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# SOFTWARE DEVELOPMENT

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## Service Description

The Monterey COE Technology and Information Services (MCOE-TIS) division Software Development service is designed to assist MCOE and District staff with automation and process improvement through building custom standalone software solutions and integration tools for existing 3<sup>rd</sup> party software.

## What is Included?

This service includes the following:

- Software Evaluation Services
- Software Development Services

### 1. Software Evaluation Services

MCOE-TIS provides assistance in the evaluation and recommendation of new software systems. Software Evaluation Services provides the following functions:

- System functionality
- System architecture
- Integration with existing systems
- Data accessibility
- Buy vs build

### 2. Custom Development

MCOE-TIS provides custom software development solutions utilizing industry standard tools and practices. Custom development provides the following functions:

- Enterprise Database design and development
- Custom multi-platform application development
- Custom report development
- Data extraction and migration services
- Software integration services



## Monterey County Office of Education Technology and Information Services

### What is Not Included?

The following service components are not included with this service:

- Modification of 3<sup>rd</sup> party software
- Integration with systems hosted outside of MCOE's datacenter

### How We Charge

Costs will be negotiated based upon the staff time involved in criteria gathering, design, development, and training involved to produce the final product. Additional reoccurring costs may be applied for ongoing application support and data hosted services. Projects will be fully documented with clearly defined roles and responsibilities contained in an Service Level Agreement (SLA) and mutually agreed upon by the client and MCOE-TIS. The base labor rate for data management services is \$95/hour. Project engagements will also be documented in an Memorandum of Understanding (MOU) to define detailed scope and terms.

### How is the Service Measured?

The following metrics will be used to communicate performance and maintain quality:

- % of bug fixes within resolution window
- % of fully documented projects
- Client Satisfaction

### Contact Information

<b>Role</b>	<b>Representative</b>	<b>Contact Information</b>
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