

# National School Management & Information System-dotShule®. Service Level Agreement (SLA)

For The School  
By  
DOTSAIDIA SYSTEMS LIMITED

**Effective Date:** DD, \_\_ / MM, \_\_ / 2017

## Approval

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Name, Designation & Signature	Approval Date
DOTSAIDIA SYSTEMS LIMITED Plot 512, Muteesa I Road, Nakulabye, Kampala - Uganda 0414 666 362	Service Provider		
School name, Address & Dotshule ID:	Customer (School)		

## Table of Contents

1. Agreement Background .....	3
2. Agreement Overview.....	3
3. Goals & Objectives.....	3
4. Stakeholders .....	4
5. Periodic Review.....	4
6. Service Agreement.....	4
6.1. Service Scope .....	4
6.2. Responsibilities of the School .....	5
6.3. Responsibilities of Dotsaidia Systems Limited.....	5
6.4. Responsibilities of the Ministry of Education.....	5
7. Service Management .....	5
7.1. Customer Requirements .....	5
7.2. Service Provider Requirements .....	6
7.3. Service Assumptions.....	6
7.4. Service Availability .....	6
7.5. Service Implementation.....	6
7.6. Service Support Requests .....	6
8. Service Fee .....	7
8.1. Service Fee Remittance.....	7
8.1.1 Internet Service Provision.....	7
8.2. Service Fee Utilization .....	7
8.3. Service Fee Payment.....	8
9. Capacity building and training.....	8
10. Termination of service.....	8

## 1. Agreement Background

In the process of promoting the adoption of Information and Communication Technology (ICT) in the education sector, the Government of the Republic of Uganda through the Ministry of Education, Science, Technology and Sports (MoESTS) entered into a Memorandum of Understanding (MoU) with Dotsaidia Systems (U) Ltd to implement and maintain the National School Management and Information System called dotShule®.

dotShule® is an Internet-based school e-administration system. It is universally accessible and involves all education stakeholders. It solves the challenges faced by schools in the process of carrying out their routine activities.

The system is sustained by parents/guardian through ICT development fees contribution. The parents/guardians have user accounts on the system for the purpose of improving school-teacher-parent-student relationship.

## 2. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between DOTSAIDIA SYSTEMS LIMITED and the School for the provision of IT services required to support and sustain the NATIONAL SCHOOL MANAGEMENT & INFORMATION SYSTEM (“dotShule®”).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

## 3. Goals & Objectives

The **purpose** of this Agreement is to ensure that proper elements and commitments are in place to provide consistent System service support and delivery to the School by DOTSAIDIA SYSTEMS LIMITED.

The **goal** of this Agreement is to obtain a mutual agreement for the System service provision between DOTSAIDIA SYSTEMS LIMITED and the School.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 4. Stakeholders

The following Service Provider, Customer, and Regulator will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**System Service Provider:** Dotsaidia Systems Limited (“Service Provider”)

**System Customer:** The school (“Customer”)

**System Regulator:** Ministry of Education, Science, Technology & Sports (“Regulator”)

## 5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. If this Agreement is to be reviewed, it should be reviewed once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

**Dotsaidia Systems Limited** (“Document Owner”) is responsible for facilitating reviews of this document.

Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

## 6. Service Agreement

The following are the responsibilities of the stakeholders in the ongoing support of this Agreement within the service scope.

### 6.1. Service Scope

The following Services are covered by this Agreement;

- i. Standard school e-administration system
- ii. Unlimited Internet
- iii. Bulk SMS and Email
- iv. School Website
- v. National School Directory

## 6.2. Responsibilities of the School

The school shall;

- i. Ensure correct digitization and accurate storage of school records.
- ii. Ensure the information is kept private by managing user accounts subjected to rules and regulations of the school and Dotsaidia services privacy policy.
- iii. Ensure continuous internet access and uninterrupted usage of the system.
- iv. Ensure that the ICT infrastructure needed to use the system is acquired and properly maintained.

## 6.3. Responsibilities of Dotsaidia Systems Limited

Dotsaidia Systems Limited shall:

- i. Develop, maintain and upgrade the system with new features as required by clients.
- ii. Maintain the system data centers and ensures the system security and client data is not compromised.
- iii. Ensure that the system users have access to the system all the time.
- iv. Provide the school with an unlimited internet throughout the year.
- v. Provide consultancy service(s) on acquisition and maintenance of the school ICT infrastructure.

## 6.4. Responsibilities of the Ministry of Education

The Ministry shall:

- i. Supervise the work of Dotsaidia Systems Limited in schools.
- ii. Encourage schools to use the standard school e-administration system.

# 7. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

## 7.1. Customer Requirements

Customer requirements in support of this agreement include:

- Payment of all support costs at agreed interval.
- The school shall avail at least Two (2) staff members working as System administrators at the school.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

## 7.2. Service Provider Requirements

Service Provider requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to the School for all scheduled maintenance.

## 7.3. Service Assumptions

Assumptions related to in-scope services include:

- Changes to services will be documented and communicated to all the stakeholders.

## 7.4. Service Availability

Coverage parameters specific to the services covered in this Agreement are:

- E-administration system: Unlimited user accounts for all school stakeholders, that is; teaching staff, support staff, students and parents/guardians. Its availability is 95% throughout the year.
- Internet access: Unlimited internet access throughout the year. The actual Internet access speed of a particular school is determined depending on the school scholar population.
- Bulky SMS and Email service: Messages for easy communication
- School Website: The school website is hosted on the dotSite® platform.
- E-Learning platform: Platform for e-teaching and e-learning materials such as Revision notes, Exercises and Holiday packages posted by teachers

## 7.5. Service Implementation

Dotsaidia Systems Ltd shall manage, maintain, and service the Internet account and access on behalf of the school.

## 7.6. Service Support Requests

In support of the services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 10 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

## 8. Service Fee

The program is sustained by parents through ICT fees.

### 8.1. Service Fee Remittance

Parents shall contribute a termly ICT System fee per child of at least Twelve thousand Uganda shillings (UGX12,000) to the school, the school shall remit Eight thousand shillings to Dotsaidia Systems Ltd and the balance retained by the school to cater for ICT infrastructure development and maintenance.

#### 8.1.1 Internet Service Provision

In effort to promote the adoption of ICT usage in schools, the Government of the Republic Uganda through Uganda Telecom Limited (UTL) subsidized internet cost for schools using dotShule®. However in circumstances where UTL is unable to provide internet, the school is advised to seek for a suitable Internet Service Provider. Under such circumstances, the school shall remit Six thousand shillings (UGX6,000) to Dotsaidia and the balance shall be retained as a contribution to Internet provision and school ICT infrastructure development.

### 8.2. Service Fee Utilization

Upon receiving the payment from the school, Dotsaidia Systems Ltd shall ensure that there is:

- i. Continuous access to the system from anywhere.
- ii. Access to unlimited Internet subject to Clause 8.1.1.
- iii. Listing the school on the National School directory.
- iv. Providing and hosting a school website on the dotSite® platform.
- v. Bulky SMS and Email services.
- vi. Continuous support to the school regarding system usage.

It is the responsibility of the school to ensure that there are computers in place and maintain the relevant school ICT infrastructure to operate the system using the portion of the service fee retained.

The ICT infrastructure required at school for the program includes:

- i. Brand new Laptop computers for staff members.
- ii. A school Local Area Network (LAN) to be used to access the system and the Internet in Classrooms, Staff-rooms, Library, Offices and in the Compound.

The school ICT infrastructure remains a school property.

### 8.3. Service Fee Payment

Dotsaidia Systems Ltd shall receive at least 50% of the Service Fee payment from the school within the first Four (4) weeks of every study term. The school shall pay at least 75% of the service fee within Eight (8) weeks and the balance payable before the end of the study term. All service fee Payments must be made through Dotsaidia Systems Limited bank account. Dotsaidia shall exempt 5% from the expected Service fee to cater for dependents and defaulters.

## 9. Capacity building and training

Apart from the general training workshops where each school shall send two teachers for induction to the program organized by Dotsaidia Systems Ltd, any subsequent teacher training(s) will be facilitated by the school.

## 10. Termination of service

In circumstances where the school fails to pay service fee, Dotsaidia Systems Ltd shall cut off all services covered in this agreement. However, the school shall continue accessing all the data and information already stored on the system.