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INTERLOCAL AGREEMENT FOR TECHNOLOGY, SKYWARD, AND PROFESSIONAL SERVICES

WSIPC

And

NWESD 189

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INTERLOCAL AGREEMENT FOR TECHNOLOGY, SKYWARD, AND PROFESSIONAL SERVICES

WHEREAS, the parties are public agencies authorized under Chapter 39.34 RCW, the Interlocal Cooperation Act, to enter into cooperative agreements for the joint performance of governmental functions, and desire to establish a government-to-government relationship for the provision of technology services;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, it is mutually agreed as follows:

GOVERNMENT TO GOVERNMENT RELATIONSHIP
This Agreement is entered into pursuant to the Interlocal Cooperation Act, Chapter 39.34 RCW, and establishes a government-to-government relationship between the parties. The services provided herein are exchanged between public agencies in the exercise of governmental authority, and this Agreement is not a contract for procurement subject to public bidding statutes.

Purpose
This Agreement describes the responsibilities and service level expectations between WSIPC and the Information Service Centers (ISCs), and between the ISCs and their school districts.

For the purposes of this Agreement:

- "Information Service Center (ISC)" refers to the participating regional service organization.
- "Participating School District" refers to an individual district receiving services through the ISC.
- "Licensee" refers to the entity or entities authorized to use WSIPC-provided software and services through the ISC, which may include the Information Service Center, a Participating School District, or individual schools or authorized users within those organizations.

This Agreement includes, but is not limited to, the provision of Skyward software, system hosting, infrastructure, cybersecurity services, training, reporting, and other technology and professional services delivered through the WSIPC Cooperative.

General Term of this Interlocal Agreement
The Agreement is made by and between WSIPC and the ISC. **The term of the Agreement is September 1, 2026, through August 31, 2027. Thereafter, the terms of the Agreement will automatically renew from September 1st through August 31st of each successive year.**

This term shall continue unless WSIPC or the ISC, on behalf of its participating school districts provides written notice to either party to terminate the Agreement. This notice must be provided to the ISC by March 15th of the same year termination is desired, at which time the school district agrees to continue paying Cooperative fees until August 31st of the same year. With approval, the district may extend the term of services beyond the date that notice of termination is given. Each extension must be at least two months long.

Amendments or Change Orders
The parties hereby expressly reserve the right to modify this Agreement by mutual agreement in writing.

Legal Compliance
WSIPC will perform Services in a manner consistent with applicable federal, state, and local laws and regulations, and with recognized cybersecurity standards.

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Fees & Payment Terms
During each year of the term, WSIPC will invoice ISCs monthly. **Payment is due 30 days following receipt of the invoice.** ISCs shall pay the fee established by the WSIPC Board of Directors. The annual FTE portion of the fee is variable and is calculated based on the total annual average FTE of the school districts that the ISC serves as reported by OSPI on the 1191ED Apportionment Report. An ISC can calculate the total cost by multiplying the fee by the annual average student FTE of each district the ISC serves. One twelfth of the annual cost will be invoiced for the first ten months of the Agreement. A final adjustment shall be made to the actual average annual FTE for the current year on the July and August invoices.

The fees that WSIPC and the ISCs collect are used to develop budgets and expend funds for the sole purpose of supporting, maintaining, and enhancing WSIPC's services and developing future services.

Rights to Participate in Joint Cooperative
As authorized by RCW 28A.320.080 (3) and RCW 28A.310.180 (3) (currently existing or hereinafter amended), group purchasing and/or bidding for data processing equipment and/or services, or related equipment and/or services, may be part of the activities of the Educational Service District (ESD) cooperatives. Members of these cooperatives may, at their own option, participate in the bidding/purchasing role of WSIPC, but will not be required to do so for any particular item(s).

Confidentiality
All materials furnished to WSIPC by the ISC and school district, pursuant to this Agreement, shall remain the property of the ISC or school district and shall not be disclosed to third parties except by written consent of the school district. These materials include, but are not limited to, computer files, reports, listings, and computer programs.

ISCs and WSIPC acknowledge that performance of Services under this Agreement may involve access to confidential information including personally identifiable information, student records, protected health information, or individual financial information. WSIPC and the Regional ISC will comply with State or Federal law/rules restricting the use and disclosure of such information.

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SOFTWARE & SYSTEMS: SERVICES & SUPPORT

SOFTWARE

Delivery. WSIPC, in conjunction with the ISCs, will ensure that the Software WSIPC provides complies with state reporting, budgeting, and personnel retirement requirements. WSIPC will install the Software either at a site hosted or purchased by WSIPC or at a locally designated site. All software modules supported under this Agreement by both WSIPC and the ISCs are documented in Addendum I.

Warranty. WSIPC warrants that upon delivery by WSIPC: (a) the Software will perform substantially in accordance with its written specifications established by WSIPC; and (b) the Software does not infringe any U.S. patent or copyright. WSIPC does not warrant that the Software is free from bugs, errors, or omissions. The exclusive warranties set forth in this paragraph apply only to the latest release of such items of Software, incorporating all corrections, updates, enhancements, and modifications made available by WSIPC.

Performance Remedy. As Licensee's exclusive remedy and WSIPC's entire liability, if any Software subject to the warranty set forth in Addendum I fails to comply with the warranty set forth, WSIPC will use reasonable efforts to correct the noncompliance (e.g., by furnishing an update, new release, enhancement, or modification of the noncomplying Software); provided that (i) Licensee notifies WSIPC of the noncompliance and (ii) WSIPC is able to reproduce the noncompliance on the hardware for which the Software was designed. If after the expenditure of such reasonable efforts and the expiration of a reasonable time period WSIPC is unable to correct any such noncompliance, WSIPC will refund to Licensee a pro rata portion of the license fee paid by Licensee during the then current Year for that portion of the Software found to be noncomplying. Such refund will be in full satisfaction of all claims of Licensee relating to such noncompliance.

Grant & Limitations. WSIPC grants to the ISC a nontransferable, nonexclusive license during the Term to use the software and documentation for ISC and school district data operations. The ISC or school district will not disclose or make available any software or documentation associated with this Agreement to any parties or persons not using the same on behalf of the school district. Nor will the ISC or school district change, modify, or alter any software without prior written permission from WSIPC. In short, the ISC or school district agrees that it shall safeguard all proprietary materials being serviced by WSIPC and shall not infringe on or violate any vendor license agreements WSIPC has entered into on their behalf. If a vendor working on behalf of an ISC or school district needs to access data in a way not provisioned through the software, the vendor will be required to sign a Non-Disclosure Agreement with WSIPC.

Software Updates. WSIPC agrees to keep current with software licensed from Skyward and will install new versions on a timeline that will be communicated to ISCs and school districts.

School District Workstations. Addendum II lists configuration requirements for devices and their software that school district personnel use to access WSIPC's software offerings.

SERVICES

Hardware Hosting. District ISCs have the option for WSIPC to provide hardware hosting for an additional fee. If a District ISC selects this option, an Addendum to the ILA will be created with details of the hosting agreement.

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Educational Materials. WSIPC will provide software educational materials available in digital and/or printed forms as needed by the ISC and local school district. In this case, "as needed" means that educational materials will only be updated in the event of a major release or due to modifications specific to Washington.

Training. WSIPC will provide training to designated ISC staff that enables them to train and support a school district's end users. WSIPC may offer this training at a designated training site, or online using other web-based technology. ISCs will then offer training to their school districts. WSIPC will make available a Training and Learning Area (TLA) for each ISC to help the ISC customize training for its end users. Availability of on-demand support and training is the best service-oriented model for our customers.

The narrative below outlines the training phases:

Phase I: Foundational Understanding
These sessions include a basic understanding of primary functions within the Cooperative software offerings.

Phase II: Conceptual Variances
These sessions build on the knowledge gained in Phase I to ensure new concepts and operations are understood.

Phase III: Business Process Integration
These sessions explore the integration of district operations with the Cooperative software offerings.

Reporting. WSIPC will provide reports that impact a majority of the school districts in the Cooperative, are supported by the software design, and which are defined and mandated by legislative statute or an official state agency (e.g. OSPI) where clearly defined reporting specifications are provided. Such reports are formal, often required for compliance with state education laws or regulations, and serve official administrative, monitoring, or policy-making purposes. WSIPC will work with state agencies and affected partner organizations to gather requirements for the report. WSIPC will inform ISC staff of any mandated changes through statewide forums, email, and postings in SharePoint. WSIPC and the ISCs will share the information with all Cooperative member school districts.

Custom Reports and Imports. Any agency may request the creation of a custom report, import, or export. Such services may incur an additional fee. If an agency chooses to proceed with a request, the request will be considered, requirements will be gathered, and a quote for the work will be provided.

Testing
To ensure the release of quality software from Skyward to WSIPC, WSIPC may request help from the ISCs for limited testing of updates to the Student and Business product suites, including state reporting.

SUPPORT

The Cooperative's model has skilled support and training resources available to provide immediate response and intimate knowledge of customer needs. Support from WSIPC and the ISCs will cover Skyward school management software provided through the WSIPC Cooperative. WSIPC will provide direct support to designated ISC staff, as outlined in Addendum V of the ILA Agreement, and ISCs will provide support to their district(s). If an issue cannot be resolved at a particular level it will be escalated to the next support level for resolution. Issues will be reported to WSIPC using WSIPC's web-based issue tracking system. District ISCs should refer to Addendum VI for additional requirements.

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Following are the defined levels of tiered support:

Tier 1 Support
This is the initial point-of-contact support level for customer issues. When a school district needs to report an incident related to the application and/or infrastructure, they contact either their Regional or District ISC support staff. Technical Support Specialists, at the Tier 1 level, provide essential support on Skyward software dispersed through the WSIPC Cooperative, and have the skills to quickly triage an issue and determine its tiered classification. Tier 1 support personnel serve as the local K-12 experts on how the software applications are used in their district or region, and provide analysis and investigation of application issues, troubleshooting, and end-user training for the districts they serve. The goal for this group is to handle 70-80% of end-user questions before finding it necessary to escalate the issue to a higher level.

Tier 2 Support
Tier 2 support is performed by WSIPC staff and is the next level of technical support after Tier 1. Tier 2 Analysts and Technical Support Specialists assist Tier 1 staff in solving technical questions, investigating software or data issues, and researching and developing solutions to new or unknown issues. Additionally, Tier 2 staff provide support for configuration issues, data manipulations, network and system performance, code set troubleshooting, etc. Tier 2 staff are responsible for training and educating Tier 1 support staff as well as evaluating software defects and documenting and reporting issues to Tier 3.

Tier 3 Support
Tier 3 support is the final escalation for incident resolution in regard to all aspects of the application and infrastructure. Escalation to Tier 3 often represents an escalation to a hardware or software vendor, or to a specialist within WSIPC. Resolution by Tier 3 might include defect corrections, data manipulations, program analysis, or hardware replacement.

Normal Support Hours for WSIPC: **Monday – Friday 7:30 A.M. until 5:00 P.M.**

After Hours and Holidays: WSIPC will provide an After Hours Contact List for any incidents requiring immediate response.

The After Hours Contact list can be found on SharePoint.

Service Request

To request support during Normal Support Hours, the following points of contact will be used:
Toll Free Support Hotline: 1-855-270-0823 **BMC FootPrints:** https://support.wsipc.org

Product Support	**Systems & Network Infrastructure**
Phone: 425-349-6460	Phone: 425-349-6510
Email: productsupport@wsipc.org	Email: wsysnet@wsipc.org

Performance Standards
The following defines the goals for the standard of service that WSIPC will provide to ISCs. The ISC sets the initial severity on each service request to WSIPC. WSIPC evaluates the initial severity level and reserves the right to adjust it based on the criteria listed below. However, if WSIPC adjusts the severity, WSIPC will contact the ISC to explain the reason for the adjustment. The severity levels are defined below:

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Critical
A critical incident meets any of the following conditions:

- Productivity has stopped
- District or agency cannot continue work
- Data is corrupt
- Financial controls are impaired
- System security has been compromised

WSIPC will acknowledge receipt of a Critical incident within thirty minutes during normal support hours and within one hour during after-hours. Thereafter, WSIPC will work with the ISC to keep them informed as updates are available until the problem is resolved. If the ISC has used the WSIPC incident tracking system to submit a Critical incident after hours, the ISC must also use the After Hours Contact List to contact WSIPC by text and/or phone.

WSIPC will work extended hours in order to resolve a Critical incident. Extended work hours require the ISC and school district staff who originated the incident to remain available and participate in resolution of the incident.

High
A high incident meets any of the following conditions:

- Productivity is significantly impaired but is proceeding
- A work stoppage may occur if the incident is not resolved quickly
- The incident affects, or is of concern to, a majority of school districts
- The incident may cause a security problem if not resolved quickly
- Private information may be disclosed if the incident is not resolved quickly

WSIPC will acknowledge receipt of a High incident within one hour during normal support hours. WSIPC will provide an update every four hours during normal support hours until the problem is resolved. A resolved incident is one for which a resolution has been identified and is scheduled for release.
Information received in an update for Critical or High incidents will include at a minimum: personnel assigned, resolutions being investigated, escalation beyond Tier 2, and estimated time of completion (if known).

The ISC will in turn report and update the originating school district on progress being made. WSIPC and the ISC may determine the two- or four-hour update is too frequent and may choose to change the frequency or opt out of the updates until new information on the incident is available. This determination will be entered into the ticket.

Normal
A normal incident meets the following condition:

- The incident only modestly reduces productivity

Incidents classified as Normal will generate an automated electronic response acknowledging WSIPC's receipt of the incident. Normal severity tickets escalated to Skyward will be closed once confirmation of a defect exists. Normal severity tickets escalated internally to State Reporting or Technology Services are not closed when a PR number is assigned. WSIPC will monitor incidents classified as Normal to see if the incident is being

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reported frequently. If the same issue is reported frequently within a short time, WSIPC may update the severity of the issue to High.

SMS 2.0 users will likely see a delay in response time for normal tickets due to migration to Qmlativ.

Resolution
WSIPC and the ISCs will work diligently to resolve all Critical and High incidents. Due to the complexity of certain incidents, a formal guarantee of resolution cannot be provided.

WSIPC will work extended hours in order to resolve a Critical incident. Extended work hours require the ISC and school district staff who originated the incident to remain available and participate in resolution of the incident.

The following goals are established for resolution of Critical and High incidents:

- **An incident reported as Critical will be resolved within 24 hours**
- **An incident reported as High will be resolved within 72 hours**

Upon resolution of any incident, WSIPC may inform the ISC of the resolution and potential cause.

Monitoring
WSIPC will monitor the services described above and perform a measurement based on the incidents received in the WSIPC service tracking system. WSIPC will monitor these performance standards and report them monthly to the WSIPC Governance.

SYSTEM AVAILABILITY
Normal: Monday – Friday; 6:00 A.M. – 6:00 P.M.
Defined as primary school district work hours during which no elective downtime is done by WSIPC.

Evening/Weekend/WSIPC Holiday: Monday-Friday; 6:00 P.M. – 11:00 P.M.; Weekends: 6:00 A.M. – 11:00 P.M.
Defined as hours during which elective downtime can be scheduled with one week's notice. End-users can access the application. Individual components of a redundant group may be unavailable. Approval is required by the affected ISC Director(s). Advance communication will be sent to the ISC Director(s) and WSIPC departments. At the conclusion of the downtime, a communication will be sent to this same group.

Late Night: Monday – Sunday; 11:00 P.M. – 6:00 A.M.
Defined as hours during which backups, system reboots, and maintenance can occur. Elective downtime may be scheduled with same-day notice. Services may be unavailable. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to this same group.

SMS 2.0 Release Saturday; 12:00 A.M. – 9:00 P.M.
Defined as a three-time yearly period during which SMS 2.0 application software, hardware, and operating system maintenance is performed. Expect services to be unavailable. Approval is required by the ISC Director(s) and WSIPC Operations department heads. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to all data centers and WSIPC Operations departments. The approved downtime schedule will be communicated regularly throughout the year to reduce the number of surprises to Cooperative members.

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Qmlativ Releases

WSIPC Qmlativ software update releases are an automated function. WSIPC has designated the timeframe of 11 P.M. to 5 A.M. for these functions. The frequency of releases is biweekly, and patches when needed. Timing can change at the direction of Skyward.

Emergency Downtime

Emergency downtime can be performed for degradation of hardware or software components for which either of the following is true:

- The software or hardware is part of the failover system for a mission-critical system
- The software or hardware is a single point of failure for a mission-critical system

Emergency downtime can be requested between the hours of 6:00 PM and 6:00 AM with same-day notice or for an agreed upon elected time with same-day notice. Advance communication will be sent to the ISC Director(s) and WSIPC Operations departments. At the conclusion of the downtime, a communication will be sent to this same group.

Service Continuity

In the event of complete failure of SMS 2.0 centralized hosting provided by the Cooperative, a failover system is in place for limited mission-critical access to core software and data systems. Backup or redundant capacity exists for database, servers, and network. This failover capacity will only be used for dramatic and sudden system failure of the primary hosting center, but will not be utilized during normal, routine, or scheduled downtime. WSIPC also has a redundant network link to provide connectivity to SMS 2.0 in the event of an outage with the primary K-20 circuit. Virtual Router Redundancy Protocol (VRRP) communicates to two routers, K-20's 10GB router and the Comcast router connected to a provisioned switch.

WSIPC PURCHASING PROGRAM

The WSIPC Purchasing Program connects education and public agencies to a network of technology partners, leveraging the power of the WSIPC Cooperative to provide competitively bid goods and services at a reasonable cost.

Each vendor who becomes a part of the WSIPC Purchasing Program has been awarded a bid contract through an official competitively bid RFP process in compliance with Washington State Procurement RCWs.

For more information and a current list of vendors, visit the WSIPC website:
https://www.wsipc.org/purchasing

WSIPC SAAS MODULES

WSIPC may provide additional software to enhance or supplement WSIPC's standard offerings. The costs for these optional offerings are in addition to the normal FTE fee. Fees for optional SaaS modules are also variable and follow the same general terms of this Agreement. Refer to Addendum I for the current listing of SaaS software offerings.

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AGREEMENT AUTHORIZATION

This written Agreement constitutes the mutual agreement of WSIPC, the Information Service Centers, and the local school districts. No alteration or variation of the Terms of this Agreement and no oral understanding or agreements not incorporated herein shall be binding unless made in writing and signed by WSIPC, the Information Service Center, and the school district.

Neither party to this Agreement shall assign their rights or delegate their performance obligations under this Agreement nor shall they sublet this Agreement as a whole.

Date: 9/1/2026

LICENSEE:

NWESD 189

Signed by:
Ismael Vivanco
0EF5F61D5CAE402...

Superintendent

Address: NWESD 189
1601 R Avenue
Anacortes, WA 98221

By:

Its:

Address:

WSIPC:

Chief Executive Officer

Address: Chief Executive Officer
WSIPC
2121 W. Casino Road
Everett, WA 98204-147

Initial
RP
8/21/2026

DS
9/1/2026

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Cooperative Supported Skyward Products

Skyward Common Suite (available in both Business and Student Product Suites) – SMS 2.0

- Application Programming Interface (SaaS offering for some features)
- Custom Forms
- Data Mining
- Mobile Solutions
- Security
- SkyBuild
- SkyDoc
- System Configuration
- Task Manager

Skyward Common Suite (available in both Business and Student Product Suites) – Qmlativ

- Application Programming Interface (SaaS offering for some features)
- Customization
- Dashboard
- Demographics
- District
- Health Records
- Message Center
- Mobile App
- Online Forms
- Process Management
- Reporting
- Security
- System
- Workflow

Skyward School Business Suite – SMS 2.0

- Account Management
- Accounts Payable
- Accounts Receivable
- Bid Management
- Budget Management
- Calendars
- Employee
- Employee Management

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- Employee Access
- Fast Track
- Fixed Assets
- General Inputs
- Inventory
- Payroll
- Position Request
- Professional Development
- Purchasing
- Salary Negotiations
- Substitute Tracking
- Time Off
- Third Party Applicant Import (SaaS Offering)
- True Time
- Vendors
- Year End

Skyward School Business Suite – Qmlativ

- Account
- Accounts Payable
- Accounts Receivable
- Applicant Tracking
- Asset
- Budgeting
- Employee
- Employee Access
- Fixed Assets
- Import Employee Third Party Data (SaaS Offering)
- Payroll
- Position
- Purchasing
- Staff Planning
- Substitute Tracking
- Time Off
- Time Tracking
- Vendor
- Warehouse
- Year End

Federal Reporting – Business

- 1099
- 1099NEC
- 941

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- Affordable Care Act (1095)
- Civil Rights Data Collection (CRDC)
- EEOC
- W-2

Washington State Reporting – Business

- Budget Status Report
- Child Support
- County Treasurer
- Department of Revenue Use Tax Accrual and ACH Addenda
- F-195 SPI Budget File Extract
- F-196 SPI Year End Extract
- F-200 SPI Budget Extension Extract
- S-275 Submission
- New Hire Submission
- WA Leave and Care Reporting
- Quarterly Wage Detail
- Retirement Transmittal (DRS)
- School Employee Benefits Board (SEBB) Submission Reporting: HCA Eligibility, Health Equity, Navia, MetLife, The Standard
- Standard Occupational Classification (SOC) Reporting
- Workers' Compensation Report
- DRS Census Audit
- Union Affiliation Report

Skyward Student Information System – SMS 2.0

- Academic Standards
- Activities
- Attendance
- Busing
- Career Planning
- Childcare
- Course Learning Center (SaaS Offering)
- Current Scheduling
- Curriculum and Assessments
- Curriculum Mapping (SaaS Offering)
- Discipline
- District to District Student Transfer
- Educator Access
- Family Access
- Fee Management
- Food Service
- Future Scheduling

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- Grading
- Graduation Requirements
- Gifted and Talented
- Guidance
- Lesson Plans
- Lockers
- Message Center
- New Student Online Enrollment (SaaS Offering)
- Obligations
- Response to Intervention (SaaS Offering)
- Secondary Gradebook
- Section 504
- Skylert
- Special Education
- Special Programs
- Staff
- Standards Gradebook
- Student Access
- Student Demographics
- Substitute Assignment
- Survey
- Textbooks
- Year End

Skyward Student Information System – Qmlativ

- Activity
- Assessments
- Attendance
- Conference
- Curriculum
- Discipline
- Enrollment
- Family Access
- Family
- Fee Management
- Food Service
- Gradebook
- Grading and Report Cards
- Graduation Requirements
- Guidance
- Multi-tiered System of Support (MTSS)
- New Student Enrollment (SaaS Offering)
- Portal Access

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- Scheduling
- Section 504
- Skylert
- Special Education State Reporting Elements only (Core)
- Special Education Full Module (SaaS Offering)
- Special Programs
- Staff
- Student Access
- Student
- Teacher Access
- Transportation
- Year End

Federal Reporting – Student

- Civil Rights Data Collection (CRDC)

Washington State Reports – Student

- Assessment of District Health Services
- CEDARS (Comprehensive Education Data and Research System)
- Food Service Verification Collection
- National School Lunch and Breakfast Program State Claim
- P-223 Monthly School District Enrollment Report
- P-223H Monthly Special Education Enrollment Report
- State Student Identifier (SSID) Export/Import
- Truancy Petitions for State Reimbursement
- Washington Standardized High School Transcript
- High School Student Directory Information
- DOH Student Directory

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WSIPC
Inspired by education.
Empowered by technology.

WSIPC Workstation Guidelines

(Revision Date: 3/4/2025)

Overview

This document provides planning and support guidance regarding specifications for PCs, Macintoshes, and printers for use in the WSIPC Enhanced Skyward Point and Click (WESPaC), Skyward SMS 2.0 Web Application, Qmlativ, and the IEP.Online environments.

Audience

Information service centers and district technology support staff.

Introduction

This document provides information service centers and district staff with specific guidelines for the configuration of PCs, Macintoshes, and printers for use in the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, and IEP.Online environments. These guidelines represent a reasonable baseline for client configurations that will produce adequate performance under most circumstances. It is envisioned that this will be a "living" document that is regularly updated as new information emerges about the needs of the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, My School Data, and IEP.Online products and as new factors emerge for consideration in the Workstation Guidelines (new operating system revisions, processor capabilities, web browser types and versions, etc…).

Newer, unlisted versions of operating systems and browsers may require changes to the WESPaC, Skyward SMS 2.0 Web Application, Qmlativ, and IEP.Online products before they are supported. Technology staff are cautioned not to assume that newer versions will work immediately. The proper forum to request specific additions to the Workstation Guidelines is through the WSIPC Information Technologies Special Interest Group (WSIPC IT SIG).

All possible configurations of operating system, memory, processor speed, and other factors cannot be envisioned in this document, and district technology staff will have to exercise some level of judgment in the interpretation of "adequate" performance.

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WSIPC Workstation Guidelines

Windows	**Windows 11**	**Windows 10**
Hardware	Operating System minimum requirements, Physical Network Connection.	
Video	17 inch or larger display. 1024 x 768 resolution or higher is optimal.	
Printer	Networked HP LaserJet printers supporting TCP/IP and PCL 6.	
RDS Client	Microsoft Remote Desktop Client (MSTSC). Windows Desktop Client (MSRDC) and the Microsoft Store Client (URDC) are not supported.	
Microsoft Office	Microsoft Office 2016 – 2021/365.	
Remote Desktop Web Interface	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
Web Browser *Skyward Web SMS 2.0*	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
Web Browser *Skyward Qmlativ*	Edge Current Version Firefox Current Version Chrome Current Version	Edge Current Version Firefox Current Version Chrome Current Version
My School Data	Firefox Current Version Chrome Current Version Edge Current Version	Firefox Current Version Chrome Current Version Edge Current Version

Macintosh	**Mac OS 11.X to 13**
Hardware	Operating System minimum requirements, Physical Network Connection.
Video	17 inch or higher at 1024 x 768 resolution.
Printer	Networked HP LaserJet printers supporting TCP/IP and PCL 6 or PCL 5e.
RDS Client	Current Version of Microsoft Remote Desktop available on the AppStore.
Microsoft Office	Microsoft Office 2016 – 2021/365.
Remote Desktop Web Interface	Safari, Edge, Firefox, or Chrome Current Version.
Web Browser *Skyward Web SMS 2.0*	Safari Current Version Edge Current Version Firefox Current Version Chrome Current Version
Web Browser *Skyward Qmlativ*	Safari Current Version Edge Current Version Firefox Current Version Chrome Current Version
My School Data	Safari, Edge, Firefox, and Chrome Current Version.

* *Skyward Web Based Food Service Point of Sale (POS) must meet the following minimum hardware requirements: Dual Core 1.6GHz or faster with RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit).*

* *Skyward does not support beta versions of Operating Systems or Web Browsers.*

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IEP.Online Workstation Guidelines

Hardware	The physical hardware (memory, disk space, and processor) must be appropriate for the operating system installed.	
Video	17 inch or higher at 1024 x 768 resolution.	
Web Browser	**Minimum Browser Version**	**Recommended Browser Version**
		Edge 20+
	Firefox 10	Firefox 39+
	Chrome 16+	Chrome 45+
	Safari 5+	Safari 7+
	iOS 5.1+	iOS 8+
Other Software	Adobe Reader 7 or higher.	
Browser Settings	**Note**: Network Cache / Proxy Server: For all computers, you must disable proxy / cache server use and/or bypass the proxy server for IEP.Online. Local Cache: **Firefox, Chrome, Safari** ▪ Edit Menu / Preferences / Advanced / Cache / Document in cache is compared to document on network "Every Time" Cookie Settings: **Firefox, Chrome, Safari** ▪ Accept all cookies ▪ Enable JavaScript / Scripting	

For IEP.Online to function properly, the client browser or pop-up blocking software must be configured to allow pop-up windows from IEP.Online. This includes native browser functionality, as well as toolbars such as Yahoo and Google.

Your technical staff may address any questions they have to:

WSIPC Technology Services
425-349-6510
wsysnet@wsipc.org

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Automated Password Management

WSIPC supports an Automated Password Management (APM) program that offers the capability of preloading WSIPC and Regional Information Support Center (ISC) support user accounts to customer databases. Since this is an opt-in service, WSIPC has added an addendum to verify that permission annually.

The APM capability is provided as a support tool for the Cooperative. It does create accounts with privileged access. WSIPC wants to be respectful of District ISC, Regional ISC, and school district security concerns.

APM passwords are updated every 6 months. Password length is from 12 to 16 characters and complexity is required. This includes at least 2 numbers and 2 special characters. Accounts comply with district Multi-Factor Authentication (MFA) settings. Audit reports are generated and reviewed daily for APM account usage.

District and Regional ISCs will have the option of opting in for this service for their own Qmlativ or SMS 2.0 database. During the course of the period covered by this ILA, District and Regional ISCs can opt out of this feature by notifying WSIPC.

WSIPC will remove APM access for terminated employees as soon as possible upon notification of separation. For other employees leaving WSIPC (e.g., resignation or retirement), APM access will be removed within 2 business days of the employee's departure date or notification, whichever occurs first.

Regional ISCs have 3 options.

1. Regional ISCs can opt in for all of their supported districts. By selecting this option, the Regional ISC is confirming that they have the permission of their districts for these accounts to be provisioned. During the course of the period covered by this ILA, Regional ISCs can opt out any or all of the districts originally specified.

2. Regional ISCs can opt out any districts that do not wish to have the accounts provisioned in their database. By selecting this option, the Regional ISC is confirming that they have the permission of the districts for accounts to be provisioned for those districts that did not opt out. During the course of the period covered by this ILA, Regional ISCs can opt out any or all of the districts originally specified.

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3. Regional ISCs can opt out all supported districts. Please notify WSIPC via an email to wsysnet@wsipc.org or a ticket when staff changes occur so that employees can be added or removed in a timely manner.

<Insert District ISC/Regional ISC Name>	NWESD 189
Selected Option:	Option 1
By:	Signed by: Ismael Vivanco 0EF5F61D5CAE402...
Its:	Superintendent

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Designated Communication Receivers

This addendum designates the Information Service Center (ISC) staff that will receive emergency notifications from WSIPC. Please complete this form and return it to WSIPC. This list will be used by WSIPC to initiate contact with the ISC for the purpose of identifying issues within a production database and for emergency notifications. For example, if WSIPC needs to contact someone at an ISC regarding a data manipulation that needs to be performed as defined by WSIPC, then this list would be used. This list should not be used for issues which are being worked on by staff and/or have been initiated by the ISC staff. Instead, those communications should be directed to the staff member(s) who are actively working this issue with WSIPC staff.

Please send any changes to productsupport@wsipc.org and srowe@wsipc.org. Thank you.

<District ISC / Regional ISC> **DATE (mm/dd/yy):**

ASP Infrastructure Coordinator			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:
ISC Management			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:
Fiscal			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:
Human Resources			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:
Operations			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:
Student			
Primary:	Phone:	Email:	After Hours Phone:
Backup:	Phone:	Email:	After Hours Phone:

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Information Service Center Support Staff

This addendum identifies the Information Service Center (ISC) Tier 1 support staff authorized to interact with WSIPC Support Teams for the purposes of support, training, and communications. Tier 1 Support Staff may be designated to receive Training, Support, and/or Email Communications, as indicated in this addendum.

NOTE:
Support staff designated in the following areas will receive access to the designated tools.

- **The designation of Training provides access to SharePoint and staff can attend any training offerings offered by WSIPC.**
- **The designation of Support provides access to Zoho (issue tracking tool) and staff can submit support requests to WSIPC.**
- **The designation of Email will add staff to Product Support Email Distribution Lists, to receive email communications from WSIPC.**

Please send any changes to productsupport@wsipc.org and srowe@wsipc.org. Thank you.

<District ISC / Regional ISC> **DATE (mm/dd/yy):**

NAME	TITLE	PHONE	EMAIL	SUPPORT AREA(S): -ASP -FIS -HR -STU -MGMT	RECEIVE THE FOLLOWING: -Training -Support -Email Communications
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
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					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐

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NAME	**TITLE**	**PHONE**	**EMAIL**	**SUPPORT AREA(S):** -ASP -FIS -HR -STU -MGMT	**RECEIVE THE FOLLOWING:** -Training -Support -Email Communications
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐
					Training ☐ Support ☐ Email ☐

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District Service Center Requirements

As WSIPC brings on a Board approved District Informational Service Center (ISC), there is a direct impact on WSIPC's ability to maintain support and maintenance levels for all Information Service Centers (ISCs).

Therefore, a minimum set of District ISC operational requirements exists to ensure WSIPC continues to retain or exceed service level requirements for all customers.

Operational requirements include the following:

I. Staffing Levels

District ISC agrees to maintain a sufficient number of dedicated and trained staff to support WSIPC's software solutions. The District is required to provide all Tier I support as documented in the Interlocal Agreement (pg. 5 of ILA under "Support").

Minimum requirements for FTE dedicated to Skyward:

District FTE Range	Student Support Staff	Finance-HR Support Staff	ASP Coordinator (if self-hosting)
0 – 6,000	1	1	.5
6,001 – 15,000	1.5	1.5	.5
15,000 – 28,000	2	2	1
28,001 – and higher	2.5	2.5	1

II. Support Threshold

WSIPC will monitor Tier II escalations every 90 days for the first year. Following year 1, WSIPC will establish a Tier II ticket baseline.

WSIPC will monitor support needs from the District and reserves the right to increase the FTE fee if staffing levels fall short of requirements.

III. Tier I Support Responsibilities

Tier 1 support staff – often serving in analyst, coordinator, or specialist roles – provide essential technical support on Skyward software delivered through the Cooperative and have the skills to quickly triage issues and determine appropriate tiered classification.

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Tier 1 responsibilities include:

- Receiving and triaging district support requests
- Investigating and troubleshooting application issues
- Determining severity and escalation needs
- Providing end-user guidance and training
- Resolving the majority of end-user questions prior to escalation

Tier 1 Escalation Expectations

When escalating an issue to Tier 2, Tier 1 support staff are expected to perform initial investigation and validation to support efficient resolution. Escalated requests should include sufficient documentation to demonstrate that the incident has been reviewed, analyzed, and where possible, reproduced at the Tier 1 level.

At a minimum, Tier 1 escalation documentation should include, when applicable:

- A clear description of the issue and observed behavior
- Steps taken to reproduce the issue and whether the issue is consistently reproducible
- Relevant screenshots, error messages, logs, or reports
- Identification of affected users, processes, or reporting timelines
- Summary of troubleshooting steps already performed and outcomes
- Any known workarounds or mitigating actions attempted

Providing complete and accurate escalation information enables WSIPC Tier 2 staff to more quickly assess impact, identify trends, and determine appropriate next steps, including defect evaluation or further escalation.

WSIPC may request additional information before proceeding with Tier 2 investigation if required documentation is incomplete.