

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Dynamic District Dashboard Implementation & Service Agreement

This License and Service Agreement (“Agreement”) is entered into and made effective upon the date of bilateral execution of this Agreement, (the “Effective Date”) by and between Go IT Services, a Texas corporation, with its principal office located at 10190 Katy Freeway, Ste 500, Houston, TX 77043 and [CUSTOMER NAME], (“Customer”), with its principal place of business located [ADDRESS] (“Customer Address”). In consideration of mutual promises and covenants contained in this Agreement, the parties agree to the following:

1. Introduction

Go IT Services is engaged in the business of providing Software as a Service. Go IT Services will install and configure certain Software in accordance with requirements specified by the Customer. Customer will require hosting, support, and training regarding the use of the Software.

2. Background

Customer contacted Go IT Services regarding its need for a data warehouse and business intelligence dashboard solution. The Customer communicated specific requirements for the software, and Go IT Services has agreed to fulfill those requirements as stated in Scope of Services.

3. Scope of Services

Go IT Services agrees to perform, and Customer agrees to accept, the implementation and support services referred to below.

Software Coverage

This Software Implementation and Support Agreement covers the following hosted software solution:

- Dynamic District Dashboard (“D3”)

Services Included

IMPLEMENTATION SERVICES

- Standard Implementation of D3.
 - Customer provides data extract files required for implementation
- Enhanced Implementation of D3
 - Go IT Services provide support resources to produce extract files

SOFTWARE LICENSES

- D3 annual subscription license - (SIS, Finance, HR, Transportation Modules)
- D3 annual subscription license - Assessment Module

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

- D3 annual subscription license - Inventory Module

ADDITIONAL SERVICES

- Additional charts for existing Dashboards may be requested by Customer that leverage data in the Standard implementation (as defined in the Dashboard File Import Specifications 'Specs') will be provided at no additional charge. Turnaround time specified in [Service Level Agreement](#) below.
- Additional data sources not described in the Specs are priced separately, if required in accordance to Appendix C of DIR Contract No. DIR-TSO-3454.
 - ADDITIONAL DATA SOURCES LISTED HERE, IF APPLICABLE
- Project Management and Training (Train the Trainer, 1-2 days) provided during implementation
 - ADDITIONAL TRAINING DAYS REQUIRED LISTED HERE, IF APPLICABLE
- Problem resolution according to the Service Level Agreement

4. Deliverables

The deliverables for the Dashboard implementation are as follows:

- **Software:** Dashboard Implementation with data warehouse
- **Data Imports** (See file specification documentation for list of data files included)
 - ADDITIONAL DATA IMPORTS LISTED HERE, IF APPLICABLE
- **Dashboard Charts**
 - 120+ charts included in standard implementation (see [Exhibit 1: Dashboard Chart Inventory](#)).
 - NEW CHARTS DEFINED BY CUSTOMER, IF APPLICABLE
- **Testing:** Customer is responsible for creating a User Acceptance test plan and coordinating users for User Acceptance Testing (UAT). Go IT Services will provide a Test Tracker via the online project portal to log all issues identified during testing and respond quickly to each. The test cycle will continue until all questions are resolved and Dashboard charts are accepted by Customer. The typical UAT test cycle lasts two weeks; however, there is no deadline imposed by Go IT Services.
- **Training:** Go IT Services project team will develop a detailed Training Plan, which will be reviewed and approved by Customer. Once testing is complete, Go IT Services will provide training to Customer staff as defined in the Training Plan. Go IT Services will conduct the training at Customer location or remotely via web conference, depending on Customer training needs. Additionally, Go IT Services will customize training sessions based on user roles if necessary.
- **Project Management:** Go IT Services will provide a Project Management Professional® (PMP) to manage the software implementation and training plan. This includes tracking progress, managing risks, managing change requests, and communicating to all stakeholders. The Go IT Services Project Manager will deliver a detailed Project Management Plan that contains a detailed breakdown of deliverables, task owners, dependencies across tasks, and delivery dates. The Go IT Services Project Manager will work closely with designated Customer staff to manage change and issues, and communicate progress in written reports that includes a progress summary and notation of significant issues or milestones in the project.
- **Software Hosting:** Go IT Services currently support hosting solutions for existing customers. Our infrastructure is located in the Level 3 Communications data center, located at 12001 North Freeway, Houston, Texas. We utilize colocation services through Oplink.net, a Level 3 partner specializing in premium Internet services for the Houston Metropolitan Area.

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Feature highlights:

- SSAE 16 & SAS 70 Type II compliant
- Redundant HVAC design with guaranteed temperature of 72 degrees +/- 6 degrees
- Multi-layer security control procedures
- Zone 0 Seismic Code building construction
- N+1 electrical design and distribution, including dual redundant UPS and batter backups
- Double-interlock, pre-action, dry-pipe fire suppression
- 24/7 technical support (average ticket response time for technical support is 15 minutes)
- 99.999% uptime promise: No-compromise network equipment made by Cisco and Dell to support a 24x7 infrastructure

5. Service Level Agreement

We understand the necessity of high availability to our customers and make every effort to provide services that consistently exceed expectations. We offer the following levels of service to ensure maximum availability and performance. The Go IT Services SLA sets standards for service in these critical areas:

- **Network Availability:** We guarantee the Software will be available 99.9% of the time (excluding scheduled maintenance). Network uptime comprises the functioning of all network infrastructure including cabling, switches and routers. Services or software running on your server are not included in the definition of our network. Network downtime exists if your server is unable to transmit and receive data and a ticket is opened for the incident in the Go IT Services ticket tracking system. Should we incur a network outage, Go IT Services SLA guarantees a 15 minute response time for all emergency incidents. Time to resolution varies but typically does not exceed two hours. In the event downtime exceeds the SLA, customer credits will be issued.
- **Infrastructure Guarantee:** We guarantee that critical environmental systems, including power and HVAC, will be available 100% of the time (excluding scheduled maintenance). Critical systems include functioning of all power and HVAC infrastructure including UPS equipment and cabling. Power supplies of individual servers are not included (see below for Hardware Guarantee). Critical systems downtime exists when a customer's server is shut down due to power or heat problems and a ticket has been opened for the incident in the Go IT Services ticket tracking system. Critical system downtime is measured from the time the ticket is opened regarding server downtime to the time the problem is resolved and the server comes back on line. Should an outage occur due to critical system failure, Go IT Services SLA guarantees a 15 minute response time for all emergency incidents. Time to resolution varies but typically does not exceed four hours. In the event the hardware cannot be restored, the Disaster Recovery Plan is initiated (see details below).
- **Data Backup and Disaster Recovery:** Go IT Services will ensure the Software and associated data is backed up on a regular schedule. In the event of hardware failure, our disaster recovery plan defines procedures for restoring your Software and Data Warehouse in full. Depending on the extent of the failure, complete restores may take anywhere from 4-24 hours.

Issue Reporting and Tracking

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Go IT Services utilizes “GO RESOLVE” to facilitate all support communications. GO RESOLVE is a web-based system that enables Go IT Services to efficiently manage Customer questions and issues within response time commitments. It also provides an excellent mechanism to review history of support.

Go IT Services will provide Customer required access to GO RESOLVE.

Knowledge Transfer / Q&A

Go IT Services will answer general questions from Customer about the behavior and environment of the Software and will provide Customer with any relevant prepared documentation.

Diagnosis & Debugging

Go IT Services will respond to issues entered by Customer in GO RESOLVE, within the response time defined below. In most cases, support will be provided by Go IT Services staff directly accessing the production environment to efficiently identify and resolve issues with Customer system.

Proactive Notification

Go IT Services will promptly notify Customer of any material defects or malfunctions in the Software or related documentation that it learns from any source.

Proactive Services

Go IT Services may utilize techniques for pro-actively detecting problems with the software, such as periodic review of log files or the use of monitoring software. When an issue is identified by this method, Go IT Services will take steps to resolve the problem. Accordingly, Go IT Services will, from time to time, supply Customer with revisions of the Software and relevant documentation made by Go IT Services, if any, during the period of this Agreement. Such revisions may include without limitation, modifications to the Software that increase its speed, efficiency, and/or ease of operation.

Issue Resolution

Go IT Services will correct inherent material errors in the Software that are not caused by Customer’s improper use, alteration or damage of the Software. Go IT Services will provide an estimate of time to resolve support issues covered by this agreement. Other types of requests, such as requests to add functionality or modify the behavior of the Software are not covered by this agreement and are not permitted under DIR Contract No. DIR-TSO-3454. Other types of requests must be addressed by a separate Statement of Work negotiated separately from DIR Contract No. DIR-TSO-3454.

Installing Updates

Go IT Services will supply Customer with reasonable means of accessing modifications to the Software. Go IT Services will give reasonable assistance to Customer in enabling any new release or other updates, provided, however, that if such assistance is to be provided at Customer’s facility, such on-site services will be charged at Go IT Services’ then current Technical Services rate in accordance with Appendix C – Pricing Index to DIR Contract No. DIR-TSO-3454.

Emergency Support by Phone & Skype

Go IT Services will provide real-time communications via Phone and Skype during system emergencies.

- 8am to 6pm Central Time, Monday through Friday, excluding US holidays.

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

- An “Emergency” is defined as a production server being unresponsive or a security breach.

Skype Support

Go IT Services will provide real-time communication via Skype, as requested, to resolve both emergency and non-emergency issues.

- Customer must ensure actionable discussions via Skype are entered & prioritized in GO RESOLVE.

Adding Data Sources

If Customer wishes to add an additional data source not previously identified in the original scope of the project, our technical team will analyze the work effort and provide a one-time cost associated with the data migration and creation of new charts, scorecards, or other reporting requirements. The annual licensing fee is not impacted by the number of data sources.

Response Times

Standard system support is provided as part of the annual licensing agreement and includes support during normal business hours. The service level provided for standard support is shown in the table below.

Priority	Description	Maximum Response Time (Business Hours Only)
P1	Critical problem. System down, no workaround available.	1 hour
P2	Serious problem. System degraded; acceptable workaround available.	4 hours
P3	Minor problem. System functioning with limitations or undesirable behavior.	24 hours

New Feature Requests: New Feature requests, including custom charts, requested by Customer will be acknowledged within 1 business day. Customer agrees to provide Go IT Services with detailed written requirements for the new feature request. All requests will be reviewed by Go IT Services to determine work effort. The new feature requested may or may not be included in an upcoming Go IT Services roadmap. If feature requires new data that is deemed by Go IT Services not to be strategic to the roadmap, additional charges may apply.

Custom charts: Customer may request new charts for existing Dashboards. Go IT Services will produce custom charts within 3 business days of finalizing detailed requirements. There is no additional charge for custom charts, provided they leverage existing data in the data warehouse.

6. Period of Performance

EFFECTIVE DATE. The EFFECTIVE DATE for this contract begins at time of contract signing. This Agreement shall remain in effect for a period of **12 months** from the date the software implementation is complete. After the service period, the Service Agreement may be renewed for up to three (3) one (1) year periods upon Customers notification to Vendor 30 days prior to the then-expiration date, unless terminated in accordance to Appendix A, Section 11B of DIR Contract No. DIR-TSO-3454.

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

7. Invoices

Go IT Services will invoice Customer based on Appendix A, Section 8I of DIR Contract No. DIR-TSO-3454. Payments will be handled in accordance to Appendix A, Section 8J of DIR Contract No. DIR-TSO-3454.

8. General Provisions

GENERAL LIMITATION ON LIABILITY. Limitation of Liability will be handled in accordance to Appendix A, Section 10K of DIR Contract No. DIR-TSO-3454.

ASSIGNMENT. Assignment will be handled in accordance to Appendix A, Section 4D of DIR Contract No. DIR-TSO-3454.

GOVERNING LAW. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas, without regard to conflicts of law. The parties to this Agreement consent to the exclusive jurisdiction and venue of the state District courts sitting in Travis County, Texas.

DISPUTE RESOLUTION. Dispute Resolution will be handled in accordance to Appendix A, Section 11A of DIR Contract No. DIR-TSO-3454.

NO WAIVER. The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach hereunder shall not be deemed a waiver by that party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.

SEVERABILITY. In the event that any term or provision of DIR Contract No. DIR-TSO-3454 or this Agreement conflicts with the law under which this Agreement is to be construed, or if any such provision is held invalid by a court with jurisdiction over the parties to this Agreement, such provision shall be restated to reflect, as nearly as possible, the original intentions of the parties in accordance with applicable law, and the remainder of this Agreement shall remain in full force and effect.

RELATIONSHIP BETWEEN PARTIES. The relationship between Go IT Services and Customer is that of independent contractor, and nothing contained in this Agreement shall be construed (a) to give either party the power to direct or control the day-to-day activities of the other or (b) to constitute the parties as partners, franchisee-franchiser, joint ventures, co-owners or otherwise as participants in a joint or common undertaking, or otherwise give rise to fiduciary obligations, other than those contained herein, between the parties. This Agreement is not exclusive and Go IT Services is free to enter into similar agreements with any Third Party.

FORCE MAJEURE. Force Majeure will be handled in accordance to Appendix A, Section 11C of DIR Contract No. DIR-TSO-3454.

NOTICE. Notice will be handled in accordance to Appendix A, Section 12 of DIR Contract No. DIR-TSO-3454.

ENTIRE AGREEMENT. DIR Contract No. DIR-TSO-3454 and this Agreement (including the Terms & Conditions, Statements of Work, and Service Level Agreements, if any) contain the full understanding between the parties and supersedes all prior representations or agreements, whether oral or written, with respect to such matters. This Agreement may only be changed by a written document signed by both parties. To the extent of any inconsistencies

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

between DIR Contract No. DIR-TSO-3454, the Agreement and the Statement of Work, the DIR Contract No. DIR-TSO-3454 shall control.

AUTHORITY. The individuals executing this Agreement on behalf of Go IT Services and Customer have the power and authority to execute, deliver and perform this Agreement and to consummate the transactions contemplated hereby. The execution, delivery and performance by Customer of this Agreement and the consummation by Customer of the transactions contemplated hereby have been duly authorized by all necessary action on the part of Customer. This Agreement has been duly and validly executed and delivered by Customer and constitutes the valid and binding obligation of Customer, enforceable against Customer in accordance with its terms. The execution, delivery and performance by Customer of this Agreement and the consummation by Customer of the transactions contemplated hereby will not, with or without the giving of notice or the lapse of time, or both (a) require the consent of any Third Party, conflict with or cause breach or default under any agreement, (b) violate any provision of any law, rule or regulation to which Customer is subject, or (c) violate any order, judgment or decree applicable to Customer; except, in each case, for violations which in the aggregate would not materially hinder or impair the consummation of the transactions contemplated hereby.

SUBCONTRACT. Go IT Services will have the ability to utilize Customer facing subcontractors for this project and will notify the Customer when subcontractors will be used. The Customer will have the ability to request a substitute subcontractor.

9. Terms & Conditions

These Term & Conditions shall apply to the Subscription Agreement entered into between Go IT Services and Customer. DIR Contract No. DIR-TSO-3454 and this document should be read with and is incorporated by reference for all purposes into the Software Subscription Agreement (including all Exhibits, Schedules, Addenda, and Statements of Work, if any).

SERVICE & MAINTENANCE

SERVICE LEVEL AGREEMENTS. Each Statement of Work will provide a Service Level Agreement. Specific remedies for Go IT Services 's failure to meet the applicable Service Level Agreement will be stated in each executed Statement of Work.

SCHEDULED MAINTENANCE WINDOW. Go IT Services has established set maintenance windows on Saturday and Sunday mornings between the hours of 8:00 a.m. and 11:00 a.m. (CST). During this time, Go IT Services reserves the right to take down Go IT Services's Dashboard server(s) in order to conduct routine maintenance checks to both software and hardware. If a server(s) will be down for more than sixty (60) minutes within this pre-established window, Go IT Services will advise Customer of such prior to any scheduled maintenance downtime. Go IT Services will not be responsible for any damages or costs incurred by Customer, if any, for scheduled down time. Go IT Services reserves the right to change its maintenance window upon 15 days prior notice to Customer.

UNSCHEDULED MAINTENANCE. From time to time it may be necessary for Go IT Services to perform maintenance on the Applications or the servers that falls outside the scheduled maintenance windows. Upon providing Customer 48 hours' notice, Go IT Services may take down Go IT Services's Dashboard server for up to 2 hours.

WARRANTIES

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

LIMITED WARRANTY. Go IT Services Dynamics warrants solely for Customer's benefit that the Applications shall operate substantially in accordance with the documentation for the Applications. If during the Term, a defect in the Application appears causing the Application to not operate substantially in accordance with the documentation for the Application, Go IT Services shall use all commercially reasonable efforts to repair the Application, subject to the Agreement, upon written notice of the defect from Customer. Go IT Services does not warrant that the Applications will be free from errors or susceptibility to viruses. Go IT Services specifically disclaims any guarantee, warranty or other obligation regarding the actual provision of agreements, transactions or otherwise with, among or between End Users.

AUTHORITY WARRANTY. Go IT Services warrants that it has the authority to license any Third Party Application(s) for the purposes set forth in the Agreement and the Solutions Schedule(s). Customer acknowledges and agrees that its sole and exclusive remedies for breach of this warranty are set forth in the Terms & Conditions to this Agreement.

EXCEPT FOR THE WARRANTIES SET FORTH ABOVE, THE SOFTWARE OR APPLICATION IS PROVIDED "AS IS," AND Go IT Services DISCLAIMS ANY AND ALL OTHER WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, SATISFACTORY QUALITY, OR ARISING FROM A COURSE OF DEALING, TITLE, NONINFRINGEMENT, USAGE OR TRADE PRACTICE.

WARRANTY LIMITATION. Unless otherwise expressly provided herein or in a Statement of Work, neither Go IT Services nor any of its service providers, licensors, employees or agents warrant:

- (a) Go IT Services will not be liable for unauthorized access to or alteration, theft or destruction of Customer's or END User's data, DATA files, programs, procedures or information through accident, fraudulent means or devices, CUSTOMER OR END USERS' NEGLIGENCE, or any other method, unless such access, alteration, theft or destruction is caused as a result of Go IT Services 's gross negligence or intentional misconduct.
- (b) Go IT Services WILL NOT BE LIABLE FOR ANY DAMAGES RESULTING FROM INACCURATE OR INCORRECT INFORMATION PROVIDED TO END USERS BY CUSTOMER OR OTHER END USERS, OR FOR ANY DAMAGES RESULTING FROM THE FAILURE OF END USERS OR CUSTOMER TO SATISFACTORILY COMPLY WITH ANY AGREEMENTS REACHED.

SOURCE CODE

In the event that Go IT Services discontinues the product or product support with no successor, Customer may request and be granted full source code for the product as well as the return of all data.

In the event of breach of contract by Go IT Services, all data belonging to Customer will be returned at no cost to Customer.

INDEMNITY OBLIGATIONS

Indemnification will be handled in accordance to Appendix A, Section 10A of DIR Contract No. DIR-TSO-3454.

WEB HOSTING. Go IT Services, subject to Section 2.3, will provide hosting services for the Software or Applications. Go IT Services shall not be responsible under any existing or future criminal law, or under existing or future civil law, for any content provided or otherwise controlled by Customer in violation of any laws or regulations. Go IT Services's outsourced hosting standards will, subject to any and all provisions as outlined in each Solution's applicable Service Level Agreement (SLA), make all commercially reasonable efforts to ensure that the Application is available at all

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

times without undue downtime. When reasonable, downtime will be planned and scheduled to minimize any potential impact on Customer or End Users, and Go IT Services will notify Customer in advance of any downtime if possible. The Applications will perform at a response rate consistent with the then-current generally acceptable standards for Web sites.

10. Payment Terms and Pricing

TERMS

FEEES. As compensation for the subscription to the D3 granted to Customer and the provisions of services as applicable, Customer agrees to pay in accordance to Appendix A, Section 8J of DIR Contract No. DIR-TSO-3454 and Appendix C of DIR Contract DIR-TSO-3454.

NON-APPROPRIATION (Multi-Year Agreements only). Notwithstanding anything to the contrary in this Agreement, the Customer is obligated to make payments as approved each year per the purchase order. While Customer is not obligating itself to actually appropriate current revenue for the payment of its obligations under this Agreement, Customer agrees to make a best effort attempt to obtain and appropriate funds for the payment of the obligation. Nevertheless, Customer retains the right to terminate this Agreement at the expiration of each Customer budget period in accordance to Appendix A, Section 11B of DIR Contract No. DIR-TSO-3454.

The following schedule describes annual cost and annual hours allocated for each system listed in Scope of Coverage in accordance to Appendix C of DIR Contract No. DIR-TSO-3454. If applicable, the FFP will be indicated:

PRICING

Service Description	DIR Discounted Price	DIR FFP
Total		

11. Modification of Agreement

Go IT Services and Customer agree that they may modify this Agreement only by a written agreement duly executed by persons authorized to execute agreements on behalf of the Customer and Go IT Services. The parties further agree that the terms, conditions, and prices contained in this Agreement shall prevail notwithstanding any variations or additional terms on any orders or other notifications submitted by Customer.

12. Contract Vehicle

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

This contract will be executed according to the DIR Software as a Service, Products and Related Services (SaaS) contract DIR-TSO-3454. In addition to this Agreement, both parties are subject to Terms and Conditions as set forth by the DIR Cooperative Contracts Program.

13. Execution of Agreement

Executed on this ____ day of _____ 20XX

Customer

Go IT Services

[CUSTOMER]

[COMPANY OFFICER]

TITLE

TITLE

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Exhibit 1: Dashboard Standard Chart Inventory

(THIS IS AN EXAMPLE AND WILL BE MODIFIED FOR CUSTOMER-SPECIFIC IMPLEMENTATION)

Function	Dashboard	Chart	Description	Access
Academics	Attendance	Absences by School Year	Line chart showing number of daily absences for most recent 4 year period.	Board, Cabinet
Academics	Attendance	ADA to Date by Campus	Dynamic, column chart showing ADA percent for each campus type. Dynamic charts allow on chart drill down.	Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Attendance	ADA to Date by Grade Level	Column chart showing ADA percent for each grade level.	Principal, Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Attendance	Attendance Ratio by School Year	Line chart showing daily number of students in attendance for most recent 4 year period.	Board, Cabinet
Academics	Attendance	To Date Absent with Counter	Pie chart showing percent of absences with truancy flag	Attendance Office, Truancy Office, Education Director
Academics	Attendance	To Date Absent with Letter	Pie chart showing percent of absences with letter sent to guardians	Attendance Office, Truancy Office, Education Director
Academics	Attendance	To Date EX/UN Absences	Pie chart showing excused vs. unexcused absences.	Principal, Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Attendance	To Date Not In Attendance by Absence Type	Column chart showing number of students absent for each absence category.	Principal
Academics	Attendance	To Date Not in Attendance by ADA Flag	Pie chart showing absences that count towards ADA and those that do not.	Principal, Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Discipline	Infractions vs. Out-of-School Suspensions	Multi Axis, Line chart showing one line for daily counts of infractions and another line for Out of school suspensions.	Principal, Board, Cabinet, Education Director, District Manager
Academics	Discipline	Infractions with OOS by School Year	Line chart showing daily number of students with infractions that result in Out of School Suspension.	Board, Cabinet
Academics	Discipline	Out of School Suspensions and ADA	Multi Axis, Line chart showing one line for ADA percent and another line for number of Out of school suspensions.	Principal, Board, Cabinet, Campus Department Head

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Academics	Discipline	To Date Infraction Actions Count by Infraction Action Category	Pie chart showing infraction action categories (OSS, ISS, DAEP Placement, etc.)	Principal, Board, Cabinet, Education Director, District Manager
Academics	Discipline	To Date Infraction Incidents Count by Infraction Category	Pie chart showing infraction categories (violation of student conduct, fights, etc.)	Principal, Board, Cabinet, Education Director, District Manager
Academics	Discipline	To Date Out-of-School Suspensions by Infraction Category	Pie chart showing infraction categories that resulted in OSS.	Principal, Board, Cabinet, Education Director, District Manager
Academics	Enrollment	Avg. Classroom Enrollment by Grade Level (No Mixed Grades)	Pie chart showing average students per class in each grade level	Board
Academics	Enrollment	Avg. Classroom Enrollment by Subject Area	Column chart showing average number of students per course section for each subject area	Board
Academics	Enrollment	Avg. Number of Course Sections per Subject Area	Column chart showing average number of course sections for each subject area	Cabinet
Academics	Enrollment	Daily Enrollment by Program Type	Line chart showing one line for number of students in each program (ESL, At Risk, SPED, etc.)	Principal, Board, Cabinet, Education Director, Curriculum And Instruction, District Manager
Academics	Enrollment	Daily Enrollment, Membership, and ADA Counts	Multi Axis, Line chart showing one line each for percent of ADA, number of students enrolled, and number of member students	Principal , Board, Cabinet, Education Director, Curriculum And Instruction, District Manager
Academics	Enrollment	Enrollment % by Grade Level	Pie chart showing number and percent of students enrolled in each grade level	Campus Department Head
Academics	Enrollment	Enrollment and ADA Counts by Campus Type	Dynamic, multi column chart showing 2 columns per campus type; one for ADA and one for number of students enrolled.	Board, Cabinet, Education Director, Curriculum And Instruction, District Manager
Academics	Enrollment	Enrollment Based ADA to Date	Gauge showing percent of ADA based on enrolled students with district defined health indicator (red, yellow, green)	Principal, Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Enrollment	Enrollment by Ethnicity	Pie chart showing number and percent of students enrolled in each race/ethnicity category.	Principal, Board, Cabinet, Education Director, Curriculum And Instruction, Campus Department Head, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Academics	Enrollment	Enrollment by Grade Level	Column chart showing number of students enrolled in each grade level	Principal, Board, Cabinet, Education Director, Curriculum And Instruction, Campus Department Head, District Manager
Academics	Enrollment	Enrollment by Grade Level by School Year	Multi line chart showing daily number of students enrolled for each grade level for most recent 4 years	Board
Academics	Enrollment	Enrollment by Subject Area	Column chart showing number of students enrolled for each subject area	Principal, Board, Cabinet, Cabinet, Education Director, Curriculum And Instruction
Academics	Enrollment	Membership	Gauge showing percent of member students as compared to enrolled students	Principal, Board, Cabinet, Education Director, Curriculum And Instruction, Campus Department Head, District Manager
Academics	Enrollment	Membership Based ADA to Date	Gauge showing percent of ADA based on member students with district defined health indicator (red, yellow, green)	Principal, Board, Cabinet, Attendance Office, Education Director, Campus Department Head, District Manager
Academics	Enrollment	Number of Course Sections per Subject Area	Column chart showing total number of course sections for each subject area	Cabinet
Academics	Class Grades Performance	Class Grades by Ethnicity	Horizontal column chart showing percent and number of students with one or more failing grading period grade for each race/ethnic category.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Grades by Grade Level	Horizontal column chart showing percent and number of students with one or more failing grading period grade in each grade level.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Grades by Grading Period	Multi line chart showing percent of students with NO failing grade in each grading period, one line per subject area	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Grades by Program Type	Horizontal column chart showing percent and number of students with one or more failing grading period grade in each program (ESL, SPED, At Risk, etc.).	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Grades By School Year	Multi line chart showing percent of students with NO failing grade in each of the 4 most recent school years, one line per subject area	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Academics	Class Grades Performance	Class Grades by Subject Area	Horizontal column chart showing percent and number of students with one or more failing grading period grade in each subject area.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Grades Performance	Multi line chart showing percent of students with failing and passing grades in each school year.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Class Grades Performance	Class Performance by Subject Area by School Year	Multi line chart showing percent of students with NO failing grade in each school year, one line per subject area	Board, Cabinet
Academics	Failing Class Grades Performance	Failed Class Grades Ratio by OSS	Dynamic, column chart showing percent of students failing with OSS and those without; one column per campus type.	Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Failing Class Grades Performance	Failed Class Grades Ratio by Student Attendance Record	Dynamic, column chart showing percent of students failing with absences and those without; one column per campus type.	Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	Failing Class Grades Performance	Failed Class Grades Ratio by Student with/out Infractions	Dynamic, column chart showing percent of students failing with infractions and those without; one column per campus type.	Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	State Assessment Performance	State Assessment by Ethnicity	Horizontal column chart showing percent and number of students with Did Not Meet, Met, and Exceeded State Assessment results, one column per race/ethnic group.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	State Assessment Performance	State Assessment by Grade Level	Horizontal column chart showing percent and number of students with Did Not Meet, Met, and Exceeded State Assessment results, one column per grade level.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	State Assessment Performance	State Assessment by Program Type	Horizontal column chart showing percent and number of students with Did Not Meet, Met, and Exceeded State Assessment results, one column per program type.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	State Assessment Performance	State Assessment by State Assessed Subject Area	Horizontal column chart showing percent and number of students with Did Not Meet, Met, and Exceeded State Assessment results, one column per subject area.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager
Academics	State Assessment Performance	State Assessment Performance	Multi line chart showing Did Not Meet, Met, and Exceed percent of students in each school year.	Principal, Board, Cabinet, Education Director, Campus Department Head, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Academics	State Assessment vs Class Grades Performance	State Assessment vs Class Grades by Ethnicity	Multi column chart showing failing class grades and Did Not Meet state assessment results for each Race/Ethnic category	Principal, Board, Cabinet, Campus Department Head
Academics	State Assessment vs Class Grades Performance	State Assessment vs Class Grades by Grade Level	Multi column chart showing failing class grades and Did Not Meet state assessment results for each grade level	Principal, Board, Cabinet, Campus Department Head
Academics	State Assessment vs Class Grades Performance	State Assessment vs Class Grades by Program Type	Multi column chart showing failing class grades and Did Not Meet state assessment results by program type	Principal, Board, Cabinet, Campus Department Head
Academics	State Assessment vs Class Grades Performance	State Assessment vs Class Grades by State Assessed Subject Area	Multi column chart showing failing class grades and Did Not Meet state assessment results by subject area	Principal, Board, Cabinet, Campus Department Head
Finance	Budget	Budget Amendments	Column chart showing original, amendments, and revised budget	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget and Expenditures	Multi line chart showing budget and expenditures for each of the last x fiscal years	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget and Purchases	Muti-column chart for each of the last x fiscal years showing amounts for budget, requisitions, purchase orders, and open purchase orders	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget and Requisitions	Muti-column chart for each of the last x fiscal years showing amounts for budget and requisitions	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget by Financial Unit Group	Pie chart showing revised budget for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget by Function Group	Pie chart showing revised budget for function groups (instruction, support, administrative, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget by Object Group	Pie chart showing revised budget for object groups (payroll costs, supplies, debt service, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget by Program Intent	Pie chart showing revised budget for program intent groups (basic education, SPED, Athletics, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget Trend by Financial Unit Group	Multi line chart showing for last x fiscal years revised budget for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget Trend by Function Group	Multi line chart showing for last x fiscal years revised budget for function groups (instruction, support, administrative, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget Trend by Object Group	Multi line chart showing for last x fiscal years revised budget for object groups (payroll costs, supplies, debt service, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget	Budget Trend by Program Intent	Multi line chart showing for last x fiscal years revised budget for program intent groups (basic education, SPED, Athletics, etc.).	Principal, Board, Cabinet, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Finance	Budget	Budget Trend vs. Enrollment	Multi line chart showing for last x fiscal years a line for revised budget and a line for number of students enrolled	Principal, Board, Cabinet, District Manager
Finance	Budget	Fiscal Year Budget per Student	Line chart showing for last x fiscal years' budget per student	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures and Revenue	Column chart showing amounts for revenue and expenditures	Board, Cabinet
Finance	Expenditures	Expenditures and Revenue by Fund	Multi column chart showing revenue and expenditures for each fund	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures by Financial Unit Group	Pie chart showing for each financial unit group (campuses, operations, etc.) amount and percent of expenditures	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures by Function Group	Pie chart showing expenditures for function groups (instruction, support, administrative, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures by Object Group	Pie chart showing expenditures for object groups (payroll costs, supplies, debt service, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures by Program Intent	Pie chart showing expenditures for program intent groups (basic education, SPED, Athletics, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures Trend by Financial Unit Group	Multi line chart showing for last x fiscal years expenditures for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures Trend by Function Group	Multi line chart showing for last x fiscal years expenditures for function groups (instruction, support, administrative, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures Trend by Object Group	Multi line chart showing for last x fiscal years expenditures for object groups (payroll costs, supplies, debt service, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures Trend by Program Intent	Multi line chart showing for last x fiscal years expenditures for program intent groups (basic education, SPED, Athletics, etc.).	Principal, Board, Cabinet, District Manager
Finance	Expenditures	Expenditures vs. Enrollment Trend	Multi line chart showing for last x fiscal years a line for expenditures and a line for number of students enrolled	Principal, Board, Cabinet, District Manager
Finance	Purchase Orders	Open Purchase Orders	Multi line chart showing for last x fiscal years a line for number of open purchase orders and a line for total amount of open POs	Principal, Board, Cabinet, District Manager
Finance	Purchase Orders	Purchase Orders	Multi line chart showing for last x fiscal years a line for number of purchase order, number of open purchase orders, total amount of purchase orders and open POs	Principal, Board, Cabinet, District Manager
Finance	Purchase Orders	Purchase Orders by Financial Unit Group	Muti-column chart showing total purchase orders for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Purchase Orders	Purchase Orders by Function Group	Muti-column chart showing total purchase orders for function groups (instruction, support, capital outlay, etc.).	Principal, Board, Cabinet, District Manager
Finance	Purchase Orders	Purchase Orders by Object Group	Muti-column chart showing total purchase orders for object groups (professional services, supplies, etc.).	Principal, Board, Cabinet, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Finance	Purchase Orders	Purchase Orders by Program Intent	Muti-column chart showing total purchase orders for program intent groups (Basic education, SPED, Accelerated Learning, etc.).	Principal, Board, Cabinet, District Manager
Finance	Requisitions	Requisitions	Multi line chart showing for last x fiscal years a line for number of requisitions and a line for total amount of requisitions.	Principal, Board, Cabinet, District Manager
Finance	Requisitions	Requisitions by Financial Unit Group	Pie chart showing total requisition amount for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Requisitions	Requisitions by Function Group	Pie chart showing total requisition amount for function groups (instruction, support, capital outlay, etc.).	Principal, Board, Cabinet, District Manager
Finance	Requisitions	Requisitions by Object Group	Pie chart showing requisition amount for object groups (professional services, supplies, etc.).	Principal, Board, Cabinet, District Manager
Finance	Requisitions	Requisitions by Program Intent	Pie chart showing total requisition amount for program intent groups (Basic education, SPED, Accelerated Learning, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget by Financial Unit Group	Pie chart showing budget amount per enrolled student for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget by Function Group	Pie chart showing budget amount per enrolled student for function groups (instruction, support, capital outlay, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget by Object Group	Pie chart showing budget amount per enrolled student for object groups (professional services, supplies, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget by Program Intent	Pie chart showing budget amount per enrolled student for program intent groups (Basic education, SPED, Accelerated Learning, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget Trend by Financial Unit Group	Multi line chart showing for last x fiscal years' budget amount per enrolled student for financial unit groups (location types like campuses, operations, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget Trend by Function Group	Multi line chart showing for last x fiscal years' budget amount per enrolled student for function groups (instruction, support, administrative, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget Trend by Object Group	Multi line chart showing for last x fiscal years' budget amount per enrolled student for object groups (payroll costs, supplies, debt service, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget Trend by Program Intent	Multi line chart showing for last x fiscal years' budget amount per enrolled student for program intent groups (basic education, SPED, Athletics, etc.).	Principal, Board, Cabinet, District Manager
Finance	Budget Per Student	Per Student Budget Trend vs. Enrollment	Multi line chart showing for last x fiscal years original budget and revised budget amount per enrolled student and a line showing enrollment.	Principal, Board, Cabinet, District Manager
Finance	Expenditures per Student	Per Student Expenditure by Financial Unit Group	Multi line chart showing for last x fiscal years expenditures amount per enrolled student for financial unit groups	Board, Cabinet, District Manager

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

			(location types like campuses, operations, etc.).	
Finance	Expenditures per Student	Per Student Expenditure by Function Group	Multi line chart showing for last x fiscal years expenditures amount per enrolled student for function groups (instruction, support, administrative, etc.).	Board, Cabinet, District Manager
Finance	Expenditures per Student	Per Student Expenditure by Object Group	Multi line chart showing for last x fiscal years expenditures amount per enrolled student for object groups (payroll costs, supplies, debt service, etc.).	Board, Cabinet, District Manager
Finance	Expenditures per Student	Per Student Expenditure by Program Intent	Multi line chart showing for last x fiscal years expenditures amount per enrolled student for program intent groups (basic education, SPED, Athletics, etc.).	Board, Cabinet, District Manager
Human Resources	Human Resources	Education Level	Pie chart showing number of employees for each education level (GED, Bachelors, Masters, PhD).	Cabinet
Human Resources	Human Resources	Gender	Pie chart showing number of employees for each gender.	Cabinet
Human Resources	Human Resources	Job Categories	Pie chart showing number of employees in each job category (Professional, auxiliary, etc.).	Board, Cabinet
Human Resources	Human Resources	Job Class Business Unit	Multi line chart showing number of employees in each job class (teachers, substitutes, para prof, etc.)	Cabinet
Human Resources	Human Resources	Number of Teachers per Subject Area	Column chart showing number of teachers for each subject area	Cabinet, Cabinet
Human Resources	Human Resources	Race/Ethnicity	Pie chart showing number of employees for each race/ethnicity category	Cabinet
Human Resources	Human Resources	Experience level	Pie chart showing number of employees for each experience level (new, 1-5 years, 6-10 years, etc.).	Cabinet
Human Resources	Human Resources	Number of Employees vs Student Enrollment	Multi line chart showing for last x years number of employees and number of students enrolled	Cabinet
Human Resources	Human Resources	Number of Teachers per Campus Type	Column chart showing number of teachers per campus type (high school, middle, elementary, etc.)	Board, Cabinet
Human Resources	Human Resources	Number of Teachers vs Student Enrollment	Multi line chart showing for last x years number of teachers and number of students enrolled	Cabinet
Human Resources	Human Resources	Number of Teachers per Subject Area	Column chart showing number of teachers for each subject area	Cabinet, Cabinet
Inventory	Inventory	Devices Assessed	Gauge showing number of devices in inventory	All
Inventory	Inventory	Education Device by Device Type	Pie chart showing number and percent of each type of education device in inventory	All
Inventory	Inventory	Computers by Device Type	Pie chart showing number and percent of each type of computer in inventory (desktops, laptops, tablets)	All
Inventory	Inventory	Education Device by Device Type	Pie chart showing number and percent of each type of education device in inventory	All
Inventory	Inventory	Education Device by Location Type	Stacked column chart showing number of each type of education device in each location type (campus, admin buildings, etc.)	All

APPENDIX D TO DIR CONTRACT NO. DIR-TSO-3454

License and Service Agreement

Inventory	Inventory	Computers by Device Location Type	Stacked column chart showing number of each computer type in each location type (campus, admin buildings, etc.)	All
Inventory	Inventory	Computers by Warranty Status	Pie chart showing number and percent of each type of computer in each warranty status (in warranty, out of warranty)	All
Inventory	Inventory	Education Device by Status	Pie chart showing number and percent of each type of computer in each status (verified, not verified)	All
Inventory	Inventory	Device by End of Warranty Date	Line chart showing for all end of warranty years number of devices reaching end of warranty state	All