



SERVICE LEVEL PERFORMANCE REQUIREMENTS IN STATEWIDE AUTOMATED VICTIM INFORMATION AND NOTIFICATION (SAVIN) SYSTEMS

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BACKGROUND

Access to accurate information and timely notification services is an essential foundation to help meet the needs of crime victims, their families, and communities. These services should be uniform throughout each state, so victims' rights are protected regardless of who they are, the type of crime committed against them, any unique needs they may have, or where they live. One way that many states provide this vital service is through a Statewide Automated Victim and Information Notification (SAVIN) program.

As a mission-critical system, timeliness of notifications and overall system reliability are primary success factors for every SAVIN program implementation. For crime victims to trust SAVIN as a vital service, the system must properly operate around the clock with the lowest possible level of unscheduled downtime. The SAVIN system must conform to a set of availability metrics and service levels similar to those defined for other mission-critical systems, such as computer-aided dispatch (CAD), law enforcement records management, and criminal history records systems.

PROCURING SAVIN SYSTEMS AND SERVICES

States may procure SAVIN systems by means of a Request for Proposal (RFP) (to ensure competitive bidding) or choose to build and manage SAVIN systems using technology resources within their own state agencies. When contracting with a provider, States award contracts in response to the most favorable proposal submitted. The proposal from the selected provider, in combination with the RFP, forms the basis for the resulting contract for the delivery of systems, software, and services.

In either case, contracts for the provision of SAVIN services should cover the initial implementation and an ongoing support services function for the life of the basic contract. Useful contracts separately cover:

- 1) The specific products and services to be provided for implementation; and
- 2) The provisions necessary to ensure ongoing sustainability of the level of service that the SAVIN administrative agency requires.

IMPLEMENTATION PROVISIONS

The Statement of Work (SOW) included in the initial implementation portion of the contract should specify the functions to be met for each of the participating agencies. Specific contract provisions will vary from state to state, based on the participants and services to be procured, but the SOW for the implementation should have sections that cover the following specific deliverables expected of the SAVIN Provider:

- 1) Definition of information services to be provided to victims (*e.g.* telephone, web portal, etc.)
 - To include high-level use cases that document, at a minimum: Methods of inquiry, and types of offender information, as well as measurement of end user satisfaction.
- 2) Definition of notification services to be provided to victims (*e.g.* telephone, e-mail, text, etc.)
 - To include high-level use cases that document, at a minimum: Methods of notification, type of notification, frequency of notification, and triggering events, as well as measurement of end user satisfaction.

- 3) Software and hardware to be provided to participating agencies to provide data to the system
 - To include but not be limited to: Computers, servers, connectivity, encryption, records management systems, etc.; and/or,
 - Application design artifacts that document, at a minimum: System interface specifications, data conversion specifications, and system security provisions.
- 4) Technical maintenance functions for the system
 - To include but not be limited to: Back-up and data recovery, maintenance schedules, change request procedures, etc.
- 5) Training services for participating agencies at installation and implementation
 - To include but not be limited to: Providing an implementation plan that documents system cutover activities as well as when, who, and how training is provided to criminal justice and allied agencies participating in the SAVIN system. This should include all relevant training manuals, electronic materials, and support.
- 6) Training services (on-line and classroom) for victims, advocates, and allied professionals
 - To include but not be limited to: When, who, and how training will be provided to law enforcement, corrections, community corrections, and community-based victim assistance agencies and organizations on the use of the SAVIN system. This should include all relevant training manuals, electronic materials, and support.
- 7) Promotional and outreach materials to make victims aware of available services
 - To include but not be limited to: Print and online informational resources and materials.
- 8) Media communication regarding system operation
 - To include but not be limited to: Understanding of how media inquiries, social media outreach, press releases, public service announcements, opinions/editorial columns, interviews, etc. will be coordinated.

The basic implementation contract provisions should also address how the Provider intends to meet state law and agency policy, including victims' rights to notification, privacy of their identity or personal information, and the protections in place to safeguard the system from intrusion. The contract should provide for the level of security expected to restrict access to any victim identification or contact information by all users of the SAVIN system.

Other contractual provisions will be determined by the SAVIN program plan and practice within the state. Specific functional, technical, and management requirements that form the basis of the contract for implementation should be drawn from the SAVIN strategic planning documents that the state has approved with significant input from all the stakeholders of the system, including both victims, victim assistance professionals and criminal justice agencies that will be participants in the use or operation of the system. The details of these provisions need to be determined by each state program and are, therefore, outside the scope of this document. Assistance and sample plans can be obtained through NCJA and the SAVIN Online Community at www.savinonline.org.

SUSTAINABILITY PROVISIONS

Ongoing services to operate and maintain the SAVIN system are critical to the successful operation of the service. Lapses in system availability and performance can degrade confidence and trust that crime victims have in the system, can seriously jeopardize the safety of victims, and have legal repercussions. Consequently, the SAVIN administrative agency must pay strict attention to ensure the ongoing availability and performance required to meet victims' needs. For some years now, the standard approach to ensuring ongoing availability and performance throughout government and industry has been to include in the procurement contract or even in a separate contract, what is termed a *Service Level Agreement (SLA)*. The fundamental purpose of an SLA is to document a specific agreement between the SAVIN administrative agency and the SAVIN Provider regarding the level of services to be provided and the sanctions for failing to do so. Sanctions are liquidated damages in the form of monetary penalties for not meeting *Service Level Requirements (SLRs)*.

The essence of an SLA is the statement of minimum or expected requirements that must be met by the Provider in order for there to be agreement that the service has been satisfactory. In an SLA, therefore, the SLRs must be quite specific and directly measureable by commonly understood metrics. In order to assess sanctions for non-compliance, the parties to such an agreement must be clear on exactly what sanctions would be applied for failure to perform. For example, each day that a participating agency remains offline to the SAVIN system following the target time, the Provider will credit to the customer a percentage of the agency fee, as well as the agency's percentage of the monthly support contract.

Typically, an SLA in such a mission critical function as SAVIN would also specify and, therefore, document an agreement between the parties on what reports will be routinely generated to establish the performance and document any deviation from expected standards of performance.

An SLA should be written with consideration of any and all laws that govern the provision of crime victim information and notification within each state and local jurisdiction. Requirements should reflect the potential legal impact in the event of a SAVIN system delay, error, or failure at any point in the information provision or notification process.

PURPOSE OF THIS REFERENCE DOCUMENT

The purpose of this document is to provide guidance in the development of a SAVIN SLA based on a jurisdiction's laws, participating agencies' policies and protocols, and participating agencies' needs. This reference document includes an 'example' of an SLA document that includes SLRs based on both best practices from the field and national information sharing standards; however, it is critical that SAVIN programs review and establish their own requirements levels based on state statutes including, but not limited to, victims' constitutional and statutory rights and the expectations of victims, survivors and other key stakeholders in their state.

The SLRs should be a part of any RFP issued to procure a SAVIN system so that bidders are made aware of the specific requirements and submit properly considered pricing for the delivery of these services.

One of the important reasons for determining these requirements well in advance is that the cost (price) of meeting various levels of availability will vary with the severity of the requirement. Therefore, it is important to carefully consider the SLRs that are actually needed in support of the SAVIN program operations.

The remaining sections of this document describe a framework for the preparation of an SLA with specific examples of SLRs that should be carefully considered and evaluated by SAVIN Program Administrators.

Purpose of This SLA

The SLA is part of a larger SAVIN service contract where the type of services provided is formally defined. The SLA is intended to define the business requirements for system service continuity, availability, and performance. It will ensure that [Name of SAVIN service Provider] (hereinafter referred to as “Provider”) provides levels of service that meet [Name of the SAVIN Agency] (hereinafter referred to as “Customer”) expectations, as well as conform to industry best practices as outlined in the *SAVIN Guidelines and Standards*¹ published by the BJA.

SLA Objectives

- 1) Create an environment in which a cooperative relationship between the Customer and the Provider exists to provide the most accurate, timely, and efficient delivery of a SAVIN service for the state of [Name of State].
- 2) Document the responsibilities for both the SAVIN service to the public and the support of the service to both the public and the participating agencies by the Provider.
- 3) Ensure that the Customer receives the highest quality of service from the Provider for both public and participating agency users of the SAVIN service.
- 4) Provide a common understanding of SLRs/capabilities between the Customer and the Provider.
- 5) Define, in detail, the service to be delivered by the Provider and the level of service that can be expected by the Customer in order to reduce the risk of misunderstanding and miscommunication among the parties.
- 6) Institute a formal system of objective service level monitoring to ensure that issues that arise during the Agreement period and reviews for changes to the Agreement are based on factual information.
- 7) Provide a single, easily referenced document for both parties to the SLA that will outline the service expectations for the Provider, as well as sanctions for the Customer to apply should the service levels fall below expectations.
- 8) Establish a structured process for documenting lapses in services to include how lapses are detected, escalated, and resolved.

Sample Language for Period of Agreement

The SLA is valid as of this [Day of the month] day of [Month], [Year] as indicated by the signature of both parties and will remain valid for a period of one year unless terminated under the termination clause of

¹ Planning, implementing and operating effective Statewide Automated Victim Information and Notification (SAVIN) programs. BJA; IJIS Institute. Available at: http://ijis.org/docs/ijis_savin_guidelines_standards_final_20061016.pdf

the SAVIN System basic contract. Either party may request renegotiation of the terms of the SLA by giving a sixty (60) day notice prior to the expiration of the agreement.

Review Procedure

The SLA should be reviewed at a minimum of once annually to make adjustments based on new information, changes in services to be provided, and/or changes in technology in either the SAVIN Provider's system or any of the Customer's system(s). Changes to the SLA must be approved by all parties and indicated by signed and dated documentation. Should the annual period expire without a formal review, this Agreement shall continue to be in effect.

Representations

Service levels must be meaningful, measureable, and monitored monthly. Actual levels of service should be compared with agreed upon levels and reported to the Customer by the Provider within fifteen (15) days following the end of each monthly period.

Additional Reference Documents

The following documentation will help define the support levels required. This list should be annually reviewed and updated by both parties to ensure that any and all documents applicable to this SLA are included.

- [*SAVIN Guidelines and Standards*](#)
- [*Crisis Preparation and Management Documents \(including Critical Event Management \[CEM\] Planning Documents\)*](#)
- [*Victim Notification Service Specification v1.0*](#)
- [*Justice Information Sharing, Global Privacy Resources*](#)
- State procurement statutes and policies
- State, local, and tribal laws governing the provision of victim notification services
- State, local, tribal, and agency policies, rules, and regulations pertaining to victim notification services
- State, local, tribal, and agency policies, rules, and regulations pertaining to the use of automated technology to provide victim notification services
- Provider detailed service operation plan
- Provider disaster recovery plan
- Provider back-up procedures
- Provider training and support manuals

Complaints

All complaints relating to the operation of the SAVIN service received by either party will be forwarded in writing and concurrently distributed to the representatives of the Customer and the Provider. This will help ensure thorough, timely, and collaborative resolution of any service complaints.

Customer Responsibilities

As outlined in the *SAVIN Guidelines and Standards*, the basic mission of a SAVIN service is that it is:

“Intended to increase public safety and improve basic justice decisions by ensuring that victims are given timely and accurate information that both enhances their ability to

protect themselves and ensures they are able to fully participate in the justice process if they so choose.”

In order to ensure that this mission is upheld, the Customer will be responsible for:

- Providing to the Provider any and all documentation needed to design, develop, and implement a victim information and notification service responsive to the needs and business requirements of all participating agencies;
- Securing the participating agencies cooperation;
- Promoting the SAVIN service;
- Identifying resources to support the Provider team during the design, development, implementation, and support stages of the system;
- Working collaboratively with the Provider to identify and correct issues that arise with the performance or availability of the SAVIN service;
- Testing all new and enhanced functionality within the SAVIN system;
- Notifying the Provider in a timely fashion of any changes or updates to participating agency systems (*e.g.* RMS/JMS/OMS, etc.) or processes that may affect the data being sent to the SAVIN service;
- Training and support to the participating agencies;
- Ongoing testing, assessment, evaluation, and quality control checks to ensure the effectiveness of the SAVIN service; and
- Providing timely compensation to the Provider for services rendered.

Sample Service Level Components

The SLA is divided into five (5) sections. Each section addresses a specific area of service associated with ensuring that the SAVIN Service is providing both accurate and timely offender information to crime victims and the general public. These sections include:

- 1) Availability
- 2) Operation
- 3) Interruption and Technical Support
- 4) Maintenance, Updates, Emergency, and Security
- 5) Tolerance, Reporting, and Accountability

The SLR is the minimum percentage of events or time that must be met by the Provider for service to be determined to be satisfactory under this agreement. As part of this SLA, sanctions in the form of monetary penalties for not meeting SLRs should be considered and employed where feasible and allowable under law and policy of the Customer’s state, local, or tribal jurisdiction. Sanctions imposed may vary from one jurisdiction to another based upon local management judgment as to the severity of the failed service.

Sample SAVIN Service Availability Requirements

These requirements refer to the hours of availability for all victim information and notifications to be provided in all mediums available through the system. In addition, identifying any known peak hour or peak day periods helps to determine the system requirements as they relate to the availability and

constraints on the system. These periods could be related to specific regularly scheduled events such as release days or parole hearing days. For example:

- Monday – Friday from 9:00 am – 9:00 pm; or
- The 1st Friday of each month from 12:00 pm – 6:00 pm.

Requirement	Service Measure	Performance Target	SLR	Notes
Business hours for the SAVIN service to provide <i>information</i> to inquirers through an automated telephone line	Schedule	24/7, 365	99% of total hours in the year	The system and support should be available during the hours of operation for all services.
Business hours for the SAVIN service to provide <i>information</i> to inquirers through a web portal	Schedule	24/7, 365	99% of total hours in the year	Access to the portal should be available 24/7 with supports should a user experience an issue or have a question.
Business hours for the SAVIN service to provide <i>information</i> to inquirers through live customer service assistance	Schedule	24/7, 365	99% of total hours in the year	Hours that customer service representatives will be available to assist callers or answer questions.
Business hours for the SAVIN service to provide <i>notification</i> services through an automated telephone call	Schedule	24/7, 365 for critical events Mon – Fri, 8:00 am – 8:00 pm for non-critical events	99% of total hours	Critical events that involve a risk to the safety of a victim or the public. Non-critical events might be a transfer between secure facilities.
Business hours for the SAVIN service to provide <i>notification</i> services through an email	Schedule	24/7, 365	99% of total hours in the year	There should be no delay in sending notification emails from the system.
Business hours for the SAVIN service to provide <i>notification</i> services through SMS	Schedule	24/7, 365 for critical events Mon – Fri, 8:00 am – 8:00 pm for non-critical events	99% of total hours	Events that are critical involve a risk to the safety of a victim or the public. Non-critical events might be a transfer between secure facilities.

Measurement Interval Examples

- Monitored continuously
- Measured daily
- Service Level reports monthly

Report Examples

- # and duration of outages for telephone inquiry service
- # of and duration of outages for web portal service
- # and duration of outages for telephone notification service
- # and duration of outages for email notification service
- # and duration of outages for SMS notification service

Sample SAVIN Service Level Operation Requirements

These requirements refer to the operation of information and notification services.

Requirement	Service Measure	Performance Target	SLR	Notes
New or updated offender data will be added to the SAVIN system	Data is available by telephone or web search	< = 15 minutes of entry at point of origin	95% of updates made within target time	Initial or updated offender data or custody/case status is entered by the originating agency.
New or updated victim contact data will be added to the SAVIN system	Data is available to administrative users of the system	< = 15 minutes of entry at point of origin	95% of updates made within target time	Applies to those systems that allow for (or require) victim identification to register for notification.
Notification by telephone will be sent to registered users	Notification sent	< = 60 seconds	99% of notifications sent within target time	The first attempt to notify a registered user by telephone.
Notification by telephone will be sent on a regular schedule	Notification sent	< = 30 minutes	95% of secondary notifications sent within target time	Subsequent attempts to reach a registrant if not successful with the initial call.
Notification by email will be sent to registered users	Notification sent	< = 60 seconds	99% of e-mail sent within the target time	Specified time to send the email notification to the registrant.
Notification by SMS will be sent to registered users	Notification sent	< = 60 seconds	99% of notifications sent within the target time	Specified time to text the notification to the registrant.
Notification failures will be reported to the originating agency	Notification failures reported	< = 15 minutes	95% of notification failures will be reported to the agency within the target time	Allowing for the notifying agency to take further action, if necessary. Categories of failure to include: pending, delivered, undelivered, blocked, unknown.

Measurement Intervals

- Monitored continuously
- Measured daily
- Service Level reports monthly

Report Examples

- # of new offenders
- # of offender updates
- # of new registrations
- # of updated registrations
- # of notification calls placed
- # of successful notifications

- # and % of failed notifications

Sanction Examples

- A penalty equal to 10% of the monthly service fee will be applied in any month that has service levels that fall below the target.

Sample SAVIN Service Interruption and Technical Support Requirements

These requirements refer to the identification of, response to, and resolution of system interruptions or issues related to participating agencies and the public.

Requirement	Service Measure	Performance Target	SLR	Notes
Hours for SAVIN system support to be available to the participating agencies	Schedule	24/7, 365	99% of hours in the year	Identifies those hours that an issue at any agency providing data to the SAVIN system could expect to receive support from the Provider for issues related to connections, hardware, software, etc.
Expected <i>response time</i> once there is an issue identified with the <i>timely receipt</i> of data from a participating agency	Incident creation time	< = 15 minutes	95% of the incidents receive a response within the target time	'Response time' means that the issue has been acknowledged by the Provider and work has begun to identify and correct the issue. SOP* should be required.
Expected <i>resolution time</i> for an issue with the <i>timely receipt</i> of data from a participating agency	Resolution time	< = 24 hours	90% of the issues are resolved within the target time	Provides the timeframe for resolution of an issue and to have an agency back online to the public (if applicable). Failure to meet this timeline without approval from the SAVIN Administrator could involve sanctions to the Provider.
Expected <i>response time</i> when there is an issue identified with the <i>accuracy</i> of data from a participating agency	Incident creation time	< = 15 minutes	95% of the errors receive a response within the target time	'Response time' means that the issue has been acknowledged by the Provider and work has begun to identify and correct the issue. SOP* should be required.
Expected <i>resolution time</i> for an issue with the <i>accuracy</i> of data from a participating agency	Resolution time	< = 24 hours	90% of the issues are resolved within the target time	Provides the timeframe for resolution of an issue and to have an agency back online to the public (if applicable). Failure to meet this timeline without approval from the SAVIN Administrator could involve sanctions to the Provider.

Requirement	Service Measure	Performance Target	SLR	Notes
Expected <i>response time</i> when there is an issue identified with the <i>availability of information services</i>	Incident creation time	< = 60 minutes	95% of the issues receive a response within the target time	'Response time' means that the issue has been acknowledged by those responsible for support and work has begun to identify and correct the issue. SOP* should be required.
Expected <i>resolution time</i> for an issue with the <i>availability of information services</i>	Resolution time	< = 24 hours	90% of the issues are resolved within the target time	Provides the timeframe for resolution of an issue and to have an agency back online to the public (if applicable). Failure to meet this timeline without approval from the SAVIN Administrator could involve sanctions to the system Provider.
Expected <i>response time</i> when there is an issue identified with the <i>availability of notification services</i>	Incident creation time	< = 60 seconds	95% of incidents are created within the target time	Applies when telephone lines are down, and/or texts or emails are undeliverable (applies to system-wide or individual agency outages).
Expected time to make participating agencies aware that their notification services are not available	Notification time	< = 60 seconds	95% of the outages are reported to the agency within the target time	Agencies responsible for providing notification services would need to know to work from their manual back-up plan to provide notifications. SOP* should be required.
Expected <i>resolution time</i> for an issue with the <i>availability of notification services</i> due to the Provider's system	Resolution time	< = 24 hours	90% of the issues are resolved within the target time	Provides the timeframe for resolution of an issue and to have an agency's (or agencies') notification capabilities restored. Failure to meet this timeline without approval from the SAVIN Administrator could involve sanctions to the Provider.
Expected frequency of new or updated data into the SAVIN system ²	SAVIN system data updates time	< = 60 seconds	99% of new or updated data is received by the system within the target time	Determines when data is expected from an agency.

² The SAVIN system will receive information in one of three ways: 1) **On demand** - the SAVIN system will 'check' the originating data source for any new or updated information at some regular interval; 2) **At update** - the originating data source will send new or updated information to the SAVIN system at some regular interval; or 3) **Monitoring** - the SAVIN system will monitor the originating data source and pull new or updated information as it becomes available. These requirements will be dependent on many factors related to the originating data source type, network capabilities, internet connection speeds, SAVIN Provider capabilities, monitoring resources, and individual state (or local) requirements.

Requirement	Service Measure	Performance Target	SLR	Notes
Expected frequency of confirmation of new or updated data from the SAVIN system ³	SAVIN system confirmation of data receipt time	< = 60 seconds	99% of confirmations are received within the target time	Provides the originating agency with evidence of the receipt of new or updated data to be used for informational or notification purposes. Victim Notification Service Specification (VN SSP)** applies.
Expected resolution time to address failure with hardware or software provided to a participating agency	Resolution time	< = 24 hours	90% of failures are resolved with agency back online within the target time	Provides the timeframe for resolution of an issue to have an agency back online to the public (if applicable). This requirement would apply only to that hardware or software provided by the Provider. Failure to meet this timeline without approval from the SAVIN Administrator could involve sanctions to the Provider.
Expected response time for <i>participating agency</i> technical support	Telephone response time	< = 1 hour	99% of priority calls are answered within target time	Provides the expectation of availability of technical support services to the SAVIN Administrator and all participating agencies responsible for providing data to the SAVIN system. Resolution of the specific issue would be tied to the requirements previously outlined.
Expected response time for the <i>public information and notification system</i> technical support	Telephone response time	< = 1 hour	90% of calls are answered within the target time	Provides the expectation of availability of technical support services to crime victims or members of the public accessing the web portal or telephone system to obtain information or those receiving notification services.

***Standard Operating Procedure (SOP)**—Procedures that would provide instructions outlining under which circumstances individual participating agencies or the entire SAVIN system would be offline to the public while issues are being resolved; how agencies are to perform to continue to provide notification services in the event of outages; and what the messages will be for anyone attempting to access the system during outages.

³ If the Victim Notification Service Specification is being used, then this notification will be returned in real-time using web services. If the Victim Notification Service Specification is not being used and the method of data transmission is being handled through FTP, replication, or some other method, then it will affect the timing of the receipt evidence as it will require reporting out capability of the SAVIN system instead of response through web services.

****Service Specification Package (SSP)**—A formal document describing the capabilities made available through the service; the service model that defines the semantics of the service by representing its behavioral model, information model, and interactions; the policies that constrain the use of the service; and the service interfaces that provide a means of interacting with the service. The Victim Notification Service Specification can be obtained from the [OJP Global Reference Architecture](#) site.

Measurement Intervals

- Monitored continuously
- Measured daily
- Service Level reports monthly
- System storage issues or unplanned outage reports, provided as necessary

Report EXAMPLES

- Dates and hours of any agency or system outages
- Dates and times of any service interruptions by agency
- Dates and times of any software or hardware repairs or replacements by agency
- Dates and times assistance or incident calls received, responded to, and resolved

Sanction EXAMPLES

- A penalty equal to 10% of the monthly service fee will be applied in any month that has service levels that fall below the target.

Sample SAVIN Service Maintenance, Updates, Emergency, and Security Requirements

These requirements refer to planned and unplanned system interruptions, back-up procedures, programmatic or hardware updates, and security of the system.

Requirement	Service Measure	Performance Target	SLR	Notes
Expected <i>response time</i> to a breach in the security of the SAVIN system	Incident creation time	< = 5 minutes	95% of reported breaches result in response within the target time	Applies from the time the Provider is made aware that the system has experienced a breach of security, whether internally or externally. This would include a breach of either offender or victim registration data.
Expected <i>resolution time</i> to a breach in the security of the SAVIN system	Resolution time	< = 24 hours	95% of reported breaches result in corrective action within the target time	A breach may be serious enough to require that the system be taken offline. SOP* should be required.
Expected <i>response time</i> to a natural or man-made disaster or critical system failure affecting the operation of the SAVIN system	Response time	< = 5 minutes	95% of reported incidents result in response time within the target time	Applies from the time the Provider is made aware that the system has experienced a natural or man-made disaster.

Requirement	Service Measure	Performance Target	SLR	Notes
Expected <i>resolution time</i> to a natural or man-made disaster or critical system failure affecting the operation of the SAVIN System ⁴	Resolution time	< = 24 hours	95% of reported failures result in corrective action within the target time	A disaster or critical system failure could result in the system being offline or be taken offline once detected. SOP should be required.
Expected time to receive complete documentation of unplanned SAVIN system outages	Report delivery time	< = 30 days	99% of incidents fully documented with the target time	Documentation will be needed to explain how and why there was any system outage that either affected the statewide availability of services or a single agency or group of agencies.

Measurement Intervals

- Monitored continuously
- Measured daily
- Service Level reports monthly
- System storage issues or unplanned outage reports, provided as necessary

Report EXAMPLES

- Dates and hours of any technical support service outages
- Dates, times, and efforts associated with restoration of unplanned outage of services
- Dates, times, and definition of any system upgrades or alterations affecting the look, feel, or operation of the system for either the public or administrative user
- # of technical assistance calls from agencies
- # of technical assistance calls from the public
- Resolution time and detail reports
- A detailed plan-of-action to prevent further incidents

Sanction EXAMPLES

- A penalty equal to 15% of the monthly service fee will be applied in any month that has service levels that fall below the target.

Sample SAVIN Service Tolerance, Reporting, and Accountability Requirements

These requirements refer to the amount of data the SAVIN system can manage, the number of public and administrative users it can manage, and what type of administrative reports will be provided to the SAVIN Administrator.

⁴ In the event of a natural or man-made disaster or a critical system failure, the SAVIN system Provider should have a detailed plan for the continuity of operations (COOP) that they can provide to the SAVIN Administrator. This plan will provide the details of how operations for the SAVIN system will continue with little or no interruption in the event of a disaster or system failure that could cause the entire system to be offline or the destruction of data in some way. In addition to the continuity of operations plan, a complete disaster recovery plan should be required of any SAVIN service Provider.

Requirement	Service Measure	Performance Target	SLR	Notes
Allowable number of concurrent users of a public-facing SAVIN web portal	# of concurrent users	5,000	95%	Provides detail of how many users can simultaneously access a SAVIN system to perform offender searches, create new registrations or update current registration information.
Expected level of service for any telephone support being provided to SAVIN system public users	Telephone response time	99% of calls are unblocked (no busy signals) 99% of calls answered < 30 seconds 80% of calls answered < 20 seconds	95% of calls are answered within the target time limits	Provides the basis to determine Key Performance Indicators (KPI) for customer service representative-assisted services from the Provider.
Expected level of service for any email support being provided to SAVIN system public users ⁵	Email response time	< = 60 seconds to send an acknowledge ment of receipt	95% of acknowledge ments are sent within target limit	Provides the basis to determine the KPI for operator-assisted services from the SAVIN Provider.
Maximum number of active offender records allowed for inclusion in the SAVIN system	# of active records	TBD Calculation must be made based on individual state need when considering the # of possible offenders for inclusion	100%	Number of individual records with all associated data elements the SAVIN system is capable of containing and managing. This may be considered as a statewide amount or per participating agency amount.

⁵ There may be additional measures such as: length of time to complete calls, number of email exchanges, ability to answer questions without a return call or email, customer satisfaction survey results, or others based on the needs of the reporting requirements for a SAVIN Administrator.

Requirement	Service Measure	Performance Target	SLR	Notes
Total number of active notification registrations for the SAVIN system	# of registrations	TBD Calculation must be made based on individual state need when considering the # of possible offenders for inclusion	100%	Number of registrations the SAVIN system is capable of containing and managing. This may be considered as a statewide amount or per participating agency amount.
Total number of registrations allowed per offender for the SAVIN system	# of registrations	Calculation must be made based on individual state need when considering the # of possible offenders for inclusion	100%	Number of registrations per offender the SAVIN system is capable of containing and managing. This may be considered as a statewide amount or per participating agency amount.
Length of time that offender data will be accessible to the public	Time to data purge - active	< = 90 days	100%	Timeframe for the SAVIN system to provide information through a web portal or telephone information system about offenders who have been released from custody or supervision or whose court case has been closed.
Length of time allowed for the archiving of offender data ⁶	Time to data purge - archive	< = 365 days	100%	Provides the timeframe for the SAVIN system to retain identifying offender data for those who have been released from custody or supervision or whose court case has been closed, in order to reinstate a victim registration upon the possible re-entry of the offender to the SAVIN system.

⁶ The accessibility and archiving of offender data could have different rules for a group (or type) of agency or each individual agency depending on the requirements of laws or policies within states or jurisdictions.

Requirement	Service Measure	Performance Target	SLR	Notes
Length of time allowed for the archiving of victim registration data	Time to data purge – archive	< = 365 days	100%	Timeframe for the SAVIN system to retain victim registration information ⁷ only after an offender has been released from custody or supervision or when the court case has been closed.

Measurement Intervals

- Monitored continuously
- Measured daily
- Service Level reports monthly
- System storage issues or unplanned outage reports, provided as necessary

Report EXAMPLES

- # of inquiries by telephone
- # of inquiries by web search
- # of operator assisted calls and emails (with associated KPI reports)
- # of active offender records
- # of archived offender records
- # of active notification registrations
- # of anonymous registrations
- # of profile registrations
- # of inactive notification registrations
- # of deleted notification registrations
- # of notification calls placed
- # of successful notifications
- # of failed notifications

Sanction EXAMPLES

- A penalty equal to 5% of the monthly support service fee will be applied in any month that has service levels that fall below the target.

⁷ This information would be available to professional users with password access.

ACRONYMS & ABBREVIATIONS

Acronym or Abbreviation	Definition
APPA	American Probation and Parole Association
BJA	Bureau of Justice Assistance
CAD	Computer-aided Dispatch
COOP	Continuity of Operations
DOJ	Department of Justice
KPI	Key Performance Indicators
NCJA	National Criminal Justice Association
OJP	Office of Justice Programs
PM	Project Manager
RFP	Request for Proposal
SAVIN	Statewide Automated Victim and Information Notification
SLA	Service Level Agreement
SLR	Service Level Requirement
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SOW	Statement of Work
SSP	Service Specification Package
S-TAP	SAVIN Technical Assistance Program

ABOUT THE IJIS INSTITUTE

The IJIS Institute unites the private and public sectors to improve mission-critical information sharing for those who protect and serve our communities. The IJIS Institute provides training, technical assistance, national scope issue management, and program management services to help government fully realize the power of information sharing.

Founded in 2001 as a 501(c)(3) nonprofit corporation with national headquarters on The George Washington University Virginia Science and Technology Campus in Ashburn, Virginia, the IJIS Institute has grown to nearly *nearly 320 member companies and individual associates from government, non-profit, and educational institutions from across the United States..*

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ABOUT NATIONAL CRIMINAL JUSTICE ASSOCIATION

Based in Washington, D.C., the NCJA represents state, tribal and local governments on crime prevention and crime control issues. Its members represent all facets of the criminal and juvenile justice community, from law enforcement, corrections, prosecution, defense, courts, victim-witness services and educational institutions to federal, state and local elected officials.

The NCJA is a national voice in shaping and implementing criminal justice policy since its founding in 1971. As the representative of state, tribal and local criminal and juvenile justice practitioners, the NCJA works to promote a balanced approach to communities' complex public safety and criminal and juvenile justice system problems. The NCJA recognizes the importance of interrelationships among criminal and juvenile justice agencies and between these agencies and the community and the strong, steady advocacy necessary to achieve comprehensive planning and policy coordination goals. NCJA supports justice information as a tool to accomplish these goals and enhance public safety.

Guided by a 17-18 member Board of Directors, the NCJA serves as the formal mechanism for informing the Congress of state, tribal and local criminal and juvenile justice needs and accomplishments. Through collaboration with practitioners and policymakers, the NCJA also communicates state, tribal and local views on crime prevention and control to federal executive and other public and private agencies at all levels. For more information, visit NCJA's website at: www.ncja.org, follow NCJA on Twitter@thencja.