Exhibit A
ESSENTIAL SERVICES - DISTANCE LEARNING/STUDENT SERVICES

Service	Description	Technology Currently Used	Service Operational Effort
DLSS Contracting Services	Negotiation of statewide licensing resources and preferred pricing agreements, issuing purchase orders, and entering into contracts for the acquisition of distance learning resources, student and support services, electronic resources, and other goods and services.	Liferay (website / container) Platform.	Communication with internal and external stakeholders – 40% Process Administration within FLVC and with Procurement/Legal – 60%
FLVC State Authorization Network	FLVC/DLSS is a system-level member in the WCET State Authorization Network. As a result, all Florida public colleges and universities have access to WCET SAN and each has a designated representative.	Liferay (website / container) Platform. Listserv and web conferencing platforms.	Monitoring Status Updates and Issues – 50% Communication – 50% Utilizes WCET-SAN Membership
FloridaShines Website	The FloridaShines website acts as a container for the majority of Distance Learning and Advising / Student Support services (DLSS).	Liferay (website / container) Platform.	SME / Program Coordination & operations – 50% Website / Testing / technical support – 30% Marketing / Communication / Documentation – 20%

Exhibit A
ESSENTIAL SERVICES - DISTANCE LEARNING/STUDENT SERVICES

Service	Description	Technology Currently Used	Service Operational Effort
FloridaShines Catalog	The FloridaShines Catalog is a statewide internet-based catalog of distance learning courses, degree programs, and resources offered by public postsecondary education institutions, Florida Independent Colleges & universities of Florida and Technical Colleges and Centers. The Catalog also includes an administrative dashboard for institution representatives to manage information, and resources as well as reporting for stated requirements in statute. The catalog of courses supports improving the quality of courses and learning experiences for students in online and blended courses.	Liferay (website / container). Authentication platform / technology. Software / application developed and maintained by FLVC.	Oversight, Partnerships & strategic planning – 10% SME / Day-to-day operations– 50% Testing / technical support– 30% Marketing / Communication / Documentation – 10%

Exhibit A
ESSENTIAL SERVICES - DISTANCE LEARNING/STUDENT SERVICES

Service	Description	Technology Currently Used	Service Operational Effort
Transient Student Admission Application	This application allows for students enrolled in a state college or university, to request approval to take a course at another state college or university. Florida allows students who are currently enrolled at one of Florida's public colleges or universities to take a course at another public college or university in Florida. The policy is known as Transient Student Admissions. The Florida Virtual Campus is designated by the State of Florida as the sole provider of the automated application process for Transient Student Admissions.	Liferay (website / container). Authentication platforms and single sign on, that allow access to all current students at Florida's public colleges and universities. Software / application developed and maintained by FLVC.	Oversight, Partnerships & strategic planning – 10% SME / Day-to-day operations– 50% Testing / technical support– 20% Marketing / Communication / Documentation – 20%
Advising Applications	- Degree Program Requirements - Get My Transcript - Check my Progress to Graduation - Evaluate Impact of Changing Majors - Evaluate Impact of Changing Schools and Majors - Program Admission Requirements for College Transfer Students	Liferay (website / container). Authentication platforms and single sign on, that allow access to all current students at Florida's public colleges and universities. Software / application developed and maintained by FLVC.	Oversight, Partnerships & strategic planning – 10% SME / Day-to-day operations – 50% Testing / technical support – 20% Marketing / Communication / Documentation – 20%

Exhibit A
ESSENTIAL SERVICES - DISTANCE LEARNING/STUDENT SERVICES

Service	Description	Technology Currently Used	Service Operational Effort
- Common Prerequisites Manual - Statewide Articulation Agreements - Residency Guidelines	FLVC serves as the official statewide repository for the common prerequisite manual, admissions information for transferring programs, foreign language requirements, residency requirements, and statewide articulation agreements.	Liferay (website / container). Authentication platforms for administrator and state office access. Software / application developed and maintained by FLVC.	Oversight, Partnerships & strategic planning – 25% SME / Program Coordination & operations – 40% Testing / Technical support – 25% Marketing / Communication / Documentation – 10%
Articulated Transfer Evaluation (2+2) Application	Audit transcripts of students enrolled in a public postsecondary education institution to assess current academic standing, the requirements for a student to transfer to another institution, and all requirements necessary for graduation.	Liferay (website / container). Authentication platforms and single sign on, that allow access to all current students at Florida's public colleges and universities. Software / application developed and maintained by FLVC.	Oversight, Partnerships & strategic planning – 10% SME / Day-to-day operations– 50% Testing / technical support – 20% Marketing / Communication / Documentation – 20%

Exhibit A
ESSENTIAL SERVICES - DISTANCE LEARNING/STUDENT SERVICES

Service	Description	Technology Currently Used	Service Operational Effort
Florida Academic Success and Quality Initiative	Support of improvements to the quality of courses and learning experiences through the Florida Quality Matters Initiative (FLQ MI), which reduces quality improvement program costs (as much as 56%) to colleges through shared contracting/licensing of a statewide subscription to the Quality Matters system, and the course quality ranking process from the FLBOG Innovation Online 2025 Strategic Plan Goals.	Liferay (website / container) Platform. Listserv and web conferencing platforms, Canvas Learning Management System, the Equella repository platform and System Licensed Quality Matter content and technology platforms.	Training – 40% Statewide Coordination – 60% Includes Statewide Quality Matters Membership Program
Help Desk	Provide support for issues, questions, clarification, advisement of FLVC services, events and communications for institutions, students and stakeholders.	CRM Software Platform is used to track tickets and manage cases. Tickets can be entered by students, faculty, or staff at any SUS or FCS institution.	Institution and student inquiries - 100%

Exhibit A
ESSENTIAL SERVICES - LIBRARIES

Service	Description	Technology Currently Used
Integrated Library System (ILS)	The Integrated Library System (ILS) is the "backbone" system for both physical and electronic library resources and services. It serves as a library catalog, resource management and purchasing system for the 150+ academic libraries of Florida's 40 public universities and state colleges.	The current ILS is a combination of technologies and platforms: *Aleph integrated library system – backbone system --Software subscription with Ex Libris --Hardware owned/maintained by FALSC/FLVC *Mango discovery tool – search and discovery used by FCS and SUS libraries --Manages UBorrow statewide InterLibrary Loan service – allows students, faculty, and staff at an FCS or SUS institution to request and receive library materials from any other FCS or SUS institution --Software developed, maintained, and updated by FALSC/FLVC --Hardware owned/maintained by FALSC/FLVC *EBSCO Discovery Service (EDS) – search and discovery tool used by most SUS libraries; includes central index or millions of records of electronic journals, articles and ebooks --Software subscription with EBSCO *EBSCO Full Text Finder - knowledge base, holdings management tool, publication finder and link resolver for access to electronic resources *Tampa Bay Library Consortium ILL Delivery Service – courier service for UBorrow to fulfill interlibrary loan requests in-state *Online Computer Library Center (OCLC) Bibliographic Utility – provides catalog and other database records to support ILS --Software platform subscription from OCLC --FALSC pays "Access Fee" for all 40 institutions to access their individual OCLC subscriptions and services *Rapid ILL – interlibrary loan service for state universities --Software platform from Ex Libris --Integrates with ILS platform *Book and Equipment SelfCheckout units, RFID gates - Third-party Devices for student support

Service	Description	Technology Currently Used
	NextGen ILS Implementation - Alma/Primo **Implemenation of the next generation integrated library system, Alma/Primo, is currently under way. This project is on a tight timeline, scheduled to be completed in July 2021. This implementation will replace Aleph, Mango, and EDS.**	The Next Generation ILS will be a combination of technologies and platforms: *Alma integrated library system – backbone system --Software subscription with Ex Libris --Fully cloud-based solution *Primo discovery tool – search and discovery for FCS and SUS libraries --Will manage UBorrow statewide InterLibrary Loan service – allows students, faculty, and staff at an FCS or SUS institution to request and receive library materials from any other FCS or SUS institution --Fully cloud-based solution * Knowledge base, holdings management tool, publication finder and link resolver for access to electronic resources *Tampa Bay Library Consortium ILL Delivery Service – courier service for UBorrow to fulfill interlibrary loan requests in-state *Online Computer Library Center (OCLC) Bibliographic Utility – provides catalog and other database records to support ILS --Software platform subscription from OCLC --FALSC pays "Access Fee" for all 40 institutions to access their individual OCLC subscriptions and services *Rapid ILL – interlibrary loan service for state universities --Software platform from Ex Libris --Integrates with ILS platform *Book and Equipment SelfCheckout units, RFID gates - Third-party Devices for student support
Statewide Collection of Electronic Resources and Online Databases	FALSC negotiates with vendors for preferred pricing on electronic library resources; coordinates and manages contracts with vendors; and provides platforms for access to online library resources that exist behind paywalls.	*Consortia Manager – used by FALSC and by all FCS and SUS libraries to manage all e-resources contracts, licenses, negotiations, and communications *CELUS – collects and aggregates e-resources usage data for all 40 institutions; reporting for IPEDS, SACS/COC, others FLA-PASS -- provides Florida's public high school students in accelerated educational tracks access to a subset of online resources used within Florida's State University and College systems.

Exhibit A
ESSENTIAL SERVICES - LIBRARIES

Service	Description	Technology Currently Used
Authentication Platforms to Remote Access to Electronic Resources	FALSC provides authentication platforms that allow remote, off-campus access to all electronic resources.	*EZProxy – IP-based authentication platform --Allows students, faculty, and staff to log-in to electronic resources when off-campus. Used by 28 FCS institutions and 3 SUS institutions. --Software license from OCLC *OpenAthens – Next-gen, enhanced authentication and statistical platform. Provides students with enhanced, seamless access to library resources both on-campus and off-campus. Provides robust reporting platform for usage statistics. Mid-way through statewide implementation. GLUU Identity Access And Management software allows us to efficiently mediate access to OpenAthens for all institutions.
Help Desk and Support	FALSC provides a statewide, multi-channel Help Desk staffed with certified HDI (Help Desk Institute) analysts and librarians. The Help Desk answers questions and troubleshoots issues with all FLVC/FALSC products and services, handling over 1,000 cases each month. Main point of contact for FLVC and FALSC services. FALSC also provides training and consultation services to all institutions as well as ways in which library staff can collaborate and share ideas to enhance student success.	CRM Software Platform is used to track tickets and manage cases. Tickets can be entered by students, faculty, or staff at any SUS or FCS institution. Provides current status updates and case history to customers and staff. Knowledge Base searching for common questions and answers. SpringShare LibGuides Platform --Used for communication and information sharing with institutions, and records of all Members Council on Library Services (MCLS) Standing Committees, ILS Working Groups, etc. --Also used for Library Support and Training Professional Development and Communication LISTSERV discussion list software. Communication and discussion platform for external stakeholders. System availability, supports all FLVC/FALSC services, advisory process MCLS and MCDLSS, ILS implementation. Velaro chat. Used by Help Desk to provide external online chat service to FLVC customers. Support Portal and CRM Knowledge Base. Used by external customers to search for answers to common questions, open cases, and track responses.

Exhibit A
ESSENTIAL SERVICES - LIBRARIES

Service	Description	Technology Currently Used
OER/Textbook Affordability	FALSC provides platforms and resources for Open Educational Resources (OER) & textbook affordability, the selection and usage of OER, developing review standards and approval process for OER, and for the digital collection and preservation of Florida's cultural heritage as primary resources. FALSC assists colleges and universities in providing Open Education Resources to reduce or eliminate textbook costs and improve the quality of instructional materials.	SpringShare LibGuides Platform Listserv Google Drive Florida Orange Grove

Exhibit A
ESSENTIAL SERVICES - LIBRARIES

Service	Description	Technology Currently Used
Digital Archives	The Florida Open Academic Library (FOAL), Openlib.flvc.org, provides an online portal to Florida's digital archives and cultural heritage collections housed at public colleges and universities. Shaping lifelong learners in the State of Florida by enhanced and enriched support of the learning experience with cost effective leadership and collaboration with the Florida Libraries' digital community of higher education.	Florida Open Academic Library (FOAL): A central index of Florida digital collections, archives, and OER materials that allows 40 institutions to search over 100 different sites with over 1.25 million items which saves the institution time and allows efficient effective research. FL-Islandora: Gives the 40 public institutions in Florida a high quality, attractive digital library platform available to the public and SUS and FCS institutions at no cost to them. Florida OJ: Academic journal management platform that supports editors and editorial boards for their journals on a no-charge scholarly site. Enables Florida faculty to publish their research alongside more than 37,000 scholarly research articles in over 28 academic journals. PURL: Server allows public universities and public state colleges to create, update, and centrally manage Persistent URL (PURLs), which are used in the shared catalog, Florida Open Academic Library, library research guides, syllabi, and open educational resources. PALMM: The Publication of Archival Library and Museum Materials (PALMM) is a long running collaborative digital library project with name recognition in Florida higher education, which allows institutions to combine similar materials at different institutions into a larger shared online collection for more impact, showcases unique collections held by institutions in Florida. Citation Server: Catalog and discovery to unique and one-of-a-kind Citation Collections such as Archie Sea Turtle Bibliography, Citrus Greening, London Times Index, Florida Documents, and Florida Times Index. ETD Server: Houses thousands of electronic thesis and dissertations from mulitple universities in the state. Excel to MODS: Allowing FALSC members to do batch loading from an Excel spreadsheet rather than filling out a separate entry form for each item one-at-a-time. Provides support to State of Florida collections: --Florida on Florida, http://fof.fcla.edu/cgi/b/bib/bib-idx --Archives Florida, https://archives.falsc.lyrtech.org/ --FL-Islandora, FloridaOJs, and other platforms are housed on FLVC hardware and servers --Platform software is open source and maintained by FLVC Department of Information Technology Staff ***SobekCM Hosting (@UF)

Exhibit A
Centralized Services

Service	Description
Facilities	Primarily operational costs for facilities that house staff in Tallahassee and Gainesville. Also includes rent and facilities maintenance charge for staff based in Pensacola.
Financial Services	Includes all typical business operations, including interacting with the host's Human Resources office, and general supplies.
CEO Office	Includes Executive Office staff, travel and other expenses
Marketing	Activities are aimed at student populations and staff who would use FloridaShines. This category includes marketing through social media outlets and print and digital materials.
Information Technology and Data Center Services	Includes costs such as network and data center software, CRM and web platforms, web/network security controls, and Northwest Regional Data Center Services.