



## North Central Ohio Computer Cooperative

1495 W Longview Ave ~ Suite 100  
Mansfield, OH 44906

T: (419) 747-8660 ~ F: (419) 747-8680

[www.ncocc.net](http://www.ncocc.net)

To: NCOCC Superintendents and Treasurers  
Re: Service Level Agreements and Local Area Network Contracts for FY '18

June 5, 2017

Dear NCOCC Superintendents and Treasurers,

Enclosed please find your district's Service Level Agreement and Local Area Network Contract for FY '18.

1) The Service Level Agreement includes the services your district subscribes to. The costs are calculated by taking the service fee and multiplying by your district's student head count. The student head count for the Student Service Fee (and DataMap and Virtual Classroom if you subscribe to these) is determined by Software Answers, the company that provides the ProgressBook Suite to us. Software Answers creates an account for every student that enters your district and that cumulative number is the basis for their student head count. All other service fees (fiscal, educational support, INFOhio and disaster recovery) are multiplied by a student head count as determined by the Ohio Department of Education. The ODE head count is taken from October of the previous fiscal year. Included within the Service Level Agreement are:

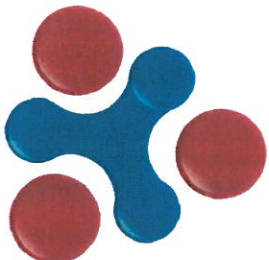
- a. Exhibit A: Specifies the components of each of the areas of NCOCC services
- b. Exhibit B: Breaks out the fee description for each of the services your district may subscribe to.
- c. Schedule 1: (the last page of the contract) Shows the total cost of the contract as well as the head count number used to calculate costs.

2) The Local Area Network (LAN) contract representing services that NCOCC provides to you are at zero dollars (if your district subscribes to this offering). The contract shows the various services that are provided to your district and the cost. However, as a member of NCOCC/Heartland COG, members pay nothing for these services. We would like to point out that most other ITCs do not offer LAN services at all or they charge additionally for those services.

If you have questions regarding your district's contract, please contact NCOCC Fiscal Coordinator Tammy Bole. Please sign both copies of the enclosed Service Level Agreement and the Local Area Network Agreement (if provided), retain one copy of each for your records and return one copy to NCOCC (it is very important that we get these returned from the auditors' perspective). If you prefer to e-mail the signed document back to us – that is fine. The NCOCC staff is honored to provide services to your district.

Sincerely,

Brent Winand, EdD  
Executive Directory  
NCOCC



*Enhancing success through the use of technology*