



Support Plan

Continuous Instructional Improvement Technology System (CIITS)

Created: 10/4/2011
Last Updated: 11/19/2013
Document version 0.5.0

Prepared By

Document Owner(s)	Project/Organization Role
Beth Gravett	Support Lead

Version Control

Version	Date	Author	Change Description
0.1	10/4/2011	Matt Jury	Created document.
0.1.1	10/7/2011	Matt Jury	Updated document for Friday 10/7/2011 Support meeting
0.1.2	10/10/2011	Matt Jury	Updated document for CIITS Supportability Framework meeting on Tuesday, 10/11/2011
0.1.3	10/11/2011	Matt Jury	Updated Support Plan with feedback from Support meeting on 10/11/2011
0.1.4	10/12/2011	Matt Jury	Updated Support Plan based on feedback from CIITS Project meeting with David
0.1.5	10/18/2011	Matt Jury	Updated Support Plan based on feedback from project leads
0.1.6	10/20/2011	Matt Jury	Updated Support Plan based on feedback from project leads
0.1.7	10/20/2011	Matt Jury	Updated Support Plan based on feedback from Support meeting on 10/20/2011
0.1.8	10/21/2011	Matt Jury	Updated Support Plan based on feedback from project leads. Ready for Associate Commissioner review.
0.2.0	11/16/2011	Matt Jury	Added the KSIS Point of Contact escalation point
0.2.1	1/10/2012	Matt Jury	Revised the KSIS POC escalation, KETS Service Desk role, and Appendix C
0.2.2	1/12/12	Beth Gravett	Revised Appendix C, D and E based on Support meeting 1/12/12
0.2.3	1/12/12	Beck Blessing	Added SIN contact info to Appendix D and E Added KSIS POC as escalation point on Appendix D Added Schoolnet as escalation point on Appendix D for MAP issues
0.2.4	2/15/2012	Matt Jury	Added bullet points to ONGL scope of support Added responsibilities for ONGL support in escalation Appendix D
0.3.0	2/17/2012	Matt Jury	Added latest CIITS Version 2 Technical Guide
0.3.1	2/24/2012	Matt Jury	Added eInstruction Student Response System escalation path in Appendix D
0.3.2	3/1/2012	Matt Jury	Revised based on feedback from Liz at Schoolnet. (Appendix C, Purpose & KETS SD scope on pg. 7)

Continuous Instructional Improvement Technology System (CIITS)

0.3.3	4/9/12	Beth Gravett	Update CIITS mailbox to KDECIITSMAILBOX@education.ky.gov throughout the document and include instruction for reporting issues to Office of Next Generation Learners at KDE in Appendix D
0.4.0	6/1/2012	Matt Jury	Updated the Technical Guide (pages 10-12), added assessment Tier II organizations in Supportability Review and Appendix C
0.4.1	6/4/2012	Matt Jury	Replaced Liz Rodgers' email address with Adam Marshall's email address on page 7
0.4.2	8/30/2012	Matt Jury	Added the School Improvement Network contact information and scope of support on page 7
0.4.3	10/24/2012	Eddie Mendoza	
0.5.0	11/07/2013	Caleb Nugent	Updated Technical Guide (Appendix A) and points of contact

Table of Contents

Table of Contents..... 2

Purpose..... 3

Audience 3

Stakeholders List 3

Description of Proposed Solution 3

Supportability Review4-5

Priorities and Response Times.....5-6

Support Process and Points of Contact.....7-9

Security, Backup, and Disaster Recovery..... 10-11

Approval..... 12

Appendix A – CIITS Technical Guide 13-16

Appendix B – Support Flowchart 17

Appendix C – Escalation Script for Schoolnet (Tier I support) 18-19

Appendix D – Escalation Script Instructional Supervisor in the District.....20

Appendix E – Escalation KSIS Point of Contact in the District.....21

Appendix F – PGES Points of Contact 22-25

Purpose

The purpose of this document is to provide clarification between KDE and Schoolnet regarding support aspects of the CIITS product. It describes the primary support tasks that are required by CIITS and who is accountable for each task. i.e. – Schoolnet, The Office of Next Generation Learners (ONGL is the instructional stakeholder at KDE), and The Office of Knowledge, Information & Data Services (KIDS is the technical stakeholder at KDE)

Audience

The document will be distributed to all stakeholders for review and comments before signoff, including all team leads and operational managers that are affected by the supportability requirements. All key stakeholders will sign off on this document.

Stakeholders List

Below is a list of stakeholders who are instrumental in both developing supportability requirements and supporting the system. Team members may have multiple roles. Key Stakeholders identified with a (*) must sign the document.

Name	Title	Role
*David Couch	Executive Sponsor	Provides service support requirements, guidance, and validates completeness and accuracy.
Maritta Horne	Service Manager	Oversees the CIITS project for KDE
Steve Roark	Program Manager (EDS)	
*Cathy White (EDS)	Product Manager(s)	Provides service support requirements and validates completeness and accuracy.
Martin Herbener	Technical Liaison	Serves as technical SME
*Beth Gravett	Support Lead	Oversees process of gathering and documenting service support requirements. Obtains all sign offs.

Description of Proposed Solution

The Commonwealth of Kentucky contracted with Schoolnet, Inc. to build and support the statewide Continuous Instructional Improvement Technology System (CIITS). The CIITS system is a multi-phase, multi-year project, designed to provide Kentucky public school educators with the 21st-century resources they need to carry out highly-effective teaching and learning in every classroom in the state. CIITS will connect standards, electronically stored instructional resources, curriculum, formative assessments, instruction, professional learning and evaluation of teachers and principals in one place, thereby improving instructional outcomes, teacher effectiveness and leadership. The system is expected to be used indefinitely.

Hosting

Current version of software is hosted by Schoolnet (cloud)

System Interactions

CIITS utilizes the Kentucky Student Information System (Infinite Campus) as the authoritative source for student and staff data. Data elements are exported from the KSIS and imported into CIITS for the purpose of correlating teachers and students in the CIITS system, setting educational goals in alignment with deconstructed standards, and measuring performance through formative assessment integration. Additionally, using metadata from Discovery, SAS, and Thinkfinity, CIITS links to instructional resources which align to standards. CIITS is also dependent on KETS external DNS and a KDE-owned SSL certificate.

In addition, the CIITS application also interfaces via Single-Sign On function with the School Improvement Network's website in order to provide users access to School Improvement Network instructional materials without having to provide additional login information. This is displayed as link in CIITS that users can click and are re-directed to School Improvement Network's site.

External Resources

External resources include:

- Metadata from Discovery Education
- Metadata from SAS Curriculum Pathways
- Metadata from Thinkfinity

Hardware and Software Minimum Requirements

See Appendix A

Browser Requirements

See Appendix A

Workstation Configuration Settings

See Appendix A

Bandwidth Required by Active User

Base bandwidth usage is about 25 kbps per concurrent user.

Security, Backup & Disaster Recovery

Schoolnet runs backups for CIITS nightly.

Supportability Review

Customer Support Expectations

Tier I support will be provided by Schoolnet. Escalations to the Instructional Supervisor, SAS, and Discovery will be handled as documented in Appendix C. To see the support flowchart, see Appendix B. Escalations to any and all support entities should contain detailed information such as email addresses of specific accounts, the urgency of the issue, potential impact, etc.

Support Roles and Responsibilities

Schoolnet Help Desk - Tier I

Phone: 1-855-HELP-4-KY

E-mail: ciitshelp@schoolnet.com

Hours: Mon. – Fri. 8:00 AM to 6:00 PM Eastern

1. Schoolnet will capture and track the following support data:
 - a. District name
 - b. Caller name (or email address of sender)
 - c. Issue Type
 - o Product Question (this will encompass “reporting” as well as “navigation”)
 - o Login/Password Problem (this will include password reset situations)
 - o General Inquiry
 - d. Resolution type
 - o Issue solved
 - o Redirect
 - Redirect type:

Instructional - District	Technical - District	SAS	Other
Instructional - KDE	Technical - KDE	Discovery	

2. Schoolnet will provide the KDE Support Lead with technical support statistics weekly.

Scope of Schoolnet support

Help Desk

- a. Password resets
- b. Navigational issues/questions
- c. Product functionality questions regarding IMS or EDS features
- d. Product defect support
- e. Nightly backups of CIITS
- f. Redirecting, escalating, and/or transferring customers to Tier II support escalation contacts as necessary. If issues need to be escalated to Tier III (KDE), this escalation will be sent via e-mail including description of the problem and customer contact info.

Priorities and Response Times

The Pearson support team will make every effort to resolve issues at the time of the support call. This will be the initial method for resolving issues before assigning a priority level. Support team members will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The help desk will use the following guidelines in prioritizing requests and will strive to resolve the problem within the target timeframe. Actual resolutions may be shorter or longer depending on the volume of requests at any one time. However, a minimum of 80% of all requests will be satisfied within the target periods.

The following table describes the priority levels assigned to requests for support resolution with associated response and completion time commitments:

Priority	Criteria	Initial Response	Incident Designation	Resolution*
Show Stopper	Production system is halted and/or data has been corrupted. If there is no reasonable work-around available a patch may be produced. When an acceptable work around is provided the incident should be downgraded.	10 min ^[1] 30 min ^[2]	2 hours	Within 24 hours if not identified as product defect. If identified as product defect, resolution as identified to project team.
Critical	Incidents render a feature inoperable without a work-around. They do not cause the production system to be inoperative, but they disrupt normal business operations.	20 min ^[1] 1 hour ^[2]	2 hours	Within 2 business days if not identified as product defect. If identified as product defect, resolution as identified to project team.
High	Incidents render a feature inoperable with acceptable work-around to be used on an interim basis until incident addressed with a more effective fix.	30 min ^[1] 1 Hour ^[2]	2 hours	Within 5 business days if not identified as product defect. If identified as product defect, resolution as identified to project team.
Low	Incidents have little impact on the business application. Incident may be addressed in a future release.	1 hours ^[1] 12 hours ^[2]	2 hours	If identified as enhancement request, VOC document completed by KDE and submitted to Schoolnet project team.

***Completion times for data related issues may vary based on data upload schedule of KDE or School District**

^[1] Incident reported during Normal Support Hours.

^[2] Incident reported outside Normal Support Hours.

DEFINITIONS:

Product Defect: Any error or defect that causes the software/application to malfunction, is not included in the KDE contract requirements, and does not meet the required workflow or process of the Schoolnet IIS.

Enhancement:

Any alteration or modification to the Schoolnet IIS application which would provide for better workflow and processes as deemed appropriate by the KDE Schoolnet Program Manager.

Discovery Education Assessment – Tier II

If / when the CIITS Help Desk (tier I) addresses customer requests regarding Discovery Education Assessment Data, these issues will be escalated by Schoolnet to the KET contact (tier II) in accordance with Appendix C.

Renaissance Learning (STAR Assessment)– Tier II

If / when the CIITS Help Desk (tier I) addresses customer requests regarding Discovery Education Assessment Data, these issues will be escalated by Schoolnet to the KET contact (tier II) in accordance with Appendix C.

MAP Assessment (NWEA) – Tier II

If / when the CIITS Help Desk (tier I) addresses customer requests regarding NWEA MAP Assessment Data, these issues will be escalated by Schoolnet to the NWEA contact (tier II) in accordance with Appendix C.

Instructional Supervisor in the District - Tier II

If/ when the CIITS Help Desk (tier I) is posed questions regarding content and proper use of instructional resources, Schoolnet will redirect these customers to their Instructional Supervisor at the district level. The Instructional Supervisor should be able to assist with questions regarding an instructional data element in CIITS that doesn't match KSIS, a standard, a deconstructed standard, an instructional resource, a lesson plan, or the reasoning behind any data element in CIITS. See Appendix D

Kentucky Student Information System (KSIS) Point of Contact in the District - Tier II

If/ when the CIITS Help Desk (tier I) is posed questions regarding missing user accounts in CIITS, improper roles in CIITS, or any issue that can be attributed to bad data imported from Infinite Campus, Schoolnet will redirect these customers to the KSIS point of contact at the district level. This includes incorrect email addresses, incorrect role assignments, and issues where data elements do not match IC. The KSIS POC should be able to check Infinite Campus and verify that specific users exist and that the appropriate role information is set. To see the KSIS POC list, please visit http://education.ky.gov/districts/tech/sis/Documents/DistrictPOC_10242012.xls

KET Encyclomedia / Discovery Education – Tier II

Phone: 1-800-323-9084

Hours: Mon. – Thurs. 8:00 AM – 6:30 PM Eastern

Fri. 8:00 AM – 6:30 PM Eastern

Scope of KET Encyclomedia / Discovery Education Support

- Discovery account (credentials) maintenance
- Support of the Discovery.com website and resources

School Improvement Network – Tier II

Phone: 1-800-572-1153

Hours: Mon – Fri 8:00 AM – 8:00 PM Eastern

Email: support@SchoolImprovement.com

Scope of School Improvement Network Support

- CC360 / PD360 account (credentials) maintenance
- Support of the <http://www.schoolimprovement.com/ciits/index.php> website and resources

SAS Curriculum Pathways – Tier II

Phone: SAS Help Desk 1-888-760-2515 (select option 2)
8:30 AM to 5:30 PM Eastern ET, Mon. – Fri.

This number is also published on the sascurriculumpathways.com website under Contact Us and is located at the bottom of the home page and all primary pages of the product.

Also, on the “Contact Us” screen in the SAS website there are two options—“Report a Problem” and “Provide Feedback”—that send information to a mailbox monitored by SAS staff: curriculumpathways@sas.com. “Report a Problem” is the preferred method for reporting problems, because it actually captures and includes diagnostic data regarding the user’s account, operating system, browser, and plugins.

Scope of SAS Curriculum Pathways Support

- Curriculum Pathways Account Maintenance
- Support of the SASCurriculumPathways.com website and resource

KETS Service Desk – Tier II

KETS network issues (customer cannot reach the CIITS login page)

Phone: 866-538.7435
E-mail: ketshelp@education.ky.gov
Mon. – Fri. 7:30 AM to 5:00 PM Eastern

Scope of KETS Service Desk Support

- Help Desk services to resolve KETS wide area network issues as experienced by school, district and KDE customers during business hours. Includes support of WAN issues reported by districts/schools that are affecting CIITS connectivity.
- 24/7 monitoring and break-fix support of KETS Distributed Services rack/network equipment affecting Wide Area Network (WAN) connectivity.
- DNS management services to resolve any issues with DNS services used by CIITS during business hours.
- Primary point-of-contact for KDE support of CIITS (KDE, non-district users such as state employees or state contractors) and internal KIDS escalations.

The KETS Service Desk will also provide Schoolnet with e-mail notifications in the event of an enterprise service issue. i.e. - a fiber cut which could cause a loss of Internet connectivity for one or more districts. These notifications will be emailed to Schoolnet at ciitshelp@schoolnet.com and Jennifer.Harris@Pearson.com.

Office of Next Generation Learners – Tier III

Phone: (502) 564-9850

E-mail: kdeciitsmailbox@education.ky.gov

Mon. – Fri. 8:30 AM – 5:00 PM Eastern

ONGL will provide the following support to **Instructional Supervisors** in support of CIITS.

Scope of ONGL support – Answering questions regarding...

- academic data elements in CIITS
- Kentucky academic standards
- deconstructed standards
- instructional resources
- lesson plans
- curriculum instruction elements (videos, etc.)
- reports or data within reports
- assessment data
- educational development suite (EDS) configuration and components

ONGL will also provide Communications with a list of Instructional Supervisors by district. This data will be posted on the Internet so it's accessible from the Launchpad. Communications will update the list of Instructional Supervisors twice per school year (at the beginning and mid-term of each school year) when received from ONGL.

Division of Enterprise Data – Tier III

The KETS Service Desk will be the single point of contact for all escalations regarding the Division of Enterprise Data's scope of work. The KETS Service Desk will field these questions/requests from district Instructional Supervisors and/or from Schoolnet as contacted.

Phone: 866-538.7435

E-mail: ketshelp@education.ky.gov

Mon. – Fri. 7:30 AM to 5:00 PM Eastern

Scope of DED Support

- ETL support – limited to data from Infinite Campus
- Missing or invalid data – district, school, teachers and students
- User roles and permissions issues

Change Management

- **Enterprise Change Management** – This refers to enterprise level activities that could impact the interoperability with other enterprise systems and/or services. ONGL and the Division of Enterprise Data will work with Schoolnet to oversee enterprise level change management. When a request for change (RFC) is needed, Maritta Horne will complete and submit requests, both scheduled and emergency, to the KDE Change Manager. The primary responsibility of overseeing CIITS Enterprise Change Management will reside with Maritta Horne.

- CIITS Change Control** – Change control within the CIITS product including changes made to all data elements within CIITS, both metadata and KSIS data. The primary responsibility of overseeing CIITS Change Control will reside with Cathy White (EDS) in the Office of Next Generation Learners or Maritta Horne (IMS). To see the Change and Release Management Process, click: <https://pearson.sharedwork.com/doc/ZD0xODA0MzE3NQ>

Security, Backup and Disaster Recovery

Security, backup, and disaster recovery of CIITS is the responsibility of the vendor, Schoolnet. Schoolnet runs server backups nightly.

Tasks & Frequency

<u>Support Task</u>	<u>Who Completes Task</u>	<u>Frequency</u>
Tier I help desk support	Schoolnet	As needed
CIITS backups	Schoolnet	Nightly
Helping CIITS users with instructional questions	Instructional Supervisor	As needed
Discovery account support	Discovery	As needed
SAS account support	SAS	As needed
Tier II network support	KETS Service Desk	As needed
Support of KEN distributed services racks and WAN support	KETS Service Desk	Ongoing
DNS management	KETS Service Desk	Ongoing
Notification of Enterprise Service Issues (to Schoolnet)	KETS Service Desk	As needed
Tier III instructional support	ONGL	As needed
Provide the list of Instructional Supervisors to Communications	ONGL	Twice annually
Tier III ETL support	Division of Enterprise Data	As needed
Data extraction from KSIS	Sri Srineni	Daily
Data upload to Schoolnet	Sri Srineni	Daily
Enterprise Change Requests	Maritta Horne	As necessary
CIITS Change Control	Maritta Horne (IMS); Cathy White (EDS)	As necessary
Update the KDE website with Instructional Supervisors list	Becky Blessing	Twice annually

Continuous Instructional Improvement Technology System (CIITS)

Tier II Discovery Education Assessment Support	Brian Spellman	As needed
Renaissance Learning Support	Jennifer Grimes	As needed
MAP Assessment Support	Carolyn Mock	As needed

Approval

Signature: _____ Date: _____
Project Executive Sponsor

Signature: _____ Date: _____
Product Manager

Signature: _____ Date: _____
Product Manager

Signature: _____ Date: _____
Service Lead

Appendix A

CIITS Version 12.0 Technical Guide

November 2013

Introduction

This document describes the technical requirements for proper operation of version 12.0 of the CIITS system (hosted by Schoolnet) in the Kentucky Education Technology System (KETS) environment. The requirements for version 12.0 have changed due to changes in browser support by content providers. For assistance in configuring your environment to these standards, please contact the KETS Service Desk (866- 538-7435, ketshelp@education.ky.gov).

Operating System and Browser Requirements

	XP	Vista	7	8	Mac iOS 6	Mac OS X
MS Internet Explorer	8.0+ *	8.0+ *	8.0+ *	10+	N/A	N/A
Apple Safari	N/A	N/A	N/A	N/A	6+	5+‡
Mozilla Firefox	10+	10+	10+	10+	N/A	10+

*Note: SAS Curriculum Pathways instructional materials have higher requirements: Internet Explorer 9+, which is not supported on Windows XP.

+Note: CIITS integration with eInstruction Student Response Systems using Internet Explorer is only available with IE version 8; this integration is not yet supported with later versions of IE.

‡Note: Safari 5 does not support all the new manipulatives (ruler, protractor, etc) available in the Assessment module; these features require Safari 6+.

Unsupported browsers may work with CIITS. However, Schoolnet will not test its products on those platforms and will not necessarily fix reported defects associated with them. Most issues will likely be cosmetic. Key functionality such as WYSIWYG HTML editing will likely not be available.

Workstation Requirements

Consult the minimum and recommended requirements for the specific operating system vendor. Schoolnet software is web-based; it does not require storage beyond browser cache and temporary files.

Processor/Computer	Windows or Macintosh: 1 GHz Processor iPad 2 nd Gen, including Mini
Operating System	MS Windows XP SP3, Vista, 7, or 8 –or– Mac OS X 10.6 (or newer) –or– Mac iOS 6 (or newer)
Disk Space	10 GB
Memory	1 GB RAM (Windows/Mac OS)
Display	VGA (1024 x 768 pixel) resolution 64 MB Video RAM
Additional Software	<p>eInstruction Device Manager (only needed for integration with eInstruction Student Response Systems)</p> <p>Must use the version available from SchoolNet at:</p> <p>Windows: http://support.schoolnet.com/downloads/Device_Manager_Windows_Installer_6.71.183.52459.exe</p> <p>Mac: http://support.schoolnet.com/downloads/Device_Manager_Mac_Installer_6.71.183.52459.zip</p> <p>Note: eInstruction integration using Internet Explorer requires IE version 7 or 8; later versions of IE are not currently supported.</p> <p>Promethean Device Manager (only needed for integration with Promethean Student Response Systems):</p> <p>Windows and Mac: http://www.prometheanplanet.com/en-us/Support/SearchProductFiles.aspx?ProductFamilyID=1</p> <p>Turning Technologies does not require installation of device manager software. The connection to the Turning Technologies devices is made by a java applet that is automatically downloaded from CIITS when the user clicks the “Using Turning Tech clickers”. Typically the browser will prompt the user to allow this applet to run; the applet name is Schoolnet.TClicker and the publisher is Schoolnet. Users may but do not have to click the “Always trust content from this publisher” checkbox.</p> <p>The user may also be prompted by Java for proxy credentials; the user should provide the usual credentials required for connecting to web sites via the district proxy.</p>

Browser Configuration

Secure Socket Layer (SSL)

SSL capable browser required to ensure protection of sensitive data.

Plug-ins

Adobe PDF Reader 8.0 or higher

Adobe ShockWave 10.2 or newer

Adobe Flash 11.1 or newer

Windows Media Player 10 or newer (Windows only)

Quicktime 7 or newer (Macintosh only)

Java 1.7 or newer

Java 3D 1.3.1 or newer

Silverlight 4.0 or newer (for eInstruction integration)

Links to download Adobe Acrobat Reader, Firefox and Internet Explorer can be accessed by clicking the 'About this Site' link in the application footer. The 'Tech Check' link in the footer checks, some, but not all, of the required settings.

Settings

Cookies must be enabled

JavaScript must be enabled

Pop-Up Blockers

The following sites should be added to the whitelist in any pop-up blockers:

www.sascurriculumpathways.com

Network Configuration

Web Proxy/Cache/Filtering Systems

The following sites should be added to the whitelist (not blocked, don't require authorization) in any web proxy or web filtering system in place:

ciits.kyschools.us

*.schoolnet.com

205.234.248.136 • 199.199.210.*

*.discoveryeducation.com

*.pd360.com

pd360.com

The following sites should be added to the "do not cache" list in any caching proxies:

205.234.248.136

199.199.210.*

*.discoveryeducation.com

Student Response Systems

Schoolnet supports the following brands and models of Student Response Systems:

Brand	Models
eInstruction	<ul style="list-style-type: none">KG3EI (CPS Pulse)KGEN2EI
Promethean	<ul style="list-style-type: none">PRM-AE2-01 (ActivExpression 2)
Turning Technologies	<ul style="list-style-type: none">ResponseCard LCD RFResponseCard NXT

Other models of each brand may work but are not supported by Schoolnet.

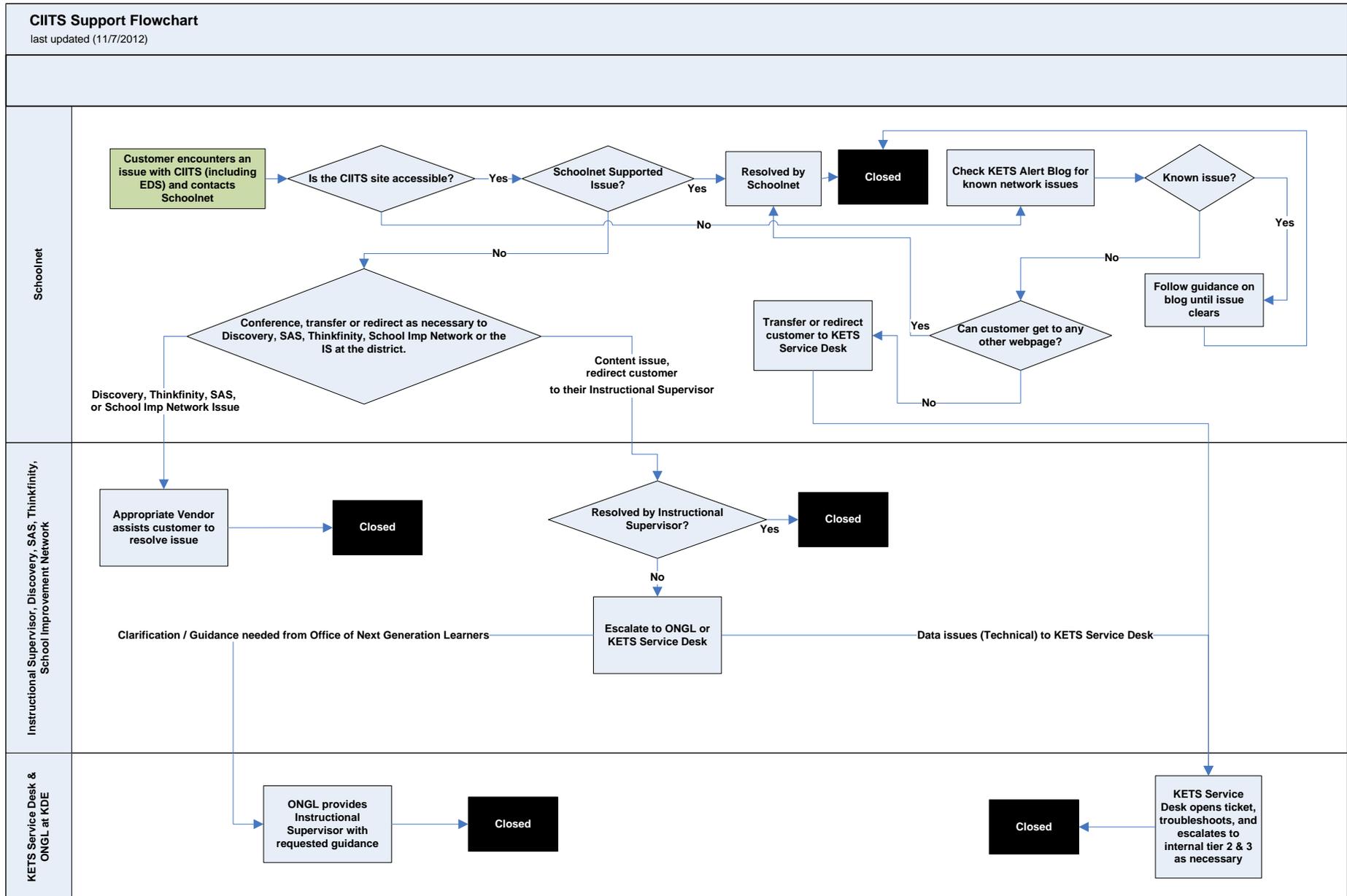
Help

If you need additional help, please contact the CIITS Help Desk provided by Schoolnet:

Phone: 1-855-HELP-4-KY

Hours: Mon. – Fri. 8:00 AM to 6:00 PM ET

Appendix B



Appendix C

Schoolnet Escalation Script	
Escalate to...	When customer...
Instructional Supervisor in the District (Tier II)	questions an instructional data element in CIITS that doesn't match KSIS questions a standard questions a deconstructed standard questions an instructional resource questions a lesson plan questions the reasoning behind any data element in CIITS questions how to use CIITS in the classroom, including Assessment Admin
KSIS Point of Contact in the District (Tier II) http://tinyurl.com/le3qonl	describes a role issue needs assistance updating staff or teacher email addresses to KETS email address enters their district e-mail address but they're informed they don't have an account in CIITS (remember that data is loaded weekly into CIITS so there may be a delay) cannot see all sections in CIITS, but sees some questions a student data element in CIITS that doesn't match IC
KET Encyclomedia / Discovery Education (Tier II) Phone: 800.323.9084 Mon. – Thurs. 8:00 AM – 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experiences a Discovery account issue questions a resource on Discovery's website
Discovery Education (Tier II) Brian Spellman - bspellman@ket.org	experiences an issue with Discovery Education assessment data
SAS Curriculum Pathways (Tier II) Phone: 888.760.2515 Mon - Fri 8:30 AM to 5:30 PM Eastern	experiences a SAS account issue questions a resource on the SAS Pathways website
NWEA Carolyn Mock - carolyn.mock@nwea.org	experiences an issue with MAP assessment data
Renaissance Learning Jennifer Grimes - Jennifer.Grimes@renlearn.com	experiences an issue with STAR assessment data
KETS Service Desk (Tier II) Phone: 866.538.7435 E-mail: ketshelp@education.ky.gov	can't get to the Internet is a non-district user (state employee or otherwise) who needs assistance with their account or is requesting a CIITS acct

Continuous Instructional Improvement Technology System (CIITS)

Mon - Fri 7:30 AM to 5:00 PM Eastern	is a district POC who needs further assistance with getting a CIITS user logged into CIITS
Office of Next Generation Learners Primary contact E-mail: kdeciitsmailbox@education.ky.gov Secondary contact Phone: (502) 564-9850 Mon. – Fri. 8:30 AM – 5:00 PM Eastern	has worked with the Instructional Supervisor and customer did not receive the support they needed is the Instructional Supervisor and the issue needs to be addressed by ONGL* <i>*i.e. – Customer needs clarification regarding a standard, deconstructed standard, instructional resource, any data element in CIITS, Curriculum instructions element (video, etc.), assessment data, reports, or data within a report.</i> <i>ONGL also provides assistance with lesson plans. These scenarios are documented in Appendix D as well.</i>
School Improvement Network Email: support@schoolimprovement.com Phone: 800-572-1153 Mon – Fri 8:00 AM – 8:00 PM EST	has questions about link to Common Core 360 has questions about PD 360

Appendix D

Escalation Script for Instructional Supervisor

Escalate to...	When you...
District technology staff	can't get to the Internet
KET Encyclomedia / Discovery Education Phone: 800-323-9084 Mon. - Thurs. 8:00 AM - 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experience an Discovery account issue question a resource on Discovery's website
SAS Curriculum Pathways Phone: 888-760-2515 Mon - Fri 8:30 AM - 5:30 PM Eastern	experience a SAS account issue question a resource on the SAS Pathways website
School Improvement Network Phone: 800-572-1153 Email: support@schoolimprovement.com Mon – Fri 8:00 AM – 8:00 PM EST	have questions about the link or access to Common Core 360
KETS Service Desk E-mail: ketshelp@education.ky.gov Phone: 866-538-7435 Mon - Fri 7:30 AM to 5:00 PM Eastern	see a data issue that cannot be resolved at the district level <i>(be sure to check Infinite Campus and your KSIS point of contact first)</i>
Office of Next Generation Learners at KDE Phone: (502) 564-9850 E-mail: kdeciitsmailbox@education.ky.gov Mon. – Fri. 8:30 AM – 5:00 PM Eastern	need clarification or report an issue regarding a standard need clarification regarding a deconstructed standard need clarification or report an issue regarding an instructional resource need assistance or to report an issue with a lesson plan need clarification or report an issue regarding any data element in CIITS need clarification or report an issue regarding a curriculum instruction element (video, etc.) need clarification or report an issue regarding assessment data need clarification or report an issue regarding a report or data within a report
District KSIS (Infinite Campus) Point of Contact	know a user does not have a “kyschools.us” e-mail address in IC have a user who can’t access something they believe they should (roles and permissions issues) see a data element does not match what is in IC
Schoolnet Help Desk Email: ciitshelp@schoolnet.com Phone: 855-HELP-4-KY Mon – Fri 8:00 AM to 6:00 PM Eastern	have MAP data question experience an issue with the eInstruction Student Response Systems

Appendix E

Escalation Script for KSIS Point of Contact

Escalate to...	When you...
District technology staff	can't get to the Internet
KET Encyclomedia/Discovery Education Phone: 800-323-9084 Mon. – Thurs. 8:00 AM – 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experience an Discovery account issue question a resource on Discovery's website
SAS Curriculum Pathways Phone: 888.760.2515 Mon – Fri 8:30 AM to 5:30 PM Eastern	experience a SAS account issue question a resource on the SAS Pathways website
KETS Service Desk Phone: 866-538-7435 E-mail: ketshelp@education.ky.gov Mon – Fri 7:30 AM to 5:00 PM Eastern	notice account information, role data, student data, etc. that's correct in Infinite Campus but it's not being imported into CIITS correctly
Instructional Supervisor (in your district)	need clarification regarding a standard need clarification regarding a deconstructed standard need clarification regarding an instructional resource need assistance with a lesson plan need clarification regarding any data element in CIITS
School Improvement Network Email: support@schoolimprovement.com Phone: 800-572-1153 Mon – Fri. 8:00 AM – 8:00 PM Eastern	has questions about link to Common Core 360
Schoolnet Help Desk Email: ciitshelp@schoolnet.com Phone: 855-HELP-4-KY Mon – Fri 8:00 AM to 6:00 PM Eastern	have MAP data question

Appendix F

PGES Points of Contact

District	Name	Email	District	Contact Name	Email
Adair	Curry, Phyllis	phyllis.curry@adair.kyschools.us	Jessamine	Castle, Jeff - Asst. Supt. \ Chief Academic Officer	jeff.castle@jessamine.kyschools.us
Allen	Cooper, Chad	chad.cooper@allen.kyschools.us	Jessamine	Chappell, Maurice - Director of Secondary Schools	maurice.chappell@jessamine.kyschools.us
Allen	Fisher, Ricky	ricky.fisher@allen.kyschools.us	Johnson	Burchett, Harry - Asst. Superintendent	harry.burchett@johnson.kyschools.us
Anchorage	Waford, Keith--Principal	keith.waford@anchorage.kyschools.us	Kenton	Mann, Tracy - Kenton County	tracy.mann@kenton.kyschools.us
Anderson	Jackman, Sharon	sharon.jackman@anderson.kyschools.us	Kentucky School for the Deaf	Matthews, Soraya	soraya.matthews@ksd.kyschools.us
Ashland	Calhoun, Linda - Instructional Supervisor	linda.calhoun@ashland.kyschools.us	Kentucky School for the Deaf	Sigler, Ruth	ruth.sigler@ksd.kyschools.us
Augusta	Brewer, Brandi - Asst. Principal	brandi.brewer@augusta.kyschools.us	Knott	Hoover, Brent CIO	brent.hoover@knott.kyschools.us
Ballard	Estes, Kevin - BCMS Principal	kevin.estes@ballard.kyschools.us	Knott	Sandlin, Michaelle	michaelle.sandlin@knott.kyschools.us
Barbourville Independent	Dixon, Kay	kay.dixon@bville.kyschools.us	Knox	Imel, Stacy - Director of Curriculum	stacy.imal@knox.kyschools.us
Barren	Harper, Scott	scott.harper@barren.kyschools.us	Larue	Reed, Amanda - Assistant Superintendent	amanda.reed@larue.kyschools.us
Barren	Wallace, Mark	mark.wallace@barren.kyschools.us	Laurel	Griebel, Denise	denise.griebel@laurel.kyschools.us
Bath	Back, Rhonda - District CIITS Coach	rhonda.back@bath.kyschools.us	Lawrence	Hall, Vernon	vernon.hall@lawrence.kyschools.us
Beechwood	Flaherty, Jamee - 026 Elem Prin	jamee.flaherty@beechwood.kyschools.us	Lee	Bush, Sharon	sharon.bush@lee.kyschools.us
Bell	Yankey, Jennifer	jennifer.yankey@bell.kyschools.us	Lee	Smith, Connie	connie.smith@lee.kyschools.us
Bellvue	Ridder, Dan - Director of Curriculum, Instruction, Assessment	dan.ridder@bellevue.kyschools.us	Leslie	Wilson, Brett	brett.wilson@leslie.kyschools.us
Berea	Coleman, Debbie	debbie.coleman@bera.kyschools.us	Letcher	Cornett, Kenneth	kenneth.cornett@letcher.kyschools.us
Boone	Ayres, Alissa	alissa.ayres@boone.kyschools.us	Letcher	Yonts, Denise	denise.yonts@letcher.kyschools.us
Bourbon	Switzer, Lynne (Bourbon County)	lynne.switzer@bourbon.kyschools.us	Lewis	Felty, Tiffany	tiffany.felty@lewis.kyschools.us
Bowling Green	May, Kenneth - CO - Director of Personnel	kenneth.may@bgreen.kyschools.us	Lincoln	Hart, Pam	pam.hart@lincoln.kyschools.us
Boyd	Walter, Brock	brock.walter@boyd.kyschools.us	Livingston	Henson, Sheri	sheri.henson@livingston.kyschools.us
Boyle	Young, David- Assistant Superintendent	david.young@boyle.kyschools.us	Logan	Hurt, Mike	mike.hurt@logan.kyschools.us
Bracken	Stewart, Jennifer - Director Special Ed	jennifer.stewart@bracken.kyschools.us	Ludlow	McMillen, Jennifer - Ludlow	Jennifer.McMillen@Ludlow.kyschools.us
Breathitt	Fugate, Donna - DAC/Curriculum Coordinator	donna.fugate@breathitt.kyschools.us	Lyon	Still, Diane - Supervisor of Instruction	diane.still@lyon.kyschools.us
Breck	Dowell, Glenda - Asst. Supt.	glenda.dowell@breck.kyschools.us	Magoffin	Carpenter, Bernadette	bernadette.carpenter@magoffin.kyschools.us
Breck	Gedling, Kathy	kathy.gedling@breck.kyschools.us	Marion	Newcome, Tammy	tammy.newcome@marion.kyschools.us
Breck	Meeks, Janet - Superintendent	janet.meeks@breck.kyschools.us	Marshall	Griffy, Abby -Elementary Supervisor MCSD	abby.griffy@marshall.kyschools.us
Bullitt	Wooley, Jennifer	jennifer.wooley@bullitt.kyschools.us	Martin	Cornette, Greg Transportation	greg.cornette@martin.kyschools.us

Continuous Instructional Improvement Technology System (CIITS)

Burgin	Collier, Martha	martha.collier@burgin.kyschools.us	Mason	Ishmael, Ron, Supervisor, DAC	ron.ishmael@mason.kyschools.us
Butler	Jennings, Vonda	vonda.jennings@butler.kyschools.us	Mason	Stith, Carla	carla.stith@mason.kyschools.us
Caldwell	Gray, Paulette -Director of Instruction	paulette.gray@caldwell.kyschools.us	Mayfield	Henderson, Joe	joe.henderson@mayfield.kyschools.us
Calloway	Hunter, Tawnya	tawnya.hunter@calloway.kyschools.us	Mayfield	Reed, Kim--Mayfield Middle Principal	kim.reed@mayfield.kyschools.us
Campbell	Wilson, Shelli (Campbell)	shelli.wilson@campbell.kyschools.us	McCracken	Cartwright, Heath	heath.cartwright@mccracken.kyschools.us
Camplesville	Petett, David	david.petett@cville.kyschools.us	McClean	Brackett, Jodie--Instructional Supervisor	jodie.brackett@mclean.kyschools.us
Carlisle	Simmons, Jay	jay.simmons@carlisle.kyschools.us	Meade	Givans, Melissa	melissa.givans@meade.kyschools.us
Carroll	Hogan, Bill - CCS Assistant Superintendent	bill.hogan@carroll.kyschools.us	Meade	Wilson, Kellianne	kellianne.wilson@meade.kyschools.us
Carter	Dotson, Judy	judy.dotson@carter.kyschools.us	Menifee	Brewer, Robin	robin.brewer@menifee.kyschools.us
Casey	Durham, Cynthia	cynthia.durham@casey.kyschools.us	Mercer	Bordeaux, Nate - Mercer	nate.bordeaux@mercer.kyschools.us
Caverna	Dick, Sam	sam.dick@caverna.kyschools.us	Metcalfe	Stephens, Bennie - Metcalfe (BOE)	bennie.stephens@metcalfe.kyschools.us
Christian	Morris, Laura	laura.morris@christian.kyschools.us	Middlesboro	Smith, Sheila	sheila.smith2@mboro.kyschools.us
Clark	Considine, Brenda	brenda.considine@clark.kyschools.us	Monroe	Gee, Mike	mike.gee@monroe.kyschools.us
Clay	Smith, Denva	denva.smith@clay.kyschools.us	Montgomery	Claypoole, Melody	melody.claypoole@montgomery.kyschools.us
Clay	Smith, Judy	judy.smith@clay.kyschools.us	Morgan	Whitt, Brenda B	brenda.whitt@morgan.kyschools.us
Clinton	Bernard, Charlotte	charlotte.bernard@clinton.kyschools.us	Muhlenberg	Reynolds, Robert (Assistant to Superintendent)	robert.reynolds@muhlenberg.kyschools.us
Clinton	Little, Paula	paula.little@clinton.kyschools.us	Murray	Murdock, Angie	angie.murdock@murray.kyschools.us
Cloverport	Merrifield, Sheri - CISD Director of Student Support Services & Intervention	sheri.merrifield@cloverport.kyschools.us	Nelson	Beck, Tim	tim.beck@nelson.kyschools.us
Corbin	Jaynes, Ramona	ramona.jaynes@corbin.kyschools.us	Nelson	Dietrich, Stephanie	stephanie.dietrich@nelson.kyschools.us
Covington	Neff, Eric - Personnel Director	eric.neff@covington.kyschools.us	Newport	Tyndall, Christi D (Chief Academic Officer)	christi.tyndall@newport.kyschools.us
Crittenden	Clark, Vince - Instructional Supervisor	vince.clark@crittenden.kyschools.us	Nicholas	Sweeney, Sandy	sandy.sweeney@nicholas.kyschools.us
Crittenden	Driver, Tonya- Instructional Supervisor K-5, Title I Coord.	tonya.driver@crittenden.kyschools.us	Ohio	Bullock, Kara	kara.bullock@ohio.kyschools.us
Cumberland	Cash, Michelle	michelle.cash@cumberland.kyschools.us	Oldham	Neihof, Dorenda	dorenda.neihof@oldham.kyschools.us
Danville	Embree, Sandy	sandy.embree@danville.kyschools.us	Owen	Taylor, Reggie	reggie.taylor@owen.kyschools.us
Daviess	Francis, Jana Beth - DCPS	janabeth.francis@daviess.kyschools.us	Owensboro	Constant, Matthew - Assistant Superintendent of Instruction	matthew.constant@owensboro.kyschools.us
Dawson Springs	Ward, Jennifer	jennifer.ward@dawsonsprings.kyschools.us	Owsley	Davidson, Stacey	stacey.davidson@owsley.kyschools.us
Dayton	Wolf, Rick - Dayton Director of Teaching and Learning	rick.wolf@dayton.kyschools.us	Paducah	Shively, Donald - CO Dir Instruction	donald.shively@paducah.kyschools.us
Eberstadt	Jones, Vicki	vicki.jones@eberstadt.kyschools.us	Paintsville	Webb, Katie - Instructional Supervisor	katie.webb@paintsville.kyschools.us
Edmonson	Fitzpatrick, Alex	alex.fitzpatrick@edmonson.kyschools.us	Paris	Goode, Clay	clay.goode@paris.kyschools.us
Elizabethtown	Bush, Kelli	kelli.bush@etown.kyschools.us	Pendleton	Razor, Amy	amy.razor@pendleton.kyschools.us
Elizabethtown	Wood, Cora	cora.wood@etown.kyschools.us	Perry	Collett, Kristie	kristie.collett@perry.kyschools.us

Continuous Instructional Improvement Technology System (CIITS)

Elliott	Brammell, Brian	brian.brammell@elliott.kyschools.us	Perry	Johnson, Scott (Elementary Supervisor)	scott.johnson@perry.kyschools.us
Eminence	Coffee, Thom	thom.coffee@eminence.kyschools.us	Pike	Heise, Sherri J	sherri.heise@pike.kyschools.us
Erlanger	Molley, Chad --Erlanger Instructional Coordinator	chad.molley@erlanger.kyschools.us	Pikeville	Belcher, Mary	mary.belcher@pikeville.kyschools.us
Estill	Snowden, Margaret	margaret.snowden@estill.kyschools.us	Pineville	Goodin, Paula	paula.goodin@pineville.kyschools.us
Fairview	Prater, Kelli	kelli.prater@fairview.kyschools.us	Powell	Marcum, Kelly	kelly.marcum@powell.kyschools.us
Fayette	Bowen, Lori	lori.bowen@fayette.kyschools.us	Pulaski	Nicholas, Teresa	teresa.nicholas@pulaski.kyschools.us
Fayette	Flinn, Jennifer (Fayette)	jennifer.flinn@fayette.kyschools.us	Raceland	Cook, Lonnie - Worthington Elementary Principal	lonnie.cook@raceland.kyschools.us
Fleming	Gooding, Joy	joy.gooding@fleming.kyschools.us	Raceland	Dixon, Mickey - RWHS Principal	mickey.dixon@raceland.kyschools.us
Floyd	George, Ted (Director of Human Resources-CIO)	ted.george@floyd.kyschools.us	Raceland	Imes, Jill - Campbell Elementary Principal	jill.imes@raceland.kyschools.us
Fort Thomas	Webb, Ginger	ginger.webb@fortthomas.kyschools.us	Robertson	Ratliff, Garrick-DPP, DAC, IS	garrick.ratliff@robertson.kyschools.us
Frankfort	Crowe, Rich - Superintendent	rich.crowe@frankfort.kyschools.us	Rowan	Tapp, Larry - Assistant Principal	larry.tapp@rowan.kyschools.us
Franklin	Preston, Charley [Asst. Supt. Student Services]	charley.preston@franklin.kyschools.us	Russell	Adams, Tonya	tonya.adams@russell.kyschools.us
Fulton	Chambers, Patrice - Instructional Supervisor	patrice.chambers@fulton.kyschools.us	Russell Independent	Finley, Debbie	debbie.finley@russellind.kyschools.us
Fulton Independent	Garland, Donna - Principal	donna.garland@fultonind.kyschools.us	Russellville	Crump, Claudia	claudia.crump@russellville.kyschools.us
Fulton Independent	Miller, Deanna - DPP/Supv of Instr.	deanna.miller@fultonind.kyschools.us	Science Hill	Presley, Rita	rita.presley@sciencehill.kyschools.us
Gallatin	Spahn, Ray	ray.spahn@gallatin.kyschools.us	Scott	Southworth, Chip - Scott District Director of Secondary Curriculum	chip.southworth@scott.kyschools.us
Garrard	Rogers, Cindy	cindy.rogers@garrard.kyschools.us	Scott	Thompson, Matthew D - Assistant Superintendent of Student Learning	matthew.thompson@scott.kyschools.us
Glasgow	Tinsley, Michelle	michelle.tinsley@glasgow.kyschools.us	Shelby	French, Cindy	cindy.french@shelby.kyschools.us
Graves	Whitis, Carla - Assistant Superintendent of Secondary Education	carla.whitis@graves.kyschools.us	Silvergrove	Murray, Wesley-Silver Grove	wesley.murray@silvergrove.kyschools.us
Grayson	Purcell, Carla - DAC	carla.purcell@grayson.kyschools.us	Simpson	Grover, Jaxon	jaxon.grover@simpson.kyschools.us
Green	Patterson, Donna	donna.patterson@green.kyschools.us	Simpson	Smith, Shelina; DAC & Instructional Supervisor	shelina.smith@simpson.kyschools.us
Greenup	Baker, Matt - Federal Programs	matt.baker@greenup.kyschools.us	Somerset	Ham, Cindy	cindy.ham@somerset.kyschools.us
Hancock	Biever, Gina	gina.biever@hancock.kyschools.us	Southgate	Franke, Eddie - Southgate Public School Principal	eddie.franke@southgate.kyschools.us
Hardin	Breeding, Carla	carla.breeding@hardin.kyschools.us	Spencer	Abell, Chuck	chuck.abell@spencer.kyschools.us
Hardin	Reed, Chris	chris.reed@hardin.kyschools.us	Taylor	Benningfield, Troy L	troy.benningfield@taylor.kyschools.us
Hardin	Stephens, Tammy	tammy.stephens@hardin.kyschools.us	Todd	Taylor, Michael	michael.taylor@todd.kyschools.us
Harlan	Roark, Brent	brent.roark@harlan.kyschools.us	Trigg	Mangels, James R - Director of Student Services and Personnel	james.mangels@trigg.kyschools.us
Harrison	Hatter, JennyLynn - Supervisor of Instruction	jennylynn.hatter@harrison.kyschools.us	Trimble	Wilcoxson, Jessica - Assist. Super/DPP	jessica.wilcoxson@trimble.kyschools.us
Hart	Frank, Angela	angela.frank@hart.kyschools.us	Union	McCord, Georgiann	georgiann.mccord@union.kyschools.us
Hart	Waddle, Wesley	wesley.waddle@hart.kyschools.us	Walton-Verona	Sayler, Pam	pam.sayler@ww.kyschools.us
Hazard	Combs, Sondra	sondra.combs@hazard.kyschools.us	Warren	Goff, Kathy	kathy.goff@warren.kyschools.us

Continuous Instructional Improvement Technology System (CIITS)

Henderson	Swanson, Bruce - BOE, Director of Human Resources	bruce.swanson@henderson.kyschools.us	Washington	Ater, Lee Anne	leeanne.ater@washington.kyschools.us
Henry	McClure, Cricket - AstSupt	cricket.mcclure@henry.kyschools.us	Wayne	Griggs, Winona	Winona.Griggs@Wayne.kyschools.us
Hickman	Collins, Perry	perry.collins@hickman.kyschools.us	Webster	Saalwaechter, Kim	kim.saalwaechter@webster.kyschools.us
Hickman	Johnson, Janet	janet.johnson@hickman.kyschools.us	West Point	Stephens, Pamela	pamela.stephens@westpoint.kyschools.us
Hopkins	Clark, Jason	jason.clark@hopkins.kyschools.us	Whitley	Rickett, Paula	paula.rickett@whitley.kyschools.us
Jackson	Lakes, Keith N	keith.lakes5@jackson.kyschools.us	Williamsburg	Connell, Paula	paula.connell@wburg.kyschools.us
Jackson Independent	Watts, Susan (AP/DPP/DAC/PD Coordinator)	susan.watts@jacksonind.kyschools.us	Williamstown	Middleton, Misty	misty.middleton@williamstown.kyschools.us
Jefferson	Gerstner, Tiffany A	tiffany.gerstner@jefferson.kyschools.us	Wolfe	Carroll, Jennifer L	jennifer.carroll@wolfe.kyschools.us
Jenkins	Watts, Debbie	debbie.watts@jenkins.kyschools.us	Woodford	Cassady, Michelle	michelle.cassady@woodford.kyschools.us
Jenkins	Wright, Sherry	sherry.wright@jenkins.kyschools.us	Woodford	Hawkins, Scott	scott.hawkins@woodford.kyschools.us