the date of signatures below and extend for three (3) years. The Agreement may be extended for additional time period if agreed to by both parties in writing prior to the end of the initial contract period. Increased costs could occur during contract extension depending on market analysis and evaluation of software licensing.

Fees

During each Year of the Term, WSIPC will invoice the ISC monthly. The ISC shall pay the WSIPC fee established by this contract.

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
License Fee	\$158,000	\$60,000	\$60,000
Project Management	\$0	\$0	\$0

WSIPC will develop budgets and expend funds made available by member Districts for the purpose of supporting or maintaining Cooperative services and enhancing existing or 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 aspect of the cooperative, but will not be required to do so for any particular item(s).

Confidentiality

All materials furnished to the Cooperative by the District pursuant to this Agreement, including but not limited to: source data, computer files, reports, listings and computer programs, shall remain the property of the District and shall not be disclosed to third parties except by written consent of the District.

Software & Systems: Services & Support

SOFTWARE

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

Grant & Limitations. WSIPC grants to the ISC a nontransferable, nonexclusive license during the Term to use the Software and Documentation to aid in Service Center data operations. The Service Center 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 Service Center. Nor will the Service Center change, modify or alter any software without prior written permission from the Cooperative. In short, the ISC agrees that it shall safeguard all proprietary materials being serviced by the Cooperative and shall not infringe or violate any vendor license agreements WSIPC has entered into on their behalf. Vendors working on behalf of the ISC and requiring access to data or software provided by the Cooperative will be required to sign a Non-Disclosure Agreement with WSIPC.

Software Updates. WSIPC agrees to keep current with vendor released versions of the Skyward licensed software and will install updates on a scheduled timeline approved by WSIPC governance and communicated to ISCs and School Districts.

School District Workstations. Configuration requirements for devices and their software utilized by Service Center personnel to access Cooperative software modules will be documented in Addendum II.

SERVICES

Documentation associated with the software modules installed will be available in digital and/or printed forms as desired by the ISC and local School District. Documentation will be regularly updated to ensure it remains current and relevant.

Training shall be provided to ISC staff that will enable them to train and support the end-users in a District. Training may be offered at a designated training site, via K-20, or other means utilizing technology that is to the advantage of the ISCs and the Cooperative. WSIPC may utilize the expertise at Regional ISCs to offer training to others. A training and learning system environment will be configured for each ISC for the purpose of localized or individual training needs. The narrative below is intended to provide an outline of the specific training objectives:

Introductory Training: At the request of a ISC Director, WSIPC will provide introductory training to ISC staff on the software solutions for Student and Finance Management. Introductory training will ensure that participants leave with a basic understanding of the following Student and Finance core modules:

- Student Product Suite: Student Demographics (Includes Data mining), Attendance, Grading, Scheduling and Discipline
- Finance Product Suite: Account Management, Accounts Payable, Accounts Receivable, Budget Management, General Ledger, Purchasing and Vendors
- Human Resources Product Suite: Employee Management, Employee Profile, Payroll/Retirement, Salary Negotiations, Time Off

This introductory training will be scheduled annually at a timeline agreeable to the ISC. If it is determined by the ISC that the Introductory training is not required, it may be postponed until determined necessary.

On-going and Advanced Training: WSIPC will provide on-going and advanced training throughout the year to ISC Student and Finance support staff to maintain and enhance the core proficiency on Cooperative software. This training will consist of new features or modules released, upgrades made to

existing modules, software releases and training that can assist in deeper adoption of the software by local School Districts. If a software release is determined by WSIPC to have major modifications, then training will occur at the first opportunity prior to the release. If modifications are considered minor then information will be disseminated to Support personnel and follow up will occur at the next scheduled training following the release of the software. The scheduling and locations of the trainings will be coordinated with ISC Directors.

State Reports. All data reports required by the state which impact 50% or more of the School Districts in the state shall be provided by the Cooperative at no additional fee. The Cooperative and ISCs will work with the state agencies to gather requirements on the data required. The state reports released by the licensed vendor will be tested to ensure compliance with state requirements. The Cooperative will inform ISC staff of any mandated changes to state reports and the ISCs will communicate the information to the School Districts.

Designated ISC staff (as defined by ISC Director) will be trained in Crystal Reports and other devices commonly used by the Cooperative to aid School Districts in getting better access to data for reporting, analytics, etc.

SUPPORT

WSIPC will provide direct support to all ISC staff and they will in turn provide support to their School Districts. The Cooperative will utilize technologies and efficiencies necessary to streamline support and minimize costs. Support will cover all software provided through the WSIPC Cooperative. Support will be categorized in Tiers with ISCs assuming the level of Tier I support. If an incident cannot be resolved at its initiated level of support, it is escalated through the tiered levels until proper resolution can be provided. Incidents will be reported via the Cooperatives web-based service tracking system. However, in order to expedite incidents of critical priority, the ISC should also use phone, email or other communications to raise the visibility of the incident to the WSIPC Support Staff. Additionally, ISC and District staff will need to be identified for Emergency Support Notifications and for Support and Training, this identification occurs in Addendum IV and V.

Following are the defined levels of tiered support, hours, performance measures and responsiveness to prioritized issues:

Tier I support is the School District's initial contact for incident resolution in regard to all aspects of the application and infrastructure. This service is provided to Districts by Regional ISCs or by the District itself when it is operating as a District ISC. Tier I support provides help desk operations covering all WESPaC applications, data analysis, desktop and browser configurations, and printing. When the issue being reported requires backend data analysis, deeper understanding of the application source, or application functionality not supported by Tier I, then Tier I support escalates the issue to Tier II.

Tier II role is performed by WSIPC staff and this level of support includes analysis and investigation of application incidents, and infrastructure troubleshooting. Incidents that are not resolved at the Tier II level will be escalated to Tier III. Incidents are escalated to Tier III because they require a more thorough understanding of the underlying source code and data structures to resolve the incident.

Tier III is the final escalation for incident resolution in regards to all aspects of the application and infrastructure. The Tier III role is performed by WSIPC staff and external vendors. This includes analysis

and investigation of application incidents, and infrastructure troubleshooting. Resolution might include defect correction, data manipulation, program analysis, and hardware replacement.

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

After Hours, Holidays & Emergency Support: WSIPC will not provide on-site support after Normal Support Hours, but will provide an emergency on-call 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:

Finance Support (Fiscal & HR)	Student Support	Systems & Network Infrastructure
Phone: 425-349-6430	Phone: 425-349-6450	Phone: 425-349-6510
Email: financems@wsipc.org	Email: wstu@wsipc.org	Email: wsysnet@wsipc.org
Numara Footprints: https://support.wsipc.org		

Performance Standards

The following defines the goal for standard of service the ISCs can expect to receive from WSIPC. As a part of providing support the ISC is responsible for setting the initial severity on each service request to WSIPC. The initial severity level will be evaluated by WSIPC based on service and impact to the Cooperative as a whole. WSIPC reserves the right to adjust the severity level. However, any adjustment and its reasoning will be communicated to the ISC. The severity levels are defined below:

- o **Critical:** Productivity has stopped. The client or agency is functionally down and cannot continue work. Data is corrupted. Financial controls impaired. Security of the system has been compromised.
- o **High:** Productivity significantly impaired but proceeding. Time sensitive issue important to long term productivity leading to a work stoppage. Broad based client concern that affects a majority of districts. Potential Security or Privacy issue.
- o **Normal:** Productivity impact is present but not significant. There is minimal impact on client productivity.

Response Times

Initial acknowledgement for support of an incident reported as Critical will be returned within thirty (30) minutes during Normal Support Hours and within one (1) hour during After Hours once the incident has been elevated to Tier II. Thereafter, an update will be provided every two (2) hours on Critical incidents until the problem is resolved. A 'resolved' incident, for purposes of this document, means a resolution has been identified and is scheduled for release. In order to expedite incidents of critical priority after hours, the ISC should, in addition to reporting via the Cooperative web-based tracking system, inform using email or phone (using the WSIPC Afterhours Contact List).

Initial acknowledgement of an incident reported as High will be returned within one (1) hour during normal support hours. For incidents classified as High, an update will be provided every four (4) hours during Normal Support Hours until the problem is resolved ('resolved' defined in previous paragraph).

Information received in an update will include at a minimum: personnel assigned, resolutions being investigated, escalation beyond Tier II, and estimated time of completion. The ISC will in turn report and update the originating district on progress being made. WSIPC and the ISC may determine the two or four hour communication is too frequent and may choose to change or stop the updates until new information on the incident is available.

Incidents classified as Normal will have an automated electronic response acknowledging receipt of the issue. Updates from this initial receipt will only be provided when status of assignment or date of completion has changed. Thereafter, incidents classified as Normal will be logged and monitored for increased frequency, pattern, and interest level. An increase in frequency or pattern 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 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 (via personal communication) the ISC of the resolution and potential cause. The ISC will communicate with the originating 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

The services described above will be measured based on the incidents received in the WSIPC service tracking system. These Performance Standards will be monitored and reported monthly to the WSIPC Governance and ISC Directors.

SYSTEM AVAILABILITY

Normal: Monday – Friday; 6:00 A.M. – 6:00 P.M.

Defined as primary 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 (1) week's notice. End-user has availability to the application. Individual components of a redundant group may be unavailable (single MetaFrame or Web server). Approval required by the ISC Director(s) & WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime 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. Approval required by the WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime communication will be sent to this same group.

Release Weekend: Saturday; 3:00 A.M. – 9:00 P.M.

Defined as a monthly period during which application software, hardware and operating system maintenance is performed. Expect services to be unavailable. Approval required by the ISC Director(s) & WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime communication will be sent to all data centers and WSIPC Operations departments. The approved down time schedule will be communicated regularly throughout the year to mitigate any surprises to Cooperative members.

Emergency Downtime

Criteria for emergency downtime can be requested for degradation of hardware or software components for which the following is true: 1) the software or hardware is part of the failover system for a mission critical system or 2) the software or software 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 day notice or an agreed upon elective time with same-day notice. Approval is required by WSIPC Operations department heads and advanced communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of downtime 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 utilized for dramatic and sudden system failure of the primary hosting center, but will not be utilized during normal, routine, or scheduled down time. Our failover site consists of a VRRP communicating to two routers, K-20s 500MB router and K-20s DS3 router to a provisioned switch.

OPTIONAL SOFTWARE AND SERVICES OFFERINGS (OSSO) The Cooperative 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 the WSIPC, the ISC and the local 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 ISC 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: January 11, 2012

LICENSEE:

CLOVER PARK S.D. NO. 400

By: 
Its: Adam Bus Sees

Address: 10903 Gravelly Lake Dr. SW
Lakewood, WA 98499-1341

WSIPC:

WASHINGTON SCHOOL INFORMATION PROCESSING COOPERATIVE

By: 
Its: Assistant Executive Director

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



Technology for Educational Communities

Cooperative Supported Skyward Products

FISCAL PRODUCT LINE

Account Management Reporting

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.

- Balance Sheet
- Batch Reports
- Budget Status
- Combined Balance Sheet/Operating Statement
- Operating Statements
- Project/Grant Management
- Revenue/Expense
- Transaction History

Accounts Payable

Payment processing modules that support the creation and payment of invoices automatically built from purchasing and receiving information, 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 Cards
- eSignature for AP Checks
- Expense Reimbursement
- Invoices
- Recurring Invoice Entry

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
- Payor Master
- Payments
- Refunds
- Recurring Invoice Generation

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

Budget Management

Accounting modules that expedite the creation, monitoring, and control of District budgets.

- Adoption
- Budget Requisitions
- Entry (Import, Clone, Build from Projections)
- Revisions
- Transfers (Import, Submit, Approval Workflow)

Fixed Assets

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

- Asset Item Master
- Build Assets from Invoices
- Disposal and Additions Report
- Depreciation History
- Import New Fixed Assets from Spreadsheet Data
- Location Change History

General Ledger

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.

- Audits
- Account Sequences
- Account Clearance
- Chart of Accounts
- Data Export for State Auditor's Office
- Equity Summary Accounts
- Mass Add and Change
- Month End

General Inputs

Modules designed to record accounting transaction information created independently of the core system.

- Accounts Receivable Payments
- Cash Receipts
- Equity Account Transfers
- Journal Entry
- Previous Year Adjustments
- Student Billing

Inventory

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

- Disbursement
- Inventory Item Master
- Inventory Receiving
- Quick Order
- Requisition
- 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
- Purchase Orders
- Receiving
- Recurring Entry
- Requisitions

State Processing

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

- Crosswalk Accounts
- Crosswalk Descriptions
- 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
- Request New Vendor Workflow
- Vendor Master
- Vendor Report Card

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.

- 1099 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. Districts often use these as their official district calendar.

Employee Access

Employee Access opens the doors to communication with your staff. Give them easy, online access to their own payroll, time off, W2, and check history information. Employees have 24/7/365 access to and ability to change their personnel information.

- Check estimator eliminates the need to interrupt the payroll department to calculate a test payroll for the employee.
- Historical payroll reporting allows employees to create their own reports for any period of time after the district conversion date.
- Ability to input time-off requests, requisitions, apply for positions open in the district, manage budget information, requests for expense reimbursement
- Perform higher level functions such as approving time-off, approving requisitions, approving budget transfers
- Interface to FastTrack - Job Applicant System as a on-line screener or an HR Administrator
- Interface to True Time – Time and Attendance System for input or approval of time worked

On-Line Expense Reimbursement

The On-Line Expense Reimbursement provides for the electronic filing and approving of employee expense reimbursements. When requests have been fully approved, an AP invoice can be generated which creates the payment to reimburse employees. E-mail notifications are used to facilitate the expense reimbursement approval process.

Employee Profile

Employee Profile provides access to various types of human resources and payroll data and is the repository for all employee 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

Employee Management

The Employee Management System allows the client the ability to track employees' assignments to positions. The system facilitates the entry of employee staff changes and importing to payroll. The application allows for a single entry for all associated applications including Payroll, Employee Profile and the FastTrack job application system. Reports allow each district to capture Human Resource information. The application assists districts in tracking positions within the district. Salary Matrix / Salary Placement / Placement Tracker

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. FastTrack integrates with Human Resources and Payroll eliminating the need to re-enter data. Internal and external posting options allow current employees to have access to positions prior to posting them for outside applicants. On-line screener capabilities alleviates the need for management to have to review applications in a central office

Federal Reporting

All required Federal reporting is handled within the applications.

- Federal Withholding including the Quarterly 941 report
- FICA/Medicare
- Electronic files created for monthly reporting of data as needed
- Year end W2 reporting
- EEOC

Insurance Tracking

Insurance Tracking will monitor insurance premiums, employee enrollments, and keep everyone up-to-date on premium/status changes. The Insurance Tracking module integrates with Payroll and Financial software so vendor information and benefit codes are only entered once, saving valuable time and resources. Districts that use pooling of insurance dollars are able to calculate pooling of employee benefit dollars in the Insurance Tracking module.

Payroll

More than a program that produces checks, Payroll tracks employee contract amounts, records time off, coordinates flex plans, and reports retirement, workers compensation and vendor transactions.

- Supports full or partial direct deposit so employees have the option to have pay deposited directly to their bank account or receive an actual check. Also supports additional deposits to multiple bank/credit union accounts
- Interfaces with True Time application for recording time and attendance
- Creation of electronic files for federal taxes, state reports, direct deposit and other vendor reports
- Reports available within the payroll processing as well as in Quick Picks – ad hoc reporting
- Integrates with Skyward's finance software, automatically updating the accounting to your general ledger in full detail.
- Run multiple payrolls at the same time while selecting/modifying your regular payroll run.
- Accrual payrolls for recording accounting to prior fiscal year
- Ability to do accounting adjustments when employee was recorded in an erroneous account
- Easy year end W-2 balancing and processing
- Many utilities and mass processes for ease of changing data on multiple records
- Electronic Signature for payroll checks

Payroll Worksheets

Worksheets are used to record and pay extra or hourly time for employees. The district has the ability to de-centralize entry with upload capabilities. There are options for marking worksheet complete so no further changes can be made to it. There are upload capabilities from 3rd party substitute tracking systems. Worksheets can be set to history for later viewing if needed.

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.

Retirement

For Washington State districts, this is a separate module written and maintained by WSIPC. The system Records retirement transactions "as earned", automatically creates the transmittal file that is sent to the Department of Retirement and retains retirement transaction history. Close association with Department of Retirement allows WSIPC to maintain all retirement information so districts do not have to maintain plan and rate changes themselves

Salary Negotiations

When it comes to salary negotiation time, this tool can generate a negotiation plan within minutes. The district can generate multiple plan scenarios easily compare the multiple negotiation plans results. Salary Negotiations integrates with Employee Management saving time when preparing the next year's payroll and for subsequent negotiations. For Washington State districts, the Salary Negotiations application is also used for State reporting of Personnel budget and S-275 Personnel Reporting.

State Reporting

All required State reporting is handled within the applications. In addition, many Crystal reports have been created to support the information that is reported at the State level.

- Personnel Budgeting and S-275 Personnel Reporting
- Mix Factor Report
- New Hire
- Unemployment
- Retirement
- Workers Compensation

Substitute Tracking

Substitute Tracking allows districts to easily 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. Data can be imported from third-party Sub Calling systems directly into Skyward's Substitute Tracking.

Time Off

Time Off is used to manage and track all employee Time Off Accrual information in a centralized location. Districts can allocate time off by pay period, month, or anniversary date. The centralized database allows staff to view up-to-date information regarding employee time off information and balances. There are multiple methods for time off entry including allowing office staff to enter information using limited-access processing. Automatic time off accrual can schedule allocation amounts based on years of service. This module interfaces with Time off requests in Employee Access.

True Time

TrueTime is a fully-integrated time tracking system that is FLSA compliant and can be accessed anytime, anywhere, online. It eliminates the need to enter employee work hours manually. Time entries can be completed through a web-based program or an electronic reader. Accurate time information increases accountability and reduces payroll errors. Electronic timesheets eliminate the need for paper timesheets, saving payroll staff time and hassle. There is On-line approval processing which allows supervisors to approve timesheets as they are submitted. A system generated email alerts the supervisor when a timesheet has been submitted.

Utilities, Mass Processing, Import Processes

Throughout the Human Resources applications are utilities, mass processes and import processes to assist the user in making changes to multiple employee records at once. Some examples are:

- Professional Growth, Calculation of Education and Experience
- Profile mass changes -- Change active status, Mass calculate hourly wage
- Position and Assignments Mass Change
- Deduction and Benefit Mass Processing
- Mass Change Calendar codes
- Education Import
- Mass processing of pay records, deductions and benefits
- Mass Process Terminations
- Mass Change Hourly Rates

SPECIAL PROGRAMS PRODUCT LINE

Federal Reporting

The following Federal data collections are supported by standard reporting tools:

- Federal Special Education Suspension-Expulsion Report
- Initial Evaluation Timeline Report
- Transition From Part-C to Part-B

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.

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.

** Module is being distributed to selected districts as a "Proof of Concept" for 2011-2012.*

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 create and review important special education information.

- Referral dates and information
- Team evaluation dates
- Individualized Education Program (IEP) dates
- Placement information
- Medicaid Eligibility
- Feeds IEP On-Line

Special Programs

Skyward's Student Classifications area offers a tool for tracking your district's special program enrollment.

- Bilingual
- 21st Century Community Learning Program
- Early Education
- Learning Assistance Program (LAP)
- Title I Program Assistance
- Title III Native American and Immigrant
- Migrant
- Title VII Indian Education Supplemental Services
- LEP (Limited English Prof)
- 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)
- Other Reports (Weapon and Truancy, etc.)

STUDENT PRODUCT LINE

Activities

The Activities area manages student activities and awards. The module fully integrates with other modules such as EA+, Attendance, Discipline, Grading, and the Family Access calendar. 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's 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, response to intervention, 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 can be configured to allow guardians to sign their children up for the programs offered by the district.

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)

Custom Forms

Custom Forms allows the creation of an area where information can be added to a student'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.

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+. 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.

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 Access, parents can view discipline offenses and actions in real-time. Notification letters for parents can be created via mail merge process.

District to District Transfer

District to District Transfer imports a new student's information when they transfer from another district using Skyward. All demographic, immunization, and grade information can be input into your district with no manual entry.

Educator Access Plus

Educator Access+ (EA+) is an online tool designed to enhance teachers, advisors and administrators access to student information. Web-based, it provides access anywhere through a secure internet connection. Features include both secondary and standards based real time gradebooks, message center, attendance updating, discipline referrals, advisor and activity management 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, and email school personnel. Many schools use the On-Line Registration process to allow guardians to perform most of the steps to register their students for school from home. Communication with teacher and administration is furthered 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 can 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.

Food Service

The Food Service module monitors costs and improves meal management efficiency. When used with Family Access, it can provide parents with 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, and specialized reporting including the Monthly Claim for Reimbursement report.

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+ 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.

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.

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, Student, and Family Access.

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. Optionally, student health information including Critical Alerts can be shared in Educator Access and the teacher gradebook.

Lesson Plans

Lesson Plans is an option for the online Educator Access+ module which features curriculum maps, benchmarks, and objectives. When the Lesson Plan module is implemented with the EduTrack module, the system allows linking the lesson plans with state standards and district benchmarks.

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.

ADDENDUM I

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 grade book information within the Student Management module as well as providing for assignment of substitutes.

Standards Gradebook

A true standards 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:

- P-223 Monthly School District Enrollment
- National School Lunch and Breakfast Program State Claim
- Washington Standardized High School Transcript
- Academic History Report
- Transcript Status for Additional State Requirements
- Student Test Score Details for CAA Status
- Attendance Truancy
- Unexcused Absences for Grades 1 – 8
- Department of Health Annual School Report
- Assessment of District Student Health Services
- Preschool Immunization Status
- WASL Cohort Extract Files
- Weapons Report
- Student Behavior Report

Student Demographics

The Students area is the main access point for updating demographic information:

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

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 teachers 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

Mobile Solutions

Mobile Solutions covers functionality that allows district staff 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. Additional data input/output can be received and processed from HR/Finance.

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 which include only the fields and ranges selected. Multiple filters can be used to specify data to be included on the report. The report data can be exported to Microsoft Excel or Word for easy mail merge.

ADDENDUM I

Product Set Up

The Product Set Up function allows district or entity staff to manage and configure the software to best 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 system to their needs

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.

Security

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

SkyPort

SkyPort provides each user a portal customizable with dashboards of information they need the most. Real time graphs and reports with drill down capability are used to create a personal user dashboard with access to all permissioned functions.

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.

WEDSS

WEDSS is the Washington Education Decision Support System which provides districts with a data warehousing function that presents Skyward data with data from other sources. The data is available in charts and tables which can be incorporated into dashboards or traditional report formats.

SkyDoc

Online documentation for the application software



Technology for Educational Communities

WESPaC and IEP.Online® Workstation Guidelines

WESPaC WORKSTATION GUIDELINES

Windows Systems	Windows 7*	Windows Vista	Windows XP
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		
Citrix ICA Client	XenApp Web Plugin – Version 11.000 (11.2 Not Supported)		
Web Browser <i>Citrix Web Interface</i>	Internet Explorer 8.0 Firefox 3.x	Internet Explorer 8.0 Firefox 3.x	Internet Explorer 8.0 Firefox 3.x
Web Browser <i>Skyward Web Product</i>	Internet Explorer 8 / 9 Firefox 3 / 4	Internet Explorer 8 / 9 Firefox 3 / 4	Internet Explorer 8 Firefox 3 / 4
Web Browser <i>Family Access Employee Access</i>	Internet Explorer 8 / 9 Firefox 3 / 4	Internet Explorer 8 / 9 Firefox 3 / 4	Internet Explorer 8 Firefox 3 / 4
Adobe Software for Skyward Web Products	Acrobat Reader 8.0 and above Flash 9.0 and above	Acrobat Reader 8.0 and above Flash 9.0 and above	Acrobat Reader 7.0 and above Flash 8.0 and above

Macintosh Systems	Mac OS 10.6	Mac OS 10.5	Mac OS 10.4
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		
Citrix ICA Client	Mac Client OS X – Version 11.0		
Web Browser <i>Citrix Web Interface</i>	Firefox 2.0 / 3.5	Firefox 2.0/3.5	Firefox 2.0/3.5
Web Browser <i>Skyward Web Product</i>	Safari 4 Firefox 3 / 4	Safari 3 / 4 Firefox 3 / 4	Safari 2.0 Firefox 2 / 3
Web Browser <i>Family Access Employee Access</i>	Safari 4 Firefox 3 / 4	Safari 3 / 4 Firefox 3 / 4	Safari 2.0 Firefox 2.0 / 3.5
Adobe Software for Skyward Web Products	Acrobat Reader 7.0 and above Flash 8.0 and above	Acrobat Reader 7.0 and above Flash 8.0 and above	Acrobat Reader 7.0 and above Flash 8.0 and above

* Windows 7 supported editions include Home Premium, Enterprise, and Ultimate editions, running in 32-bit and 64-bit modes.

Note: Skyward does not test the application against all available web browsers but standard W3C browsers such as Google Chrome should work. If any issues are found we ask that you please report them to your ASP Coordinator.

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 2000 Windows XP Professional Windows Vista (not Home version) Windows 7
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>Note: 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>Internet Explorer</p> <ul style="list-style-type: none"> ▫ Tools Menu / Internet Options / General / Temporary Internet Files / Settings / Check for new version of stored pages "Every visit to the page" ▫ 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. <p>Other (Firefox, Chrome, Safari)</p> <ul style="list-style-type: none"> ▫ Edit Menu / Preferences / Advanced / Cache / Document in cache is compared to document on network "Every Time" <p>Cookie Settings:</p> <p>Internet Explorer</p> <ul style="list-style-type: none"> ▫ Enable cookies for local storage ▫ Enable per-session cookies <p>Other (Firefox, Chrome, Safari)</p> <ul style="list-style-type: none"> ▫ Accept all cookies ▫ 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 Firefox 3.5 and later Chrome 4 and later
Other Software	Adobe Reader 7 or higher Adobe Flash Player Release 9 or later
Browser Settings	<p>Note: 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>Settings:</p> <p>All Browsers</p> <ul style="list-style-type: none"> ▫ Accept all cookies ▫ 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.



Technology for Educational Communities

Optional Software & Service Offerings (OSSO)

SOFTWARE

- Citrix** – own virtual workplace software *
- Crystal Reports** – purchase custom reporting tool for WESPaC database
- GreenPrint (Clean Technology Partners)** – own desktop print conservation software
- iep.online (PCG)** – hosted special education processing software
- K12Alerts** – hosted parent, student, staff notification software
- Medicaid Reimbursement (PCG)** – hosted Medicaid billing for special education
- Microsoft School Agreement (Dell)** – lease desktop & server software *
- Microsoft Select Program (Dell)** – own desktop & server software *
- Microsoft Student Select Program (JourneyEd)** – own desktop software for home use
- Registration Gateway (SRC Solutions)** – use online, paperless student enrollment
- Tandem for Schools (Intand)** – hosted district calendaring software
- Tools4ever (Advanced Toolware)** – solutions for Identity and Password Management
- Trend Micro (ESD, Zones Inc.)** – own desktop security software

SERVICES

- Advanced Processing & Imaging - API** – enterprise content & business process management*
- Merrill** – purchase stock and custom forms and paper *
- Microsoft Live@edu** – hosted free communication and collaboration services
- WSIPC** – purchase customized system administration, network, maintenance & programming services

EQUIPMENT PURCHASING

- Alden** – network, desktop & server hardware *
- CSI** – network hardware *
- Dell** – desktop and server hardware *
- Hitachi** – data storage systems
- HP** – desktop and server hardware *
- Lexmark** – printers *
- LG-Ericsson** – network hardware
- Verizon** – Nortel and telephone systems *

* Items were bid according to Washington K-12 requirements and open to all K-12 institutions *

www.wsipc.org/services/services.html



Designated Communication Receivers

This addendum designates the Service Center staff that will receive emergency notifications from WSIPC. Please complete and return to WSIPC.

Clover Park SD

DATE (mmddyy):

ASP Infrastructure Coordinator		
Primary: Rich Hitt	Phone: 253-583-5103	Email: rhitt@cloverpark.k12.wa.us
Backup: Bill Anderson	Phone: 253-583-5108	Email: banderso@cloverpark.k12.wa.us

Add
Remove

Data Center Management		
Primary: Tracy McCown	Phone: 253-583-5106	Email: tmccown@cloverpark.k12.wa.us
Backup: Holly Lessenger	Phone: 253-583-5116	Email: hlesseng@cloverpark.k12.wa.us

Fiscal		
Primary: NA	Phone:	Email:
Backup: NA	Phone:	Email:

Human Resources		
Primary: NA	Phone:	Email:
Backup: NA	Phone:	Email:

Operations		
Primary:	Phone:	Email:
Backup:	Phone:	Email:

Student		
Primary: Tracy McCown	Phone: 253-583-5106	Email: tmccown@cloverpark.k12.wa.us
Backup: Kathy Sandetur	Phone: 253-583-5107	Email: ksand@cloverpark.k12.wa.us

Remove



Technology for Educational Communities
Service Center Support Staff (Coordinators)

This addendum designates the authorized service center support staff to receive training and support from WSIPC.

Clover Park S.D.

DATE (mmddyy):

NAME	PHONE	EMAIL	AREA
			-ASP -FIS -HR -STU -MGMT
Craig Cook	253-583-5101	CCOOK@CLOVERPARK.K12.WE.US	ASP, STU, MGMT
Facey McLown	253-583-5106	fmclown@	" "
Kathy Sandefur	253-583-5107	Ksand@ "	"
Holly Lessenger	253-583-5116	hlesseng@ "	"
Pamela Jones	253-583-5100	P.jones@ "	"

Remove
Add

Service Level Agreement – Extension 1
January 31, 2015 through January 30, 2017

The Service Level Agreement between Washington School Information Processing Cooperative and Clover Park School District No. 400 is hereby extended to cover the period from January 31, 2015 through January 30, 2017 under the following payment schedule,

\$60,000 January 31, 2015 through January 30, 2016 (approximately \$5.10 per student FTE),
\$65,898 January 31, 2016 through January 30, 2017 (approximately \$5.60 per student FTE),

Notwithstanding, all other terms and provisions delineated in the original Service Level Agreement executed January 11, 2011 remain in effect.

**Washington School Information
Processing Cooperative**

By: _____

Title: Executive Director/ CEO

Address: 2121 W Casino RD
Everett, WA 98204

Clover Park School District No. 400

By: *Rich Perry*

Title: *Administrator for BUSINESS Services
& Capital Projects*

Address: _____
