**Service Level Agreement (SLA)**

**Between**

**Department of Administration**

**Enterprise I.T. Services**

**And**

**[Insert Customer]**

**For Use and Support of**

**Siteimprove**

**Effective [enter date]**

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# 1. Background

The Department of Administration (ADMINISTRATION), pursuant to the Nevada Constitution and by the authority of the executive branch of government for the State of Nevada, oversees the State enterprise web platform used by most executive branches of government for the State of Nevada. This role includes the establishment of statewide policies and procedures for other agencies, including information technology and public records, and coordinating web-related Americans with Disabilities Act (ADA) compliance activities for the executive branch.

The National Federation of the Blind (NFB) and its members believe that the State of Nevada is not meeting its obligations under Title II of the ADA and Section 504 of the Rehabilitation Act (Section 504) regarding providing website accessibility for the disabled. The NFB has identified areas of concern and recommended remediation actions that need to be addressed and resolved. ADMINISTRATION, through the Enterprise I.T. Services Division (EITS) has implemented a Siteimprove Monitor environment and other tools, policies and procedures to address these areas of concern.

# 2. Purpose

The purpose for this Service Level Agreement (SLA) between EITS and **[Enter Agency Name Here]** (CUSTOMER) is to: 1) establish a commitment for technical support as it relates to the Siteimprove Monitor environment; 2) set the roles and responsibilities for the use of the Siteimprove Monitor environment; and 3) set the terms and conditions for the issuance of licenses to use the Siteimprove Monitor environment.

# 3. Roles & Responsibilities

1. Parties
   1. The parties affected by this SLA are:
2. State of Nevada, Department of Administration, Enterprise I.T. Services (EITS)
3. CUSTOMER obtaining a Siteimprove Monitor license and account through the execution of this SLA.
4. Roles
   1. EITS
5. EITS role will be to manage and maintain the tools, policies and procedures related to the remediation actions recommended by the NFB.
   1. CUSTOMER
6. CUSTOMER’s role will be to manage and maintain its website(s) for ADA compliance using the tools, policies and procedures implemented by EITS
7. Responsibilities
   1. EITS Covered Services
8. Siteimprove Help Desk Support
   1. [support@siteimprove.com](mailto:support@siteimprove.com) (855) 748-3467
9. State Web Help Desk Support
   1. [Stateweb@admin.nv.gov](mailto:Stateweb@admin.nv.gov) (775) 684-7323
   2. EITS Web Team Responsibilities
10. Create and maintain the Siteimprove Monitor landing page
    1. <http://adanew.nv.gov/Siteimprove/Siteimprove/>
11. Create and manage Service level agreements for the distribution of Siteimprove licenses
12. Create and manage user accounts within the EITS Siteimprove Monitor platform
13. Provide training page, training options and materials regarding accessibility
    1. Live and on-demand webinars
    2. Training documents
    3. Training videos
    4. Remote training via screen share
    5. Tutorials within the Siteimprove Monitor platform
    6. Siteimprove Academy
    7. CUSTOMER Responsibilities
14. Designate a Point of Contact (POC) responsible for remediation of CUSTOMER websites and all website content
    1. This responsibility extends to all divisional websites within that department
15. Use the Siteimprove Monitor platform to remediate online web content
    1. Must take courses offered in Siteimprove Academy
16. Use Adobe Acrobat Pro to remediate all PDFs
    1. CUSTOMER is responsible for obtaining its own Adobe Acrobat Pro license(s)
17. Follow best practice standards and guidelines for the Siteimprove Monitor platform
18. Obtain the required training
    1. ADA Accessibility Course in NVeLearn (Required)
    2. Training webinars
    3. Document Remediation Guides
    4. Audio/Video Remediation Guides
    5. Siteimprove Academy
19. Follow ADA Standards
20. Follow best practice standards and State Policies and Procedures
    1. Web Accessibility Policy
    2. State Policies and Procedures
21. Must add a link to ADA Assistance for all ADA complaints, requests, and feedback

# 5. Terms and Conditions

1. Siteimprove licenses are restricted to CUSTOMERs who have signed an SLA.
2. CUSTOMER will provide written authorization to allow Siteimprove Monitor to scan CUSTOMER’s website(s) for ADA purposes.
3. CUSTOMER will provide written authorization to allow Siteimprove Monitor to actively monitor CUSTOMER’s website(s) while CUSTOMER is actively pursuing ADA compliance and after ADA compliance has been achieved.
4. CUSTOMER agrees to allow posting of CUSTOMER’s website statistics on the State of Nevada ADA website (<http://ada.nv.gov>).
5. CUSTOMER agrees to allow posted website statistics to be reported to the NFB or any other designated authority.
6. CUSTOMER agrees to review website status weekly to ensure **A** and **AA** level compliance is achieved before and after ADA compliance has been achieved.
7. CUSTOMER agrees to notify EITS Web Team of any change in ADA Point of Contact (POC).
8. CUSTOMER will follow ADA Standards and State Standards.
9. CUSTOMER will obtain NVeLearn Web Accessibility Class Certification.
10. CUSTOMER agrees to link to the ADA Assistance website and use that website for all ADA complaints, Requests for document remediation and Information, and Feedback.
    1. If the users have their own method of reporting, they must still add the information to ADA Assistance for tracking and reporting.
11. CUSTOMERS must add an option for users to Request document remediation on their website
    1. A JavaScript is available through EITS that will put a Wheelchair ICON after all documents within the website. When USER clicks the ICON, it will be taken to the ADA Assistance website (Request a Document to be remediated)
12. The use of the Siteimprove Monitor platform is valid upon CUSTOMER’s written execution of this SLA and will continue until both parties agree in writing to discontinue the use of the program.
13. EITS designee will initiate a review of this SLA with the CUSTOMER ninety (90) days after the SLA execution date.
14. A representative of either party may submit a written request for review of the agreement at any time.
15. In the absence of the completion of a review, the current agreement will remain in effect.
16. EITS will incorporate revisions into the agreement if both parties agree to the proposed changes.
17. EITS hours of coverage are typically 8 a.m. to 5 p.m., Monday through Friday (except on State holidays). Exceptions can be made in advance for 24x7 assistance.
18. Emergency services for urgent issues during non-covered hours may be accessed by calling the EITS Help Desk – (775) 684-4333
19. Non-urgent requests for service can be emailed to [EITSHelp@admin.nv.gov](mailto:EITSHelp@admin.nv.gov).
20. Siteimprove Help Desk Support is available through <http://ada.nv.gov/siteimprove/siteimprove/>
21. StateWeb Help Desk Support is not the primary contact for Siteimprove support.
22. StateWeb Help Desk Support is available to assist only after CUSTOMER has obtained a support ticket from the Siteimprove Help Desk.

# Approvals

**EITS:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Tim Galluzi, EITS Administrator

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Jason Benshoof, Agency IT Chief

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Linda DeSantis, IT Manager, Web Development Manager

**CUSTOMER:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[*Insert name, agency and title of Department or Division Director*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

[*Insert name, agency and title of Department or Division Point of Contact (POC)*

# Appendix A – The Siteimprove Monitor Environment

The EITS Siteimprove environment provides:

1. **Content & Accessibility**

Enables user(s) to define website quality by helping to resolve spelling mistakes and a smooth, error-free website. Enables visibility to every page, link and media file so user(s) never lose track of content. Enables user(s) to easily locate accessibility issues and quality errors that damage the visitor experience and reputation. This tool also helps user(s) keep up with changing accessibility guidelines as Siteimprove follows WCAG guidelines.

1. **Search Engine optimization (SEO)**

Siteimprove gives user(s) the power to create strong SEO for websites which enables user(s) to increase site traffic, provide relevant content to customers, and increase brand awareness. With Siteimprove SEO user(s) can also monitor keyword performance, analyze the other websites, optimize content, and report overall return on investment (ROI) when using this tool.

1. **Analytics**

Analytics provides valuable insights that will drive success. We are in an age where data-driven decisions on your site are key for successfully reaching your customers. Siteimprove Analytics will also enhance the ability to improve website performance metrics.

* **Key Metrics**  
  Define and track metrics that support website goals and prove value to stakeholders. With retroactively calculated results, user(s) can add and remove metrics as objectives change.
* **Funnels**  
  Learn more about the path’s visitors take to navigate websites and identify distracting or confusing pages in the conversion process. Act to increase conversion rates and track improvements and results over time.
* **Behavior Maps**Visually track visitor behavior with maps showing what attracts visitors’ attention on a specific page. Compare behavior patterns of visitor segments and implement data-driven design.
* User Journeys  
  Follow visitor routes from point A to point B to better understand visitor actions and create a logical, engaging navigation flow.

1. **Data Privacy**

Siteimprove enables you to protect your websites personal data by providing automatic scans of your content for names, ID numbers, Social Security Numbers, cookies, and more.

1. **Reporting**  
   Siteimprove automatically sends out reports to users after each website scan. Scans take place once every five days, but the frequency of reports can be customized. Depending on what the user requests, reports can cover the entire website, a group of pages, or a single page. Users may also run reports on demand. Siteimprove reports provide both a high-level overview and a detailed description of issues found during the most recent scan of the website, including actionable reports that can be utilized by content editors.

Reports generated by scheduled scans are automatically archived in the “Archive” section of the Platform. Ad hoc reports can be viewed online for seven days and must be downloaded by the user to be saved beyond that point. Users can also choose for the report to be sent via email. Siteimprove’ s reporting allows multiple format options including HTML, Excel (.csv), XML, PDF, and open source API. There is no limit to the number of reports generated.

There is also a complete history graph feature with downloadable report data. The graph tracks the progress of fixing accessibility issues and overall improvements on individual instances over any specified date range.

# Appendix B – Key SLA/Program Contacts and Resources

**Business Relationship Team**

1. Jason Benshoof, Chief I.T. Manager, Agency I.T. Services Unit, jdbenshoof@admin.nv.gov
2. Linda DeSantis, State Web Development Manager, [desantis@admin.nv.gov](mailto:desantis@admin.nv.gov)
3. State Web Group, [webteam@admin.nv.gov](mailto:webteam@admin.nv.gov)

**Service Support**

1. Primary Support – Siteimprove Support Desk: [support@siteimprove.com](mailto:support@siteimprove.com); (855) 748-3467
2. Secondary Support – [Stateweb@admin.nv.gov](mailto:Stateweb@admin.nv.gov); (775) 684-7323
3. EITS Help Desk – [EITSHelp@admin.nv.gov](mailto:EITSHelp@admin.nv.gov); (775) 684-4333
4. Emergency Issues – (775) 684-7323

**Siteimprove Landing Page**

1. <http://ada.nv.gov/siteimprove/siteimprove/>
2. Siteimprove issues must be sent to: https://support.siteimprove.com/hc/en-gb/requests/new

**ADA Assistance**

1. ADA (Help) Assistance – <http://adahelp.nv.gov>

**Required Training and Resources**

1. Required training – <https://nvelearn.nv.gov>
2. Webinars – <http://ada.nv.gov/Resources/Webinars/>
3. Document Remediation Guides – <http://ada.nv.gov/Resources/Remediation_Guides/>
4. Audio/Video Remediation Guides - <http://ada.nv.gov/Training/Audio_Video_YouTube_Remediation/>
5. Siteimprove Academy

# Appendix C – Key Policy/Procedural Information

1. The following information must be added to all websites outside of the State Content Management System (CMS):
   1. Link in footer: Privacy Policy – <http://nv.gov/privacy-policy/>
   2. Link in footer: ADA Standards – <http://nv.gov/>
   3. Link in banner: ADA Assistance – <http://adahelp.nv.gov/?host=nv.gov>
2. Website owners must add a link at the top right banner of websites entitled **ADA Assistance** and link it directly to the State of Nevada’s ADA Assistance website, <http://adahelp.nv.gov>.
3. The ADA Assistance program must be used to record all of the following:
   1. Write an ADA complaint regarding websites and other digital media;
   2. Write and ADA complaint regarding physical accommodations;
   3. Submit a request to have a document remediated;
   4. Write a request for information and/or call back from the agency; and
   5. Provide feedback.
4. If an agency website has a “contact us” or any other feedback type forms, they must be redirected to the ADA Assistance website – <http://adahelp.nv.gov>.
   1. If this is a concern and if the agency feels the relevant form is more specific or requires information ADA Assistance does not have, contact [webteam@admin.nv.gov](mailto:webteam@admin.nv.gov).
5. The following workflow is triggered when a request is made within ADA Assistance:
   1. A ticket and tracking number is produced and assigned;
   2. Email will be sent to the requester along with the tracking number, the agency and agency POC that the request has been assigned to;
   3. Email will be sent to agency POC(s);
   4. Email will be sent to the administrators of the ADA Assistance program (currently the EITS Web Team); and
   5. The ticket will be closed upon completion of the request by the relevant POC.
6. ADA Assistance Reporting
   1. The ADA Assistance program will automatically send reminders to the POCs that have open (unresolved) tickets; and
   2. Weekly reports will be available on the State ADA website ([http//ada.nv.gov](http://ada.nv.gov/)).

# Appendix D – Glossary of Terms