

New Business Item 12-09

Introduced 10/19/12

App. 10/19/12

Revised 5/17/13

Approved 5/17/13

TITLE: Approval of Hawaii Information Consortium (HIC) “Customer Service” Statement of Work (SOW)

The Hawaii Teacher Standards approves the attached Customer Service Statement of Work (SOW) for infrastructure support provided by Hawaii Information Consortium as amended to include dates covering the initial period of costs between October 19, 2012 and September 30, 2013 and the ongoing period of costs between October 1, 2013 and September 30, 2014.

The attached SOW amendment is approved to allow for additional JIRA User Account subscriptions as needed for HTSB staff to communicate with HIC when support is needed for the online licensing.

Submitted by: Terry Lynn Holck

Referred to: Budget, Personnel and Strategic Planning Committee