HSS Display Rubric Grade - Learn Building Block - OLA (draft)

> ℹ This document is in draft form.

Signatories and Versioning

Operational Level Agreement for **HSS Display Rubric Grade - Learn Bulding Block between HSS-ECA, IS LTW - Digital Learning Application & Media and IS Applications.**

This agreement is effective for 1 year starting 01-Aug-2016.

This agreement remains valid until superseded by a revised agreement mutually endorsed by the signatories below. Minor changes may be recorded on the form at the end of the agreement, providing they are mutually endorsed by all parties through change control procedure, with versioning updated.

Signatories

Role	Name	Position and Unit	Date	Signature
OLA Owner	Ana Heyn	Team Manager IS Applications - Application Management		
Signatory	Myles Blaney	Learn Service owner (IS LTW - Digital Learning Application & Media)		
Signatory	Alex Burford	HASS - ECA		
Signatory	Stefan Kaempf	Section Head IS Apps - Production Management		
Signatory	Anne-Marie Scott	Head IS LTW - Digital Learning Application & Media		
Signatory	???	IS Helpline		

Authoring and versions

Name	Section Updated	Date	Version Number
Ana Heyn	All		

Guidance

> An **OLA** is a document that provides a **record of agreed roles and responsibilities** explaining who and what must be done by various internal organisation partners in providing a service to our customers and users. The agreed activities included in the document form an agreement between the internal partners and the service owner. The audience for this document is internal, and should be of no concern to end users or customers.
>
> The OLA may need to be underpinned by contracts with external organisations and service partners, normally known as 'suppliers'. These contracts are also commonly referred to as **UPC's** (Under-Pinning Contract). The OLA should specify where a UPC is required.
>
> Once the UPC's and OLA/s for a service have been agreed, this normally forms the basis for knowing the scope and parameters of the service we aim to offer to customers and users. This customer and user oriented offering is documented in an SLA (Service level Agreement).

Service Description

This OLA covers the HSS Display Rubric Grade - Learn Bulding Block support which has been deployed in Learn application as part of HSS project HSS013

The owner of the HSS Display Rubric Grade - Learn Bulding Block is ECA.

HSS Display Rubric Grade - Learn Bulding Block displays detailed information on Gradebook grades/scores marked using Rubrics and it has two views:

1. A student view: Displaying the details and feedback relating to assessments that have a rubric attached ~~a single gradebook grade in a course.~~
2. An instructor view: Allowing the instructors on a course to export the detailed rubric data ~~used to generate a gradebook grade~~ as a CSV file. For a single gradebook column and all gradebook columns (that are using rubric data)

Service Targets and KPI's

Not applicable as this building block is just accessible as part of the Learn application.

Service Support

In general this service will be reported as issues with functionality inside Learn application.

This document specifies the partners involved in provision of the service and clarifies their responsibilities in delivering the service. Key IS partners include:

- **IS User Services - Helpline**

  Responsible for first line support of the service.
- **HSS - ECA**
  Responsible for providing expert assistance to staff on use of the service; defining and evaluating service enhancements.

- **IS LTW - DLAM**
  Responsible for the configuration of the system; provision of expert advice on the software; defining and evaluating service enhancements.

- **IS Applications Production Management**
  Responsible for the overall support of the HSS Display Rubric Grade Building block inside Learn application

Support Resource Allocation

The support resource allocation to cover service work within IS Applications Division for the period **01-Aug-2016 – 31-Jul 2017** is **3** days per annum. The total budget will be monitored within the IS-Applications Time Recording system through code **HSS04-Display Rubric BB**

Should there be the need to exceed the agreed number of support days additional support days may be funded at that years' daily rate on agreement by both parties.

If further maintenance work excess 3 days effort; HSS - ECA will need to fund these days.

Training

- **HASS - ECA** provide end user training courses, 1-1 support,self-help materials on how to use the software.

Incident and Problem Management

The following table contents can be amended to detail specific agreements and tasks necessary to deliver individual services.

1st Line	**IS Helpline** will be responsible for day to day service incident support and standard (known/documented) changes, initial recording and assignment of calls and being responsible for: - Receiving incidents and first line customer liaison, typically ensuring local computing officers or users have done adequate initial checks and provided appropriate details of the issue. - Recording, classifying and tracking incidents and complaints - Keeping customers informed of progress

2nd Line and Service Owner	**HASS - ECA**	
	- Receiving and resolving incidents where the cause is determined to be user awareness or where the user is seeking advice on recommended usage - Highlighting customer training and educational needs - Recording and recommending service improvements to service owners, including maintenance of wishlist / known error pages - Involvement in sign off of change and release - Liaison with second and third line support and involvement in major problem reviews - Regular meetings with support partners in IS-Apps - Involvement in incident/problem prioritisation with service owners - Understanding and communicating user and customer service enhancement needs - Escalations relating to effectiveness of incident and problem management process	
3rd Line	**IS LTW - Digital Learning Applications and Media**	
	- Triage to ensure incident and problem priority achieves maximum business benefit at minimal cost - Prioritization of incidents and problems with recognition of service support/problem budgets - Escalations relating to effectiveness of incident and problem management process - Recording known errors and work arounds for inclusion in the Helpline knowledge base - Maintenance of wishlist / known error pages - Regular meetings with support partners in User Services and IS-Apps Production units	
4th Line	**IS Applications Production Management (Application Management)**	
	- Resolve issues and bug fixes related to this building block - Investigate any resolve issues related to this building block cause by upgrading Learn application - Manage and escalate any operational issues. - Manage and escalate operational performance to service owner	

Change Management

> ℹ All outages incurred as a result of a change/release procedure are recorded and communicated via the IS Service Alerts process. http://reports.is.ed.ac.uk/alerts/index.cfm?fuseaction=disp_adm

Change management within service is handled using a UniDesk Incident or Problem record, where decisions and actions about the change are recorded. For service enhancement changes, the key responsibilities are as follows:

HASS - ECA and IS LTW - Digital Learning Applications and Media

- Assess requested change in terms of impact on system configuration, usability/quality and cost/benefit.
- Prioritise change alongside other service work.
- Assess requested change in terms of impact on end users, end user training materials / training programmes and front line support.

IS Apps Production Management

- Assess requested change in terms of impact on system infrastructure / support costs.
- Provide cost estimates for making requested change

If all parties are in agreement that the change should be made, this is recorded in Unidesk and delivery is then managed via monthly prioritised schedules of service work.

Release Management

Release management within a project will be handled via the normal process using user acceptance testing, deployment checklists, acceptance sign-off reviews and deployment sign-off reviews within the project team.

Release management within service is handled using a UniDesk Incident or Problem record, where decisions and actions about the release are recorded. For service enhancement changes, the key responsibilities are as follows:

HASS - ECA

- Performance user acceptance testing of changes.
- Ensure all end user documentation is updated as required.

IS LTW - Digital Learning Applications and Media

- Ensure all service documentation is updated as required.
- Performance user acceptance testing of changes.
- Communicate the change and any service alerts to end users.

IS Apps Production Management

- Deploy changes to live environment, ensuring all change control records are updated.
- Raise any required service alerts to accompany the work.
- Ensure all service documentation is updated as required.

Configuration Management and Documentation

HASS-ECA and IS LTW - Digital Learning Applications and Media

- Provision of end user documentation and tutor-led training courses
- Provision of knowledge base documentation to support
- Maintain system configuration item data to level of detail required, and will document and own the services configuration.

IS Applications - Production Management

- Keep up to date technical documentation regarding HSS Display Rubric Grade - Learn Bulding Block

Availability Management

Not applicable as this building block is just accessible as part of the Learn application

Out of Hours Support

Not applicable as this building block is just accessible as part of the Learn application.

Capacity Management

Not applicable as this building block is just accessible as part of the Learn application.

Service Continuity Management

Not applicable as this building block is just accessible as part of the Learn application.

Service Level Management

HSS - ECA and IS LTW - Digital Learning Applications and Media are responsible for service level management:

- Priorities for operational level change and RFC proposals

- Service strategy, upgrade and improvement plans
- Oversight of system wide Change Management process and agenda
- Finances/resources/costs

IS Applications - Production Management will organize Service Review meeting with **HSS-ECA and IS LTW - Digital Learning Applications and Media** representative on a quarterly basis. Service Reports will form the basis for discussion, the meeting will provide a chance to review the past work and also highlight any events that may affect the application or the support service in the future. In this meeting we can agree priorities for any outstanding fault or identified enhancement work. The open calls will be reviewed and priorities agreed within the list faults and/or enhancements.

The archive of service reports can be found here http://reports.is.ed.ac.uk/areas/reporting/app_mgmt/

Financial Management

The estimated commitment is (up to) 3 days per annum, and this figure will be reviewed annually as part of the overall OLA review.

Should there be a request or necessity to exceed the agreed number of support days, **HSS -ECA** could buy additional support days at that year daily rate.

OLA Change procedure

This OLA will be re-negotiated typically when:

- the end date (where specified) of the agreement is reached (Renegotiation will commence in adequate time for the OLA to continue to run uninterrupted, if this is agreed by both parties).
- Changes to the organisation, technologies, or strategy, significant enough to impact on the delivery of the OLA.
- Continuous or serious breaches (it is not usual for a single breach to be sufficient to trigger a re-negotiation).

There are 2 levels of change that can be made to this OLA:

Minor Change:
Small points of clarification, or updates to terminology, team names etc that do not materially change the OLA in terms of obligations and charges. No re-negotiation is required in these cases.

The service owner can be the focal point in authoring changes either unilaterally of via emailed suggestions.

Major Change:
Any change that materially affects the OLA, especially with regards to roles, responsibilities and recurrent charges should be drafted and signed off by party signatories.

The service owner should act as the focal point for the initiation of major change. This may have come about due to user demand, changing costs, resources, or upgrade requirements.
The process/responsibility change should be documented and requires written sign off by all signatory parties.

Any OLA change should be communicated to all those units and partners involved in service provision and support, with links to the golden copy of the OLA being provided.

Notification of cessation
Note that where an agreement is being revoked, there may be commitment to Software, licensed for a specific period. In this case the party revoking the agreement will be liable for the costs of software/licences becoming redundant, if it cannot be re-allocate. In the event of the agreement being revoked, this should be communicated to the service owner at least 3 months in advance, for onward communication to all other stakeholders. Any signatory is entitled to provide notice to revoke their involvement in the OLA.

Glossary

KPI - Key performance Indication, refers to standard measurements, benchmarks and targets that can be recorded to show specifically that a service has achieved or made progress towards a pre-defined standard/target or not.
Customers, in the context of ITIL, refers to a representative of service users, normally a senior manager who had agreed to make the service available to their users.
Users, in the context of ITIL, refers to the individual end users who make use of the service.
FAQ: Frequently Asked Question
Work-arounds are measures taken to get the users working again as quickly as possible, however this may for example be by providing an alternate access, recognising that the underlying problem is not resolved.
Add as required