

MIAP
Learning Provider
Agreement
Service Charter

(for the use of the
Learner Registration Service)

Version 1.0

April 2010

Of interest to everyone involved in learning and skills



MIAP
Managing Information
Across Partners

1. The Learner Registration Service

The Learner Registration Service (LRS) is an internet based service, through which students aged 14 and over in UK education or training are issued a Unique Learner Number (ULN). The service is currently available within England and Wales, with Northern Ireland considering use of the service in the future.

The LRS enables the approval of Learner Registration Bodies and their authorised users to generate ULNs for Learners on an individual basis, by multiples using a Batch Upload facility or automated via an Application Programme Interface toolset using Web Services. It also allows users to find Learners by ULN or using demographic information and will enable them to update registered Learners' details.

The Personal Learning Record (PLR) is being rolled out during 2010 under the Qualifications Credit Framework (QCF) Programme implemented by Skills Funding. The PLR will be associated with the ULN and will provide details of qualifications and achievements for the Learner.

2. LRS Service Elements

The key elements of the service are detailed within this section along with timeframes for delivery of these services or Service Level Agreements (SLAs). An escalation procedure is in place to ensure that unresolved queries are progressively brought to the attention of senior management. This procedure can be found at Appendix B.

2.1 MIAP Helpdesk and System Availability

2.1.1 Support Operational Hours

The agreed MIAP Helpdesk (the Helpdesk) service support operational hours are 08:00-20:00 Monday to Saturday with no support on Sundays or Bank Holidays in England.

Helpdesk hours are extended to 08:00 - 22:00 during the month of September.

Service Level - Helpdesk Support:

- The agreed SLA for Helpdesk support within the specified operational hours is 99.5%.
- The number of incidents resulting in unavailability of Helpdesk services in any one month, during the specified operational hours, will be no more than three (3).
- The instances where Helpdesk services are unavailable for 4 hours or more during the specified operational hours, except where the failover to the Disaster Recovery site is invoked, will be zero (0).

2.1.2 Service Operational Hours

The LRS will be available 24 hours a day, 7 days a week except for planned maintenance periods which are currently scheduled for 08:00 – 20:00 on the third Sunday in each month or during emergency changes.

Service Level - Operational Service:

- The agreed SLA for an operational service within the specified operational hours is 99.5%.
- The number of incidents resulting in unavailability of the MIAP system during the stated operational hours in any month should be no more than three (3).

- No system outages of more than 4 hours should be expected during the specified operational hours, except where failover to the Disaster Recovery site is invoked.

2.1.3 Service Helpdesk Performance

Telephone calls will be answered by the Helpdesk, where an automated voice response system is used. The point of measurement for this response time is the point at which the call is placed in a queue for answer by the agent.

Service Level - Operational Service:

- 90% of all calls to the Helpdesk that are not abandoned should be answered within 30 seconds.
- 98% of all calls to the Helpdesk that are not abandoned should be answered within 1 minute.

LRS users may send queries via Email to the Helpdesk.

- 99% of all e-mails to the Helpdesk should be responded to within 12 support hours. An automated acknowledgement is insufficient for the purposes of this requirement.

Service Level – Reset of User Accounts:

- 98% of user account password resets will be completed on the first call.
- 99% of user account password resets will be completed within 2 support hours.
- 100% of user account password resets will be completed within 12 support hours.

Service Level - Amend Authorised User Access Privilege changes:

- 100% of the number of user access privilege changes will be completed within 36 support hours for any one month.

A description of each Category Type Fault and Transaction Types are set out in Appendix A.

2.2 SLAs for Fault Resolution

Service Level - Response to Users Logging Faults:

- 90% of Category 1 Faults will be responded to within 1 support hour.
- 90% of Category 2 Faults will be responded to within 1 support hour.
- 90% of Category 3 Faults will be responded to within 8 support hours.
- 90% of Category 4 Faults will be responded to within 36 support hours.
- 100% of Category 1 Faults will be responded to within 2 support hours.
- 100% of Category 2 Faults will be responded to within 2 support hours.
- 100% of Category 3 Faults will be responded to within 12 support hours.
- 100% of Category 4 Faults will be responded to within 60 support hours.

Service Level - Rectification of identified faults by either permanent fix or work around have the following resolution times:

- Time taken to rectify each Category 1 Fault - target 4 support hours.
- Time taken to rectify each Category 2 Fault - target 12 support hours.
- 90% of Category 3 Faults will be fixed within 60 support hours (or included in a maintenance release/major release when agreed in advance with the Chief Executive).
- 98% of Category 3 Faults will be fixed within 120 support hours (or included in a maintenance release/major release when agreed in advance with the Chief Executive).

2.3 Response Times

The following SLAs shown below are measured at the front end of the LRS site in the F5 traffic manager software:

Service Level – Response Times for the LRS:

- An average of 98% of Update Learner transactions will be successfully completed within 1.9 seconds.
- An average of 98% of Register Single Learner transactions will be successfully completed within 1.9 seconds.
- An average of 98% of Find Learner by ULN transactions will be successfully completed within 1.9 seconds.

2.4 Disaster Recovery

- In the event that a Disaster renders the Helpdesk location inoperable, a recovery Helpdesk will be made available within 8 hours. In the event of a Disaster at the Helpdesk location, the Service available at the time of providing the recovery service shall be sufficient to support the organisational users of MIAP only.
- In the event of a major failure or incident at the Primary Data Centre, the Chief Executive will determine the need to swap over to the Recovery site, taking the appropriate advice. The Chief Executive shall ensure that the data within MIAP is available at the Recovery site at all times. Once such a decision is mutually taken, the Chief Executive shall ensure that the Service to Learning Providers only is available within 8 hours. The Chief Executive shall endeavour to return the full service at the primary site as early as possible but in no more than 24 hours from recovery of the Primary Data Centre, taking appropriate advice, where it is practical to do so.
- The architecture of the LRS provides variable data replication between the Production and Disaster Recovery site. The Recovery Point Object (RPO) will be no greater than 5 minutes. This means in the event of a disaster the replication data will never be more than 5 minutes out of line from the Production data, hence the maximum amount of data that will be lost will be that entered in the last 5 minute period prior to the system failing.

3. Additional Services

In addition to the provision of the LRS, the Chief Executive will perform a number of 'wrap around' services.

Requests for these additional services should be logged with the Helpdesk. A call will be raised and passed to the Service Team resolver group who will either deal with the query or pass onto a relevant member of staff within Skills Funding.

Service expectation – These Services will normally be for completed within 5 working days of receipt, subject to the exact nature of the request.

3.1 MIAP Service Team

3.1.1 Registration to the LRS

The Helpdesk processes requests for registration to the LRS and a completed Learning Provider Agreement must be returned along with an Organisation Registration Form. The Organisation Registration Form can be found at <http://miap.gov.uk>. Once these documents have been verified, a user ID, password and Organisation Reference Number will be provided.

Service expectation – Once received, a registration request will normally be completed within 5 working days.

3.1.2 Additional Available Literature

In support of registered Learning Providers the Chef Executive also provides and maintains guidelines covering:

- Handling Sensitive and Vulnerable Learners
- Searching and Capturing Learner details
- Customer Correspondence

These documents are available on the MIAP website.

3.1.3 ULN Data Challenge

Learner Registration Bodies (LRBs) can make changes to Learner record details without the need for a data challenge. A ULN data challenge will only be required if the wrong ULN has been allocated or a ULN exists with incorrect personal data that needs to be removed from the LRS.

An Exceptions Decision Tool has been developed to assist organisations in dealing with reviewing and identifying potential ULN data challenges concerning the identity of their Learners. This tool is available on the MIAP website. There is also the facility to report a Data Challenge from within the Learner Registration Service on line application via the 'Find Learner Results' screen. A ULN data challenge may arise for a variety of reasons for example a LRB may realise they have two ULNs for the same Learner or the incorrect ULN may have accidentally been updated.

The verification of the information about the Learner is the responsibility of the Learning Provider identifying the problem. The Learning Provider must verify the problem and pass a confirmed ULN data challenge to the Helpdesk who will pass the request onto the Data Challenge team.

Service expectation – Once a Data Challenge form is raised and passed to the Helpdesk a response should normally be received within 5 working days.

3.2 Business Change

The Chief Executive offers support, information, advice and guidance on the adoption and use of MIAP, which covers His standard business as usual service and future service developments. This support will help You make informed decisions as to how best to adopt MIAP services based on your level of understanding and/or implementation maturity and adoption.

An online Implementation Guide is available to assist You plan, adopt and use MIAP Services. Best practice case studies are available to assist adoption and use of the service and provide an indicator of benefit-opportunities for users.

Registered users will have access to Frequently Asked Questions (FAQs) and the on-line Implementation Guide via the MIAP website. Requests for these services should be logged through the Helpdesk so that a call can be raised and passed to the relevant member of staff.

Service expectation – Once received, a request for information will normally be responded to within 5 working days.

3.3 Additional MIAP Products Available

- Interface guide - defines the technical interface to the LRS. It describes how to create interface files that will be accepted by MIAP, how to submit them to the LRS and what to expect in return.
- LRS User Guide – this provides guidance for users on the processes to follow to access and use the system.
- LRS Web Services Interface Guide – this provides information and guidance on using Web Services.
- On line Help – is available within the LRS. There are various help topics that describe how to use the system, specific Help pages explaining how to use options within the system and a FAQs section. An interactive tutorial that simulates the live system can also be accessed within the Help section.

3.4 Data Management

The Data Management team provide assurance on the MIAP Information and Data Architecture to ensure it meets MIAP's evolving strategic data requirements. The team also manage the MIAP Information Governance framework ensuring all data sharing is in accordance with relevant legislation. As custodians of the MIAP Common Data Definitions (CDD) the team manage the development and alignment of these definitions across the sector and support Implementation.

The product set produced by the Data team is as follows:

- MIAP Common Data Definitions – The MIAP Common Data Definitions are a set of data definitions that have been developed to be used across the MIAP user base.
- MIAP Data Sharing Framework - The framework has been developed as a common document for the MIAP programme to promote the sharing of information in a consistent and approved manner promoting good information management practice.

Appendix A – Service Definitions

In this Document the following expressions shall have the following meanings:

- Category 1 Fault** means a critical fault that is preventing all users from carrying out their tasks and for which no work around can be identified. This would affect MIAP Data Bin Owners, Learners, Learner Registration Bodies or any combination thereof;
- Category 2 Fault** means major fault with significant business impact or where the work around is complex or has significant business impact;
- Category 3 Fault** means minor fault for which a simple work around is available;
- Category 4 Fault** means a cosmetic fault that requires no work around to be applied by the user;
- Transaction Type A** UPDATE LEARNER
means a computer transaction that, from a pre-fetched individual record, updates that single record with data amended by the user and also creates a single record in an audit log. There will be two updates on insertions per transaction;
- Transaction Type B** REGISTER SINGLE LEARNER
means a computer transaction that retrieves and displays the information about a single Learner from a single database table row and between 0 and 30 rows of data about learning and participation for that Learner; and
- Transaction Type C** FIND LEARNER BY ULN
means a computer transaction that retrieves and displays the information about a single Learner from a single database table row and between 31 and 2000 rows of data about learning and participation for that Learner.

Appendix B – Contact Points and Escalation

The main contact point is the MIAP Helpdesk:

Tel: 0845 6022589

Email: lrssupport@miap.org.uk

Correspondence Address: MIAP Helpdesk, Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The second point of escalation is the Service Manager:

Tel: 0845 6022589

Email: lrssupport@miap.org.uk

Correspondence Address: MIAP Service Manager Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The third point of escalation is the Senior Service Manager:

Tel: 0845 6022589

Email: lrssupport@miap.org.uk

Correspondence Address: MIAP Senior Service Manager, Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The fourth point of escalation is the Head of MIAP Service:

Tel: 0845 6022589

Email: lrssupport@miap.org.uk

Correspondence Address: Head of MIAP Service, Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

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Contact details for each office can be
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