

Hello everyone. Thank you for joining us for this TSDS Executive Update.

I want to make sure you can hear me. Please raise your hand if you are able to hear.

My name is Cynthia Cammack and I am here with other TSDS team members. I'll let them quickly introduce themselves.

You are all muted; however, please feel free to ask questions either by raising your hand (and we will un-mute you) or by typing your questions in the chat field. We want to be sure questions are answered. If we run out of time, we will follow-up with responses by email to the group.

We are recording this session.

## Agenda

- 1. Key Dates for TSDS Deployment**
- 2. Roles and Responsibilities**
- 3. TIMS and the Design for Support**
- 4. Service Level Agreement (SLA)**
- 5. Data Use Agreements**
- 6. Training License Agreements**

Today we will be providing an update for you on activities taking place with TSDS training, support, and deployment.

We will discuss:

Key Dates for TSDS Deployment

Roles and Responsibilities

TIMS and the Design for Support

Service Level Agreement (SLA)

Data Use Agreements

Training Licensing Agreements



We have sent a copy by email of a more detailed timetable showing TSDS component availability and critical time windows. However, we would like to review some key dates at a high level.



## Key Dates for TSDS Deployment

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OCT	ESCs train LPRs
NOV	LPR districts load data and perform UAT
DEC 1	studentGPS™ Dashboards in TEA production with LPRs
DEC	ESCs train first stage Early Adopters; EAs load data, perform UAT
JAN 1	First stage EAs start using production Dashboards
FEB	ESCs train 2nd stage EAs; EAs load data, perform UAT
MARCH 1	2nd stage EAs start using production Dashboards

TSDS ESC Executive Director/Sponsor Update 11/4/2013

As you know, the TSDS project is being deployed in stages. It is a substantial project with many components and ancillary tools. With the help of ESC Champions, the first TSDS applications, TSDS Portal and Unique ID, have already been rolled out to all Texas districts and charter schools.

Some high-level key dates for the studentGPS™ Dashboards rollout are relevant at this point:

OCT - ESCs train LPRs

NOV - LPR districts load data and perform UAT

DEC 1 - studentGPS™ Dashboards in TEA production with LPRs

DEC - ESCs train first stage Early Adopters; EAs load data, perform UAT

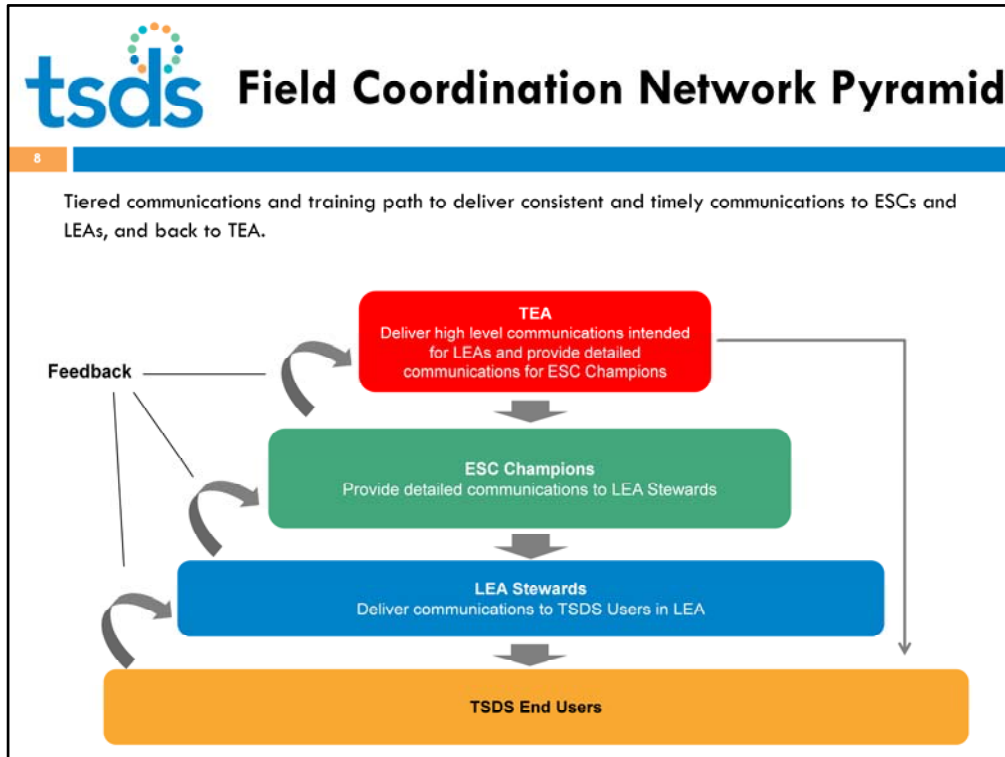
JAN 1 - First stage EAs start using production Dashboards

FEB - ESCs train 2nd stage EAs; EAs load data, perform UAT

MARCH 1 - 2nd stage EAs start using production Dashboards



As you can imagine, it would be impossible to deploy a system of this complexity without a network of roles and responsibilities involving TEA, the ESCs, and key LEA staff. Let's take a look at the related design and expectations.



First, we would like to introduce you to the Field Coordination Network model that is used to deliver TSDS communication and training to ESCs, and via ESCs, to LEAs. Your ESC Champions are familiar with this model, and we would like you, as directors, to be aware of it as it is central to successful TSDS deployment.

The Network includes all ESC Champions and meets frequently via webinar. Webinars feature additional training as well as information to share with LEAs. TEA is providing high-level communication *only* to LEAs regarding the TSDS effort – mainly through the TSDS website and presentations to public and professional groups. All detailed information and training is being provided by TEA to the ESC Champions.

It is the role of ESC Champions to funnel all information and training to LEAs. The LEA Stewards, in turn, provide training and information directly to end users in districts and charter schools.

So...information in every email, webinar, and training session provided by TEA to ESC Champions needs to be part of ESC communication planning. It is TEA's expectation that ESC Champions consider what from each communication needs to be shared with LEAs. In addition, we expect that ESC Champions will share input and feedback – their own as well as that from districts and charter schools - with TEA.



## TSDS Training Provided by TEA to ESCs

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- 2 Days Unique ID Training
- 4 Days Technical/Data Training
- 4 Days studentGPS™ Dashboards Training
- 6 Field Coordination Network Webinar Sessions
- LPR Data Steward Planning Session
- TSDS Service Account Manager/Service Accounts Webinar

*Training includes materials, online video, and certification*

TSDS ESC Executive Director/Sponsor Update 11/4/2013

TEA has invested in ESC Champions with a great deal of training. As the heart of the support network, ESC Champions provide this training to districts and charter schools as they roll out their TSDS deployments. Training provided so far includes:

2 Days Unique ID Training

4 Days Technical/Data Training

4 Days studentGPS™ Dashboards Training

6 Field Coordination Network Webinar Sessions

LPR Data Steward Planning Session

TSDS Service Account Manager/Service Accounts Webinar



## Field Coordination Network Roles & Responsibilities

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Group	Lead	Responsibilities
TEA TSDS Executive Sponsors	<ul style="list-style-type: none"> <li>• TEA CIO/CO/IRM</li> <li>• Director, ITS-SEDS TSDS Business Management</li> <li>• Director, ITS-SEDS TSDS Application Development &amp; Program Management</li> </ul>	<ul style="list-style-type: none"> <li>• Participate as needed in Champion and Steward meetings</li> </ul>
TEA Field Coordination Network Lead	<ul style="list-style-type: none"> <li>• TSDS ESC Communication and Support Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Manage active Field Coordination Network (Champions and Stewards)</li> <li>• Schedule and work with TSDS component SME to conduct monthly TSDS Champion meetings</li> <li>• Manage program logistics</li> <li>• Share knowledge collected from Field Coordination Network with Executive Sponsors</li> </ul>
TSDS Training Manager	TSDS Training Manager	<ul style="list-style-type: none"> <li>• Coordinate and deliver TSDS training to ESCs</li> <li>• Serve as training point of contact for ESC Champions</li> <li>• Respond to questions from ESC Champions</li> </ul>
TEA TSDS PEIMS SME	<ul style="list-style-type: none"> <li>• TSDS Applications Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as TSDS PEIMS SME for ESC TSDS PEIMS Champions</li> <li>• Work with Field Coordination Network Lead to develop agenda and materials for each Champion meeting</li> <li>• Answer questions that arise from ESC TSDS Champions</li> </ul>
TEA TSDS Technical SME	<ul style="list-style-type: none"> <li>• TSDS Applications Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as TSDS Technical SME for ESC TSDS Technical Champions</li> <li>• Work with Field Coordination Network Lead to develop agenda and materials for each Champion meeting</li> <li>• Answer questions that arise from ESC Technical Champions</li> </ul>
TEA Dashboards SME	<ul style="list-style-type: none"> <li>• TSDS Applications Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as TSDS Dashboards SME for ESC TSDS Dashboards Champions</li> <li>• Work with Field Coordination Network Lead to develop agenda and materials for each Champion meeting</li> <li>• Answer questions that arise from ESC Dashboards Champions</li> </ul>
TEA Unique ID SME	<ul style="list-style-type: none"> <li>• TSDS ESC Communication and Support Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as TSDS Unique ID SME for ESC TSDS Unique ID Champions</li> <li>• Work with Field Coordination Network Lead to develop agenda and materials for each Champion meeting</li> <li>• Answer questions that arise from ESC TSDS Champions</li> </ul>

You saw this chart last spring when the ICC agreements were signed. These roles and responsibilities have been shared with ESC Champions in Field Coordination Network webinars and in training. We just want to take a moment to review the major roles and responsibilities between TEA and the ESCs. This slide lists roles at TEA, covering training, communication, and support for ESC Champions.





## Field Coordination Network Roles & Responsibilities (cont.)

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Group	Lead	Responsibilities
ESC Champions	<ul style="list-style-type: none"><li>Assigned</li></ul>	<ul style="list-style-type: none"><li>Help raise awareness and commitment for TSDS Component by communicating messaging provided in Champion meetings to LEAs and solicit feedback and concern from LEAs</li><li>Lead or facilitate TSDS Component training (TEA will provide training materials)</li><li>Answer any questions TSDS Component Stewards have in their region about a particular TSDS Component</li><li>Report updates and concerns to TEA TSDS Field Coordination Network team</li><li>Play a support role in various change activities as requested</li><li>Monitor TMS and respond to incidents</li></ul>
LEA Stewards	<ul style="list-style-type: none"><li>In Progress (ESCs and LEAs appoint in coordination)</li></ul>	<ul style="list-style-type: none"><li>Attend Train-the-Trainer and Support training sessions on TSDS Component</li><li>Ensure appropriate LEA end users are trained in relevant TSDS Component functions</li><li>Answer any questions LEA end users have about a particular TSDS Component</li><li>Report updates and concerns to ESC TSDS Champion</li><li>Play a support role in various change activities as requested</li><li>Monitor TMS and respond to incidents</li></ul>

Here you see roles and responsibilities for ESC Champions and LEA Stewards. ESC Champions have a starring role in making TSDS a success in each region. TSDS communication, training, and support is being delivered via the ESCs.



## ESC Champion Responsibilities

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- Communicate messaging to LEAs and solicit feedback and concerns to share with TEA
- Lead or facilitate TSDS training
- Answer questions for LEA Stewards in the region about TSDS
- Report updates and concerns to TEA TSDS Field Coordination Network team
- Support LEAs with information, training, deployment, and production support - includes providing or facilitating Level 2 support for TSDS components. (Some ESCs may provide Level 1 support.)

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Let's review ESC Champion responsibilities. Specifically, these are ...(Read from slide.)



# TIMS and the Design for Support



## TSDS Support Basics

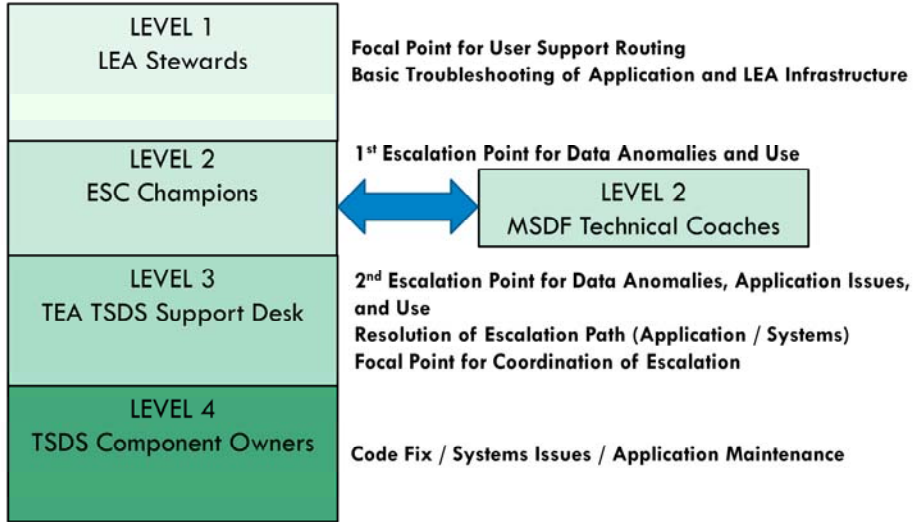
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- All TSDS support requests must be made through the TSDS Incident Management System (TIMS)
- Incidents may include questions, problem reports or requests for enhancements/suggestions
- An incident may be opened by any TSDS user, a logon to TIMS is not required



# TIMS Support Levels

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# Service Level Agreement (SLA)



## Service-Level Agreement (SLA)

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- Negotiated agreement between a customer and a service provider
- Records common understanding about services, priorities, responsibilities, guarantees and warranties
- Informs customers what to expect (the minimum) while providing a measurable (average) target value that shows the level of organizational performance.



## Common SLA Commitments

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- Availability of Services
- Service Levels of Operation
- Severity Categories
  - ▣ Severity 1
  - ▣ Severity 2
  - ▣ Severity 3
  - ▣ Severity 4
- Response Time Targets
- Resolution Time Targets
- End user obligation to help in resolving high severity incidents they report





## SLAs Needed

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- SLAs are needed between each level of support
  - ▣ Level 1 (Local Education Agency) and Level 2 (Education Service Center)
  - ▣ Level 2 (ESC) and Level 3 (TEA TSDS Support Desk)
  - ▣ Level 2 (Technical Coaches) and Level 3 (TEA TSDS Support Desk)
  - ▣ Level 3 (TEA TSDS Support Desk) and Level 4 (Component Support)
  - ▣ Level 4 (Component Support)
    - Infrastructure
    - eDM (ODS) and Unique ID
    - studentGPS™ Dashboard ETL and DDM

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# Data Use Agreements



## Family Educational Rights and Privacy Act (FERPA)

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- FERPA gives students access to their education records, an opportunity to seek to have the records amended, and some control over the disclosure of information from the records
- LEAs have blanket agreements with their ESCs to disclose personally identifiable information (PII) from student education records in accordance with Family Educational Rights and Privacy Act (FERPA)
- Technical Coaches, TEA analysts nor Component Support analysts have no blanket agreement to view LEA data until an incident is officially escalated
- Any LEA incident escalated requires the Level 1 (LEA) support analysts to agree to the Data Use Agreement on an incident-by-incident basis

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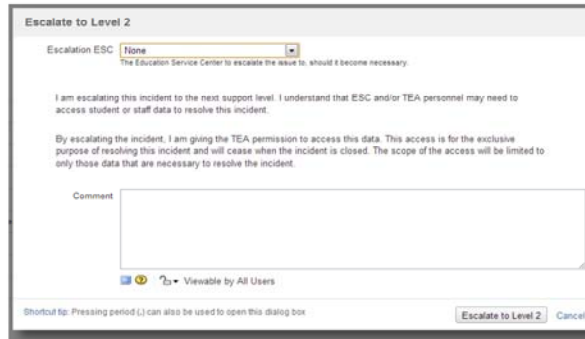
## Data Use Agreement

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- Level 2 Technical Coaches, Level 3 Support Analysts, and Level 4 Support Analysts can only access data within the EDW for the sole purpose of support for the studentGPS™ Dashboards and PEIMS submissions
- Support analysts must adhere to specific data use rules

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- When the Level 1 (LEA) staff escalates an incident, this confirmation window will appear. The Level 1 staff must confirm in order for escalation to proceed. When the user clicks “Escalate to Level 2” the confirmation is written to the incident record.



Escalate to Level 2

Escalation ESC: None  
The Education Service Center to escalate the issue to, should it become necessary.

I am escalating this incident to the next support level. I understand that ESC and/or TEA personnel may need to access student or staff data to resolve this incident.

By escalating the incident, I am giving the TEA permission to access this data. This access is for the exclusive purpose of resolving this incident and will cease when the incident is closed. The scope of the access will be limited to only those data that are necessary to resolve the incident.

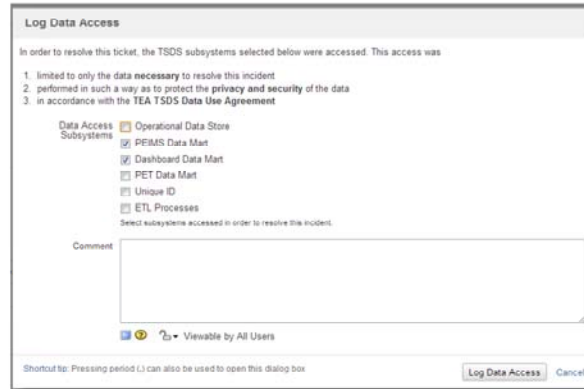
Comment

Viewable by All Users

Shortcut tip: Pressing period (.) can also be used to open this dialog box

Escalate to Level 2 Cancel

- When TSDS Support Analysts work an escalated ticket they must confirm adherence to the TEA TSDS Data Use Agreement and identify the TSDS subsystems that were accessed. The Analyst clicks “Log Data Access” and the confirmation is written to the incident record.



**Log Data Access**

In order to resolve this ticket, the TSDS subsystems selected below were accessed. This access was

1. limited to only the data necessary to resolve this incident
2. performed in such a way as to protect the privacy and security of the data
3. in accordance with the TEA TSDS Data Use Agreement

Data Access Subsystems

- Operational Data Store
- PEIMS Data Mart
- Dashboard Data Mart
- PET Data Mart
- Unique ID
- ETL Processes

Select subsystems accessed in order to resolve this incident.

Comment

Viewable by All Users

Shortcut tip: Pressing period (.) can also be used to open this dialog box



We have sent a copy by email of a more detailed timetable showing TSDS component availability and critical time windows. However, we would like to review some key dates at a high level.



## Training License Agreement

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- Requested by ESC Champions
- Agreement grants license to ESCs to use TSDS materials at [www.projectsharetx.org](http://www.projectsharetx.org)
- Prevents non-licensed 3<sup>rd</sup> parties from using training materials
- TSDS training materials are copyrighted © and trademarked ™ as the property of TEA; must appear with appropriate Copyright Notice
- Copy of agreement will be sent to you for review

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The screenshot shows the homepage of the Texas Student Data System (tsds). At the top left is the logo "tsds" with "texas student data system" below it. To the right is a search bar with "I am a:" and a dropdown arrow, and a "WHAT'S NEW WITH PEMS?" button. Below the logo is a navigation menu with links: Home, About, studentGPS™ Dashboards, State-Sponsored SIS, Education Data Warehouse, TPER Public Reports, TEDS Data Standards, Technical Resources, News & FAQs, and Feedback. The main banner features the slogan "Simple Solution. Brighter Futures." and five student portraits. Below the portraits are five buttons: "MORE DATA", "IMPROVED ID", "NEW SAVINGS", "EXPANDED REPORTS", and "BETTER PLANNING". At the bottom of the banner is a search bar with the text "Search" and a magnifying glass icon.

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Questions?

[www.TexasStudentDataSystem.org](http://www.TexasStudentDataSystem.org)