

TITLE: Consideration of Renewal of Hawaii Information Consortium Agreement

The Hawaii Teacher Standards Board affirms the attached Customer Service Statement of Work (SOW) for infrastructure support provided by Hawaii Information Consortium (HIC).

The Board also directs the Executive Director to report on the status of HIC's support at the June 2016 meeting, to include functionality of the online licensing system and responsiveness to system maintenance and support requests.

Submitted by: Terry Lynn Holck

Referred to: Budget, Personnel and Strategic Planning Committee