

**MASTER SERVICES AGREEMENT**

between

**TEXAS EDUCATION AGENCY**

and

**SKYWARD, INC.**

**JUNE 2, 2011**

**EXHIBIT B-1**

**TEA ROLES AND RESPONSIBILITIES**

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## **1 TEA Roles**

Texas Education Agency (TEA) will have oversight responsible for the delivery of service for the State-sponsored Student Information System (SSIS).

To that end, the agency will fulfill the following roles:

- Manage the Master Services Agreement (MSA) between TEA and the Vendor
- Oversee the initial deployment of the Vendor- provided data centers to support the SSIS
- Ensure the Disaster Recovery / Business Continuity plans are developed, tested, and implemented at those data centers
- Provide oversight of the data centers once operational
- Monitor and enforce the Service Level Agreements (SLAs) that are part of the Master Services Agreement (MSA) between the state of Texas and the Vendor
- Enforce statewide data standards to ensure the consistency of data across the state
- Monitor production support for the SSIS, specifically, support for Vendor value-added components of the commercial product
- Coordinate statewide product enhancements to the SSIS
- Monitor customer assistance/support for the solution, including basic help desk support for simple user questions concerning the base commercial solution and for any questions concerning Vendor-added components
- Monitor Vendor sales and marketing plans to ensure effective market penetration in the state of Texas
- Monitor Vendor LEA pricing to ensure consistency and the best value to Texas LEAs
- Monitor LEA customer satisfaction
- Act as as an escalation resource for the LEA and the Vendor if SSIS or LEA SLAs are not met

## **2 TEA Responsibilities**

### **2.1 Enterprise Application Management**

#### **2.1.1 General Responsibilities**

##### **2.1.1.1 Account Management**

- Provide a list of primary and backup contacts for ongoing interaction with the Vendor PM and provide updates to the list as appropriate
- Provide and maintain lists of (a) authorized request, problem or change submitters and (b) change approvers for the services performed by the Vendor
- Provide and maintain a written current escalation contact list for exception conditions

- Provide business change forecasts that may affect the provisioning of Services provided by the Vendor, with reasonable lead time such that the Vendor can make the needed changes without compromising its ability to meet agreed Service Levels
- Make management decisions and provide information, authorizations, approvals, and acceptances on a timely basis so that the Vendor can deliver services properly, efficiently, and within time constraints

#### **2.1.2 Vendor Locations**

- Abide by the Vendor site security policies during all the Vendor site visits

#### **2.1.3 Change Management**

- Maintain and communicate on an ongoing basis an authorization list identifying TEA personnel authorized to initiate and approve Change Requests
- Support Change Request lead times and Change Request schedules
- Provide resources as agreed to support detailed requirements gathering, solution development, and testing
- Provide required approvals on a timely basis
- Prioritize Change Requests based on TEA business and financial requirements

#### **2.1.4 Problem Management**

- Review impact statements for Severity 1 Problems and provide feedback as needed

#### **2.1.5 Security Administration**

- Adhere to the Vendor ESPS as required
- Notify the Vendor upon the discovery of known unauthorized system access attempts or security violations

#### **2.1.6 Server Virus Protection**

- Review actions recommended by the Vendor as a response to any form of virus found in the Managed Server environment
- Assist the Vendor to provide and enforce user adherence procedures and practices to reduce the risk of malicious code entering the infrastructure

#### **2.1.7 Incident Response – Emergency Response**

- Notify the Vendor in writing, through the provided Incident Report form, of the detection of a security incident and subsequent request to use the Vendor Computer Incident Response Services

#### **2.1.8 Disaster Recovery**

- With the Vendor, collaboratively develop a DRP for the Services
- Review and approve validation results

**2.1.9 Regulatory Updates**

- Review the regulatory update implementation plan for each effort
- Review posted schedule of updates

**2.2 Enterprise Application Hosting****2.2.1 Server Performance Management**

- Make resources available to participate in recommendation reviews and solution agreement
- Support implementation of any agreed solutions

**2.2.2 Application Backup**

- Review the backup and recovery plan for the Environment
- Support the Vendor to complete the agreed testing plan
- Support the Vendor in testing

**2.3 Network Services****2.3.1 General Responsibilities**

- Provide notice of any problems with the Vendor's Services on a timely basis and support the Vendor as requested to resolve any service problems or issues

**2.3.2 Network Design**

- Provide the Vendor with a designated contact who will have authority to respond to the Vendor's requests and to act as the focal point for information going to and from TEA and the Vendor
- Conform to the Vendor's physical security policies during TEA's visits to Vendor sites

**2.4 Sales and Marketing****2.4.1 Sales & Marketing Plans**

- Review sales and marketing plans
- Assist reaching sales and marketing goals