

Enterprise IT Shared Services Service Level Agreement



Technology Academy Details

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INTRODUCTION

The purpose of this document is to provide detailed Service Level Agreement (SLA) information about the Technology Academy service.

The New York State Technology Academy provides state and local Government with a broad range of strategic services to achieve training needs through the use of technology.

This document is part of a set of SLA documents, and part of a group of documents and web pages that contain information about the Technology Academy service. The Resources Section of this document provides links to Technology Academy resources.

SERVICE DETAILS

EMPIRE KNOWLEDGEBANK

Empire Knowledgebank is an enhanced e-learning program that provides a convenient and cost-effective way for state employees to continue training and developing professional skills from anywhere, at anytime. Each Empire Knowledgebank license provides 24 x 7 access to more than 3,200 courses.

eLEARNNY

eLearnNY is a web-based e-learning authoring tool available to state government organizations. Hosted by CIO/OFT, each organization can create and deliver custom e-learning courses for their employees. Organizations are able to share courses created on eLearnNY. Currently, more than 60 state and local government organizations have decided to use eLearnNY and approximately 300 courses have been created.

TRAINING SPACE

The Technology Academy has four state-of-the-art computer training rooms and one large multi-purpose training space, which accommodates up to 60 people with theater style seating. These are available to state and local government organizations to use free of charge.

TRAINING COORDINATION

The Technology Academy provides training coordination services to state government entities. The Technology Academy works with liaisons from state government entities and training vendors to meet workforce development needs. The Academy can help state agencies find other NYS agencies to share the cost of onsite training.

ORDER PROCESS

EMPIRE KNOWLEDGEBANK

To purchase Empire Knowledgebank licenses, the Customer Agency must fill out an order form, available online at http://cio.ny.gov/technology_academy or through email by request.

eLEARNNY

To be assigned access to create a course in eLearnNY, the Customer Agency should call or email the Technology Academy at (518) 402-4004 or techacademy@cio.ny.gov. Individual students wishing to take a course should contact Customer Agency Administrators.

TRAINING ROOMS

To reserve a training room, please fill out the reservation form at <http://cio.ny.gov/Services/Training/reservation>

TRAINING COORDINATION

Agencies needing assistance with training coordination should call or email the Technology Academy at (518) 402-4004 or techacademy@cio.ny.gov.

CHANGE PROCESS

Customer Agencies will have an Empire Knowledgebank Program Administrator who has the ability to activate and deactivate user accounts when users leave the agency or are inactive. User accounts may be transferred in two circumstances: The original user has left the agency, or the original user has used the license for under 15 minutes.

Customer Agencies will also have an eLearnNY administrator who will be able to assign and disable rights to accounts.

If an agency needs to cancel a training room reservation, notification is requested 7 days prior to the scheduled event.

ROLES AND RESPONSIBILITIES

CIO/OFT Will:

- Provide training to designated Customer Agency staff on how to access and administer Technology Academy services.
- Provide training to designated training personnel upon request
- Provide a dedicated assistance line for all Academy related services Monday – Friday, 8:00am – 5:00pm.
- Respond to email and phone requests within 1 business day.
- Provide Customer Agency employees with high quality end user training.
- Assist Customer Agency liaisons with training coordination services as requested.
- Provide Customer Agency employees with access at no charge to CIO/OFT state of the art training rooms.

Customer Agency Will:

- Provide an authorized Customer Agency Technology Academy Liaison as the primary point of contact for training services.
- Notify the Training Academy of any class cancellation 7 business days prior to the scheduled event.
- Provide an authorized Customer Agency Empire Knowledgebank Program Administrator as the primary point of contact for Empire Knowledgebank services.
- Ensure the Empire Knowledgebank Program Administrator is responsible for correctly completing Customer Agency order forms; to include providing Customer Agency Cost Center Codes.
- Ensure the Customer Agency Empire Knowledgebank Program Administrator is familiar with available features and reference materials to assist their users.
- Submit all requests for service in a timely manner.

SUPPORT

The Technology Academy will be the primary point of contact for issues with Technology Academy services. The number to call is (518) 402-4004.

Hours of operation are 8:00am to 5:00pm, Monday through Friday, State holidays excluded. Only during this time period will staff be available. Please allow 24 hours for a response to phone or email request.

If the Customer Care Center is contacted for password resets, the Customer Agency will incur a cost.

FREQUENTLY ASKED QUESTIONS (FAQ)

Who do I contact if I forget my password to Empire Knowledgebank, eLearnNY, or NYS-Learn?

For forgotten passwords, please call the Technology Academy at (518) 402-4004 or send an email to techacademy@cio.ny.gov. Calling the Customer Care Center will incur a fee.

How do I take a course using my Empire Knowledgebank license?

To start using Empire Knowledgebank license, go to <http://www.enterprisetraining.com/nystate/>. From here, Customer Agencies may log in to take a course, as well as find learner resources and a program overview.

Who do I contact if I have difficulty logging in to Empire Knowledgebank?

If you experience any issues logging in to your Empire Knowledgebank account, please contact the Technology Academy at (518) 402-4004 or send an email (with a screenshot of the problem, if possible) to techacademy@cio.ny.gov.

How do I log in to eLearnNY?

Customers can log into eLearnNY by going to apps.cio.ny.gov/apps/eLearning/welcome.cfm. Customers will then be prompted to sign in with your user ID.

How do I reserve a training room at the Technology Academy?

To reserve a room for training, please fill out the reservation form at <http://cio.ny.gov/Services/Training/reservation>.

What should I do if I need help coordinating training?

CIO/OFT is in the process of developing a form for this. In the meantime, Customers may contact the Technology Academy at (518) 402-4004 or send an email to techacademy@cio.ny.gov.

Who may use the Technology Academy?

The Technology Academy may be used by any state, local or federal government group.

HOW RATES ARE CALCULATED

Rates are dependent on the number of licenses purchased during CIO/OFT's annual aggregate purchase cycle with the vendor. For the 2010 purchase year, licenses started at approximately \$50 and, due to the volume of aggregate licenses purchased, the final cost of a basic license was \$15.96.

BILLING PROCESS

Agencies purchasing Empire Knowledgebank licenses will be billed via direct charge to their cost centers. If CIO/OFT is unable to bill the customer agency by direct charge, the agency must pay by check.

RESOURCES

Service Level Agreement Home Page

<http://www.cio.ny.gov/SLA.htm>

Technology Academy Page

http://cio.ny.gov/technology_academy

CONTACT US

Contact the Technology by phone at (518) 402-4004 or by e-mail at techacademy@cio.ny.gov

Contact CIO/OFT Customer Relations Managers or the Customer Care Center at 1-866-789-4638 or 518-402-2537

When You Call

Option 1: Technical Support

Additional Choices:

1. Customer Care Center
2. Data Center Operations
3. NYeNet Network Operations Center (NOC)
4. Voice Services

Option 2: State and Local Government Customer Service (for Customer Relations Managers)

Option 3: New York State Directory Assistance Operator

OR by E-Mail at: customer.relations@cio.ny.gov