

SAVIN SERVICE PROVIDER OPERATIONS

Service level standards are crucial to the success of any SAVIN system. As a mission critical system, an important goal of the SAVIN system is to remain available around the clock. The SAVIN system should conform to the same availability metrics and service levels defined for other missions critical systems such as Computer Aided Dispatch, Law Enforcement and Criminal History Records Systems. Statistics that record the SAVIN system's availability must measure components at the hardware and software level and be documented and monitored by the Program Manager. Availability statistics should be reviewed by designated personnel within the Lead Agency, the SAVIN Governance Committee and SAVIN service provider. These guidelines and standards will be the basis for determining the quality and measuring the performance of the SAVIN program. Minimum standards should be set for the following areas:

Reliability

There are two main components to consider that support SAVIN system reliability.

- Availability
- Integrity of the system
 - Protection against a catastrophic event

Availability

Because of the public nature of the SAVIN system, it must be available 24 hours every day, 365 days a year, have minimal disruptions, and have the following availability requirements:

- Provide accessibility to both information and notification 24 hours per day, 365 days per year, with a short weekly maintenance window.
- Maintenance message should be posted on the phone and website for public information during the outage window.

Integrity of the system

The SAVIN program must provide capabilities to ensure that the ongoing integrity of the system is intact. The system must provide the capability to:

- Detect, by location, and notify when data is not being sent to the system
- Detect and notify when the system is unable to receive data
- Detect and notify when erroneous data is being sent (or suspected of being sent) to the system
- Detect and notify when erroneous data is being sent (or suspected of being sent) from the system
- Detect and stop unauthorized use of the system
- Detect and stop attempts to hack into the system
- Detect and synchronize duplicate data being provided from multiple systems

Protection against a catastrophic event

This planning would cover a single system component outage to multiple system component failures or loss of a complete facility. To protect against this type of outage, the SAVIN system must provide the following:

- Backup procedures in the event of any failure. The offline storage media from the scheduled system backups (programs and databases) must be stored in a protected, off-site location that can be quickly returned and recovered in case of a failure.
- A warm central backup site available for the system so that services can be restored in a matter of hours in case of a catastrophic failure. A warm site is defined as a separate environment having the computing environment and software available and with data replicated on the warm backup site so that no (or minimal) restores are required, if needed.

Account Management

A process should be developed by the SAVIN service provider to establish clear and consistent methods of communication with the Program Manager. This process should include consistent review of the SAVIN system in an effort to respond to issues that may arise and to identify opportunities to enhance/improve the program and its services.

Alarm Management

A primary function of the SAVIN service provider is to monitor and manage the flow of data. Triggering alarms for the disruption in data flow and/or issues with hardware is critical. The following standards should be developed:

- Data monitoring frequency – 24 hours a day, 365 days a year
- Alarms monitored by technical support staff 24 hours a day, 365 days-a-year
- Customer notification of alarm conditions
- Alarm resolution
- Customer access to both current (real-time) and archived system logs/reports of metrics/alarms

Provider Data Management

One of the most important components of providing a SAVIN system is the management and monitoring of the quality of submitted data by the SAVIN provider. The quality of services to the victims suffers as the quality and/or timely transmission of data deteriorates. Standards should be developed for the following:

- The design and development of high-quality data interfaces between the SAVIN provider, the customer, and the customer's service provider(s)
- Methods of maintaining the quality of data interfaces to ensure that the interface performs and remains compliant with the original design specifications
- Resolution of problems that arise with a data interface
- Database synchronization – ensuring that the data maintained by the SAVIN service provider is accurate and up-to-date at all times
- Monitoring data rejection reports to identify problems with an interface

Problem Resolution

The SAVIN system should have a formal process to document and track incidents and resolve problems or challenges that occur within the SAVIN system. This process must also include standards for communicating with the customer during problem resolution. Processes and standards should be developed for the following:

- Incident tracking
- Problem resolution
- Agency communication
- Change management/change requests
- Escalation process

Program Reporting

The SAVIN system should provide a SAVIN Program Manager with a complete and accurate update (at minimum monthly, but preferably weekly) on the performance of the SAVIN service. The SAVIN customer should have access to reports via a web-based tool on the following information:

- Statistical reports about the number of:
 - Inbound calls
 - Outbound notifications
 - Notifications confirmed, unconfirmed, or undeliverable
 - Registrations
 - Active and inactive registrations
 - Calls for SAVIN service representative assistance
 - SAVIN service response and types (e.g., registration assistance, information, referral)
- Other data as collaboratively developed with the Program Manager, SGC representatives, and the SAVIN service provider
- Alarm monitor reports
- Incident tracking reports
- Change management and problem resolution