

Service Level Agreement (SLA) for Staff Chromebook Checkout in Ventura Unified School District

1. Introduction:

This Service Level Agreement (SLA) outlines the terms and conditions for the checkout, usage, and support of Chromebooks provided to **paraeducators** within the Ventura Unified School District. The purpose of this SLA is to ensure the efficient and effective distribution, utilization, and maintenance of Chromebooks to enhance the teaching and administrative processes.

2. Scope:

This SLA covers the following aspects of Chromebook checkout for **paraeducators**:

- Chromebook Request and Approval Process
- Chromebook Distribution and Collection
- Technical Support and Issue Resolution
- Chromebook Use Guidelines and Responsibilities

3. Chromebook Request and Approval Process:

- Paraeducators seeking a Chromebook must submit a formal request through the IT ticket system known as <https://support.venturausd.org> at the time of writing this document.
- The IT department will review and approve requests based on availability, need, and adherence to district policies.

4. Chromebook Distribution and Collection:

- Chromebooks will be distributed to approved individuals by the IT department during specified timeframes.
- Chromebooks must be returned at the end of each academic year or upon transfer/resignation, following a standardized checkout process.
- Chromebooks can be checked out immediately after the annual check in process if it is the desire to retain the Chromebook during the time spanning the end and the beginning of the academic year.
- Chromebooks checkout will include:
 - Chromebook
 - Charger
- If, at any time, a staff member is removed from this SLA's scope, the district reserves the right to claim and repurpose the Chromebook for other use.

5. Technical Support and Issue Resolution:

- IT support will be available during school hours (as defined by the school calendar) for technical assistance related to Chromebook hardware and software issues.
- Issues will be categorized based on severity, and response times will vary accordingly:
 - Critical: 4 hours
 - High: 24 hours
 - Low: 48 hours
- IT will make a reasonable effort to reply to issues within 48 hours of the initial report.

6. Chromebook Use Guidelines and Responsibilities:

- Chromebooks are to be used exclusively for educational and administrative purposes within the school district.
- Users are responsible for reporting the loss, theft, and/or damage of a Chromebook. In the case of a theft, employees must make best effort to obtain a police report and provide Risk Management with a copy.
- Users must adhere to acceptable use policies and maintain appropriate conduct while using Chromebooks outlined in the employee Acceptable Use Policy.

7. Reporting and Monitoring:

- The IT department will maintain records of Chromebook distribution, collection, and issue resolution.
- Regular reports on Chromebook utilization, maintenance, and issue trends will be provided to school administrators on request.

8. Review and Revisions:

- This SLA will be reviewed annually to ensure its relevance and effectiveness.
- Revisions to the SLA can be proposed by the IT department or other relevant stakeholders and will be subject to approval.

9. Conclusion:

By adhering to the terms and conditions outlined in this SLA, **paraeducators** will benefit from a streamlined Chromebook checkout process, reliable technical support, and clear guidelines for responsible Chromebook use. The Ventura Unified School District is committed to providing a conducive technological environment that supports and enhances the educational and administrative goals of the institution.

This SLA is effective as of 02/01/2024 and will remain in effect until superseded by a revised version.