

## Statewide Learning Management System: Section 3 - Support and Maintenance Requirements

Note: Functionality is mandatory except for those identified as "desired."

Functional Area	Detailed Functionality	Ability to Meet Requirement				
		As Delivered	w/ Third Party	w/ Customization	Only Partially Meets	Not Available
<b>Proposal Section 3</b>	<b>3-1.0 Support and Maintenance</b>					
	3-1.1 Provide access to existing customer support forums					
	3-1.2 Provide periodic or as needed technical communication to system performance and system availability issues related to DE LMS					
	3-1.3 Provide procedures for updating underlying platform and release notes are shared					
	3-1.4 Plan for regular, periodic upgrades to the solution to ensure the DE LMS receives the most current enhancements or fixes to the solution software					
	3-1.5 Input client data, collected, evaluated, prioritized and incorporated, into updated versions of the solution					
	3-1.6 Provide for a robust business and continuity/disaster recovery plan that accounts for a rating of Moderate Risk and the ability to execute the plan to ensure that Delaware data can be recovered quickly and completely in the event of a business interruption					
	3-1.7 Provide an escalation plan for issues that are unresolved in the agreed upon timeframe					
	3-1.8 Issue Reports including metrics: resolved issues, time taken to resolve, currently open issues, and issues escalated					
	3-1.9 Provide technical support to issue solutions including helpdesk services, online help features and other cost-effective support such as proactive real-time chat					
	3-1.10 Provide a plan for 24/7 call center support for users and at a minimum telephone support during normal business hours 7:00 am - 6:00 pm EST Monday-Friday					
	3-1.11 Provide a detailed ongoing training plan					
	3-1.12 Provide dedicated server resources for the solution that are not shared with other customers (i.e. dedicated web hosting , dedicated databases)					