ctcLink
SERVICE LEVEL AGREEMENT

Washington State Board for Community and Technical Colleges

ctcLink Support

REVISED: September 2021

ctcLink Service Level Agreement Version 2.1

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PREFACE

The first ctcLink Service Level Agreement was co-created in 2019 with representatives from the Washington State Board for Community and Technical Colleges (SBCTC) and from the state's community and technical colleges. The original Service Level Agreement reflected the former model of ctcLink Support which was distributed throughout the SBCTC agency. The 2019 co-creators of the original ctcLink Service Level Agreement are listed below. It is important to note that many of the following people are no longer in the roles or institutions listed below, as the list below represents a snapshot in time in 2019.

Andy Duckworth, Technology Innovation Officer, Washington State Board for Community and Technical Colleges

Clay Krauss - Director of Information Technology, Tacoma Community College

Ivy Brent - Business Systems Analyst (HCM, Finance), Tacoma Community College

Jo Munroe - Community of Practice Coordinator, Washington State Board for Community and Technical Colleges

Johnathan Rider - Systems and Infrastructure Services Manager, Washington State Board for Community and Technical Colleges

Kael Godwin - Information Technology Services, Clark College

Lori Casile - Chief Information Officer, South Puget Sound Community College

Lynda Ridgeway - Agency Budget Manager, Washington State Board for Community and Technical Colleges

Matt Connelly - Project Manager – ctcLink, Community Colleges of Spokane

Mirranda Saari - Director of Enrollment Services and Registrar, Clark College

Pat Daniels - ctcLink PM/OCM Associate Director, IT Services and DCIO, Highline College

Primus Vekuh - Oracle Reporting & Business Intelligence Developer, Washington State Board for Community and Technical Colleges

Rick Sparks - District Director of Information Systems, Community Colleges of Spokane

Sandy Main - Application Services Director, Washington State Board for Community and Technical Colleges

Scott Copeland - Associate Director Campus Solutions, Washington State Board for Community and Technical Colleges

Shon Dicks-Schlesinger - Associate Director of System Accounting, Washington State Board for Community and Technical Colleges

Teri Sexton - Agency Accounting Manager, Washington State Board for Community and Technical Colleges

The revised ctcLink Service Level Agreement has been modified to reflect the current centralized organizational structure of ctcLink Support. It takes into consideration lessons learned from the first Service Level Agreement, college feedback, and ctcLink support organization resource capacity. It also provides clearer and realistic expectations for colleges and the SBCTC ctcLink support organization. The guiding principles, purpose and objectives, and scope of the revised ctcLink Service Level Agreement is consistent with the original Service Level Agreement.

INTRODUCTION

Guiding Principles

The Washington State Board for Community and Technical Colleges (SBCTC) ctcLink Support partners with its customers (SBCTC internal customers and the colleges in the Washington State Community and Technical College System) to resolve incidents and to communicate solutions pertaining to and within the ctcLink production environment. Core values in this endeavor are: partnership, professional respect, collaboration, transparency, accuracy, timeliness, quality, and efficiency.

Purpose and Objective

The purpose of this ctcLink Service Level Agreement is to detail the services and service levels provided by ctcLink Support (Application Services, ctcLink Customer Support, ctcLink Security and Data Services). This document will outline the responsibilities and expectations of both ctcLink Support and its customers (colleges and SBCTC agency).

This agreement outlines how SBCTC ctcLink Support (service provider) will work in collaboration and partnership with the colleges and the SBCTC agency (customers). This is a dynamic, living document to be revisited based on evaluation results and upon the deployment of additional colleges. This agreement will remain in force until specifically superseded, replaced, or terminated. This agreement will be reviewed and updated annually.

Parties to the Agreement

The ctcLink Service Level Agreement (SLA) is an agreement between SBCTC ctcLink Support and the ctcLink customers, i.e., colleges and SBCTC agency that are live on ctcLink.

Scope

The scope of this SLA is to provide a common understanding for services provided and establish ctcLink service levels. The service levels will be measured and documented in order to continuously improve support for customers' experiences. The SLA is for organizations that have implemented ctcLink. A glossary of terms is included in Appendix A.

SERVICE ELEMENTS

Environments

Multiple environments are in use to support production, each with its own specific purpose. They are as follows:

Name	Purpose	Available To
Production (PRD)	Primary ctcLink Environment	SBCTC-IT Colleges
Production College Development (PCD)	Query Development, proof of concept work	SBCTC-IT Colleges
Production Common Process (PCP)	Common process testing and query development training	SBCTC-IT Colleges by Invitation Only
Production Quality Assurance (PQA)	User Acceptance Testing	SBCTC-IT Colleges by Invitation Only
Production Testing (PTS)	System Integration Testing	SBCTC-IT
Production Development (PDV)	Production Development	SBCTC-IT
Production Support (SUP)	Production support troubleshooting	SBCTC-IT

NOTE: The ctcLink list and workflow diagram of ctcLink production environments are listed in Appendix B.

Systems Covered

PeopleSoft ctcLink

Name	Description
Campus Solutions	Functional and technical support for the Campus Solutions pillar in ctcLink
Finance	Functional and technical support for the Finance pillar in ctcLink.
Human Capital Management	Functional and technical support for the Human Capital Management pillar in ctcLink.
Portal	A gateway to the ctcLink pillar applications: Campus Solutions, Finance and Human Capital Management.

Integrated Systems

Name	Description
Series 25	Functional support of CollegeNET's Series 25, integration between CollegeNet and ctcLink and back-end processes.
ACOM	Technical and functional support for accounts payable and payroll laser check printing.
Axway	Technical and functional support for secure file transport for ctcLink.
CampusCE	A third-party application that manages Continuing Education course building, enrollment and tuition payment with information integrated in ctcLink.
DataLink	An Oracle database used to replicate the production PeopleSoft databases to individual district Pluggable Databases (PDBs). DataLink allows for near real-time access to data from the ctcLink production databases without actually connecting to the production databases.
Clean Address	A third-party application that verifies and corrects addresses in ctcLink.
HighPoint Message Center	A third-party, FERPA-compliant platform to communicate with students
Online Admissions Application (OAA)	A third-party application that allows students to apply to any of the Washington Community and Technical Colleges implemented on ctcLink. Will be no longer in use when deployment group 6 is live on PeopleSoft, (estimated winter term 2022).
Online Admissions Application Portal (OAAP)	A third-party application that allows students to apply to any of the Washington Community and Technical Colleges implemented on ctcLink. (Replace OAA)
Planning and Budgeting Cloud Solution Tool (PBCS)	Tool for colleges to use to plan for the upcoming year's budget.
BankMobile (former HigherOne)	A third-party application to process and disburse financial aid credit balances to students on behalf of a college.
CyberSource	A third-party credit card transaction application that accepts payment from students for processing in ctcLink.
Nelnet	A third-party application that allows students to set up tuition payment plans in ctcLink.

Covered Systems Availability

Except for pre-scheduled system maintenance, the production system is intended to be available 24 hours per day, 7 days a week. The maintenance window is typically scheduled for certain Saturdays, beginning at 7 a.m. and until maintenance is complete. Several communications will be sent to inform customers of specific days and expected outage times. Unplanned outages will be considered high-priority and will be resolved as soon as possible.

Systems Not Covered
Managed Services

Managed Services is a third-party contractor for SBCTC that provides support of the ctcLink environments including application, database and operating system administration. Support Contact: Application Services

College-Specific Supplemental Systems

Systems are deployed/developed locally to support college business. These may leverage data from ctcLink for this purpose, and are supported directly by the colleges. Support Contact: Local College help desk/IT support

SERVICE STANDARDS
Support Service Overview

Before submitting a ticket, the customer will perform initial troubleshooting as outlined in each college's support plan, including reviewing the issue by the college's pillar lead or business analyst when necessary. If the issue cannot be resolved, the designated person at the college will submit a service ticket outlining the issue and identifying a priority level for the college. After the ticket is submitted, the ticket will be routed to the most appropriate representative in the functional or technical teams within ctcLink Support based on the selected Request Type.

The technical or functional ctcLink support representative receiving the ticket will review the ticket. That person will clarify any information needed. They will be responsible for designating a severity level to the ticket based on the information gathered and consultation from others throughout ctcLink support organization. Response will occur within the expected timeframe per severity level. If the response time cannot be met, the customer will receive a status update as well as a plan to resolve the issue. The service ticket will not be closed until the customer reviews and approves the ticket is resolved.

Service Prerequisites

- Initial troubleshooting process follows College's Tier One support process that may include the following:

    o Clear browser cache and try again

    o Try a different browser and/or use incognito

    o If Finance related incident, check budget status

    o Verify correct Chartfield string

    o Login with correct information

- o Utilize Canvas Training Courses and ctcLink Reference Center (global resources) for pillar areas and/or departments
- College affirms the issue/request must be escalated to the SBCTC ctcLink Support
    - o Research the issue first, using resources like ctcLink training and instructional tools or campus-based subject matter experts
    - o Review issue by college's pillar lead or business analyst, when necessary
    - o Research HEUG and Oracle tools
    - o Confirm the issue is ctcLink and not caused by program, policy, or local business process

Support Service Availability

Support will be provided between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays. Off-hours support is provided when the system is down or the issue is critical. (See Severity Level Description Table.) Monitored email support will be available during normal business hours. If messages fall outside of normal business hours, it will be addressed the following business day.

How to Obtain Service

Once initial customer trouble-shooting Service Prerequisites (above) have been met, all incidents must be reported via the ServiceDesk ticketing system (https://servicedesk.sbctc.edu).

Customers must complete, submit, and, if necessary, edit the service ticket using the following criteria:

- Submit one ticket per incident or request

- To the greatest extent possible, identify separate incidents and create a ticket for each

- Include all relevant details (such as ID numbers, purchase order numbers and screen shots)

- Identify the timeline (and relevant context) of when the issue must be resolved. For example, if the issue is related to a business process, identify the timeline and the business process(es) impacted by the issue.

- College prioritizes the issue/request as high, medium, and low:
    - o High – One or more pillars is not functioning. The issue is stopping the college from serving students or staff and/or is not able to do major functions, such as run payroll.
    - o Medium – Work can continue, but the work is impaired. Production is able to proceed, but in a significantly impaired fashion.
    - o Low – Does not impact productivity but it would be an improvement to productivity or not time sensitive. (This is different than an enhancement request.)

- Update the support ticket with any new information and communication by both college and ctcLink Support (including local resolution of the incident)

- Use the ticket system for communication between college and ctcLink Support

Severity Level Assignment

Each ticket's severity level is determined by the ctcLink support representative assigned to the ticket in consultation with the college and ctcLink functional team. ctcLink Support adheres to the expected response and resolution time commitment based on the severity level assigned, see below. Tickets will not be closed unless the customer is notified.

Severity Level Descriptions

Severity Level	Definition	College Examples	Target First Response Time	Target Time to Resolution (95th percentile)
System Down	ctcLink environments are unavailable.	One or more pillar is down, offline, or unavailable. No one can log into ctcLink.	Immediate	4 hours or less If the resolution is not possible within 4 hours, a report will be provided to the customer outlining cause for delay in resolution and next steps with timeline to proceed to resolution
Critical	Organization(s)-wide productivity is halted. A threat to data security data breach. The college is no longer able to fulfill its mission.	Payroll cannot be run at any or all institutions. Financial Aid cannot be disbursed to all students at any or all institutions. Students cannot register. Not able to collect tuition. Student financials cannot function. Vendors cannot be paid. Any Security failure in violation of FERPA and compliance/risk.	Within 30 Minutes	4 hours or less If the resolution is not possible within 4 hours, a report will be provided to the customer outlining cause for delay in resolution and next steps with timeline to proceed to resolution
Urgent	High-impact problem where production is	Portions of payroll cannot be run at an institution. Financial	Within 2 business hours	1 business day or less

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	proceeding, but in a significantly impaired fashion; OR There is a time-sensitive incident important to long term productivity that is not causing an immediate work stoppage; or there is significant number of customers concerned. It is impacting a large number of people.	Aid cannot be disbursed to some students at an institution. Not meeting a deadline such as payroll. The system is so slow that a 2 second task is taking 2 hours or more; i.e., performance degradation Batch job is not functioning and matches require manual touch of every record.		If the resolution is not possible within 1 business day, a report will be provided to the customer outlining cause for delay in resolution and next steps with timeline to proceed to resolution
Important	Important incident that does not have significant current productivity impact	Incident with a component in a module where the work can still be completed but short-term work around is available, but cannot be scaled. Examples include entering student transcripts, leave approvals, ability to see faculty scheduled, dynamic role assignment, and notifications not working.	Within 1 business day	5 business days or less If the resolution is not possible within 5 business days, a report will be provided to the customer outlining cause for delay in resolution and next steps and timeline to proceed to resolution.
Information Request	Request for information only	Explanation request on a process General question Training request Copy of a Sequel Query (NOTE: Enhancements are a different process.)	Within 3 business days	2 business weeks or less. If the resolution is not possible within 2 business weeks, a report will be provided to the customer outlining cause for delay in resolution and next steps with timeline to proceed to resolution

In some cases, resolution of a particular incident may take longer than anticipated. When this occurs, the customer will receive status updates at least once every three weeks.

COMMUNICATING UPDATES, OUTAGES, TRAINING, AND MORE

Regular updates are available at the [ctcLink Support web page](). The web page includes topics like production updates, enhancement request updates, ticket metrics, upcoming events (trainings, updates) and other information. Dashboard information is available on the website showing any system downtime or major issues with any pillar application.

The ctcLink eLists, including ctcLink Alerts, are how colleges find out about unplanned outages (if the system becomes unresponsive or unavailable), as well as information about planned system downtime for updates.

Colleges are expected to stay up-to-date with ctcLink via the [ctcLink Support eLists](). ctcLink colleges need to be subscribed and actively participate on the ctcLink eLists.

Schedules for planned service outages and query migration are listed under [Environment/Pillar Updates.]()

RESPONSIBILITIES

Service Provider Responsibilities

- Provide responses and resolution within the timeframes outlined within the Severity Level table SLA "Target First Response" and "Target Time to Resolution"
- Provide knowledgeable, effective and respectful service
- Strive to ensure customer satisfaction
- Request feedback for opportunities for improvement
- Link together or separate tickets as appropriate
- Communicate ticket status information with impacted customers (e.g. Referenced or merged ticket update information should be visible to ticket originator)
- Document problem resolution and status in ticket
- Maintain web-based customer self-service knowledge base
- Triage tickets effectively and timely
- Maintain awareness of downstream workflow
- Review and monitor established performance indicators regularly to improve the quality of service
- Communicate ctcLink system changes, updates or revisions to customers
- Manage and maintain defined system roles
- Protect restricted data
- Deliver services with minimal interruptions
- Restore normal operations with as little disruption to clients as possible

- Build and maintain lasting relationships with customers
- Develop and implement strategies to resolve recurring incidents
- Timely notification of tasks requiring customer involvement
- Record all problems
- Assign problems/issues to the appropriate specialist where it/they are monitored and resolved
- Notify users of commitment times and any problems that occur in meeting the established response times
- Read all ticket information thoroughly

Customer Responsibilities

Roles

ctcLink will bring lasting change to the way colleges do business and structure themselves across departments. These changes are up to each college and will vary, just as college organizational structures vary today. Regardless of the organizational structure, colleges need people to fill the following roles before, during, and after go live. Most of the roles are further defined in ctcLink Project *College Roles, Departmental Dependencies & Alignment* document and are listed below:

- Reporting Lead
- Security Lead
- Test Lead(s)
- Training Lead
- Functional/Business Analyst: Campus Solutions
- Functional/Business Analyst: Finance
- Functional/Business Analyst: HR & Payroll
- Support/Help Desk Lead[1]

Responsibilities

- Be familiar with security policies and procedures and adhere to them
- Be willing and able to provide critical, detailed information in a timely manner
- Respond promptly and respectfully to inquiries from ctcLink Support staff responsible for resolving incidents
- Provide college representatives to participate in SLA Compliance Review, SLA Improvement Review, and dispute resolution
- Understand local business processes
- Understand global dates related to system processes, including the following examples:
  - o Closing
  - o Payroll
- Have ctcLink local college support plan with the following components:

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[1] The Support/Help Desk Lead role description is not included in the ctcLink Project *College Roles, Departmental Dependencies & Alignment* document. This role will handle tier one issues for college staff/students and may file tickets on behalf of college staff/students.

- o Local Help Desk ticketing system to manage triage requests
- o Communication system to manage triage requests
- o Accessible information to college employees regarding local policy/process information
- o Utilize Canvas Training Courses and Reference Center (global resources) for pillar areas and/or departments
- o Business analysts and/or pillar subject matter experts are identified, knowledgeable, and troubleshoot issues related PeopleSoft and local business processes
- o Defined business practice to identify staff that can report issue beyond the college Help Desk
- Establish and utilize Security Management plan
- Develop, establish, and utilize onboarding processes/training for new employees
- Complete and regularly utilize training content provided
- Read all ticket information thoroughly
- Participate in User Acceptance Testing (UAT) before go-live.
- Research issue before escalating and submitting ticket to SBCTC (i.e. ctcLink Reference Center, training materials, check with pillar lead)
- Participate (actively read and stay informed) in the ctcLink Support eLists: Campus Solutions, Finance, Financial Aid, Student Financials, Human Capital Management, Reporting, Coding, ctcLink Security, Online Admissions Application Portal Admins, ctcLink Point of Contact, and ctcLink Business Analysts.

SERVICE TRACKING, REPORTING, AND IMPROVEMENT

SBCTC will publish monthly reports containing information on actual performance achieved, compared to service levels agreed upon. Information will be provided on both open and closed requests. The following reports will be published:

- First Response Time by Priority
- Time to Resolution by Priority
- Number of Active Tickets by Priority
- Number of Tickets Opened/Closed
- Number of Tickets in Particular Status
- Number of Active Tickets per Pillar
- Number of Active Tickets per Module
- Top 10 Ticket Request Types

Feedback and Dispute Resolution
Feedback

Feedback can be provided by contacting the SBCTC ctcLink Customer Support Director, responding to the periodic surveys delivered by ctcLink Support and/or by responding to client satisfaction surveys delivered via the ServiceDesk ticketing system.

Dispute Resolution

Data based on the metrics established in this agreement will be gathered and analyzed on a regular basis. Any service level or responsibility not being met by either party will result in discussion between the SBCTC ctcLink Customer Support Director and applicable service provider or customer

representatives. Action items leading to a resolution will be identified and implemented.

Periodic Review

SLA Compliance Review

The tracking reports will be reviewed monthly at a SBCTC ctcLink Customer leadership meeting, including the Deputy Executive Director for Information Technology, ctcLink Customer Support Director, Data Services Director, and the Application Support Director. Depending on the issues, college representatives may be asked to join the monthly compliance review. Updates and improvements emerging from this monthly review will be posted to the ctcLink Production Updates.

SLA Improvement Review

The SLA Manager representing ctcLink Support will facilitate an annual meeting with College/Agency representation to discuss potential changes, if any, to the SLA. The recommended changes will be presented and feedback will be solicited at a monthly All-Project Managers meeting. The revisions, informed by all feedback will be approved by the Change Management Board.

Change Process

This agreement may be amended at any time with mutual consent of both (SBCTC ctcLink Support and customer) parties.

APPENDIX A: GLOSSARY OF KEY TERMS

ctcLink Support

ctcLink Support is comprised of the following groups:

- ctcLink Customer Support

- Application Services

- Data Services

Incident

An incident is defined as an unplanned interruption or reduction in the quality of service of the ctcLink system or related applications.

Customer

A customer is defined as a user or client of the ctcLink system.

Problem

A problem is a cause or potential cause, of one or more incidents in the ctcLink system or related applications.

APPENDIX B: CTCLINK PRODUCTION STACK ENVIRONMENTS

		SBCTC	College by Invite	College
March 26, 2021				
PRD	**PRODUCTION** Purpose: Primary ctcLink Environment Users: ctcLink colleges (students, faculty, staff), SBCTC staff URL: https://gateway.ctclink.us CS: 9.2.19, HCM 9.2.36 / 20E, FIN 9.2.37, PT 9.1.8	X		X
PQA	**PRODUCTION QUALITY ASSURANCE** Purpose: User Acceptance Testing Users: College testers, SBCTC staff Availability: Monday to Friday, 7 am – 7 pm Refresh frequency: As needed for UAT testing, last refreshed 2/25/2021 Security: Refreshed from production, access restricted to authorized testers URL: Provided at testing CS: 9.2.19, HCM 9.2.36 / 20E, FIN 9.2.37, PT 9.1.8	X	X	

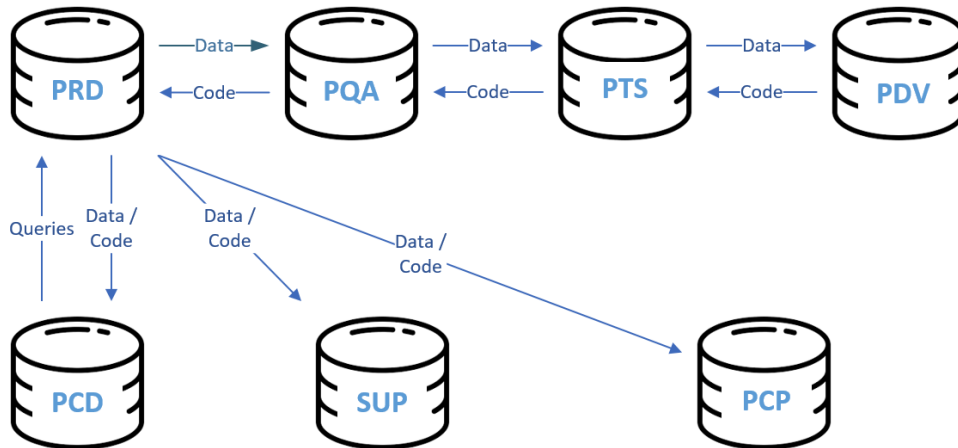|			SBCTC	College by Invite	College
PTS	**PRODUCTION TESTING** Purpose: System Integration Testing Users: SBCTC Staff Availability: Monday to Friday, 7 am – 7 pm Refresh frequency: As needed for SIT testing, last refreshed 2/25/2021 Security: Refreshed from production, access restricted to SBCTC staff URL: Internal to SBCTC CS: 9.2.19, HCM 9.2.36 / 20E, FIN 9.2.39, PT 9.1.8		X		
PDV	**PRODUCTION DEVELOPMENT** Purpose: Production development Users: SBCTC staff Availability: 24/7 Refresh frequency: As needed for development, last refreshed 2/22/2021 Security: Refreshed from production, access restricted to SBCTC staff URL: Internal to SBCTC CS: 9.2.19, HCM 9.2.36 / 20E, FIN 9.2.39, PT 9.1.8		X		

		SBCTC	College by Invite	College
	PRODUCTION COLLEGE DEVELOPMENT Purpose: Query development, proof of concept work Users: ctcLink college query developers, college SMEs Availability: Monday to Friday, 7 am – 7 pm Refresh frequency: Monthly from production, last refreshed 2/22/2021 Security: Refreshed from production, query developers and data services staff roles retained Special notes: Queries retained during refreshes URL: https://pt-pcd.peoplesoft-nonprod-aws.ctclink.sbctc.edu/ptpcd/signon.html CS: 9.2.19, HCM 9.2.36 / 19E, FIN 9.2.37, PT 9.1.8	X		X
	PRODUCTION COMMON PROCESS Purpose: Common process testing and query development training Users: Common process workshop testers, query developers Availability: Monday to Friday, 7 am – 7 pm Refresh frequency: Monthly from production, last refreshed 2/25/21 Security: Unique logons (i.e. Training_01), all other accounts disabled Special notes: Data scrubbed, queries retained during refreshes URL: https://pt-pcp.peoplesoft-nonprod-aws.ctclink.sbctc.edu/ptpcp/signon.html CS: 9.2.19, HCM 9.2.36 \ 19E, FIN 9.2.37, PT 9.1.8	X	X	

		SBCTC	College by Invite	College
SUP	**PRODUCTION SUPPORT** Purpose: Production support troubleshooting Users: SBCTC staff Availability: Monday to Friday, 7 am – 7 pm Refresh frequency: Daily from production Security: Refreshed from production, access restricted to SBCTC staff URL: Internal to SBCTC CS: 9.2.19, HCM 9.2.36 / 19E, FIN 9.2.37, PT 9.1.8	X		

Environment Workflow

Prepared by: SBCTC Application Services