

Certified OpenEMIS Service Provider Expectations

Overview

The OpenEMIS Service Provider Certification Program is designed to ensure that certified providers deliver consistent, high-quality support for the implementation, customization, training, and maintenance of OpenEMIS solutions worldwide. Certification is not only a mark of technical competence but also a commitment to the values and standards upheld by the OpenEMIS Community.

Certified providers are expected to uphold the integrity of the OpenEMIS brand and actively contribute to its mission of strengthening Education Management Information Systems through open-source, sustainable, and localized solutions.

Core Expectations

1. Commitment to Quality and OpenEMIS Values

- Deliver services that reflect the OpenEMIS commitment to data-driven, equitable, and sustainable education systems.
- Uphold transparency, accountability, and respect for national data ownership.
- Community engagement. Service providers are expected to promote and align with the community model of open source software development.

2. Service Delivery Standards

- Provide services in accordance with best practices, and local requirements.
- Establish and maintain service level agreements where applicable.
- Ensure timely, responsive, and culturally appropriate client support.
- Maintain clear documentation of implementation activities, and configurations.

3. Training & Capacity Building

- Promote knowledge transfer by providing hands-on training to local users, administrators, and stakeholders.
- Support long-term capacity development strategies, fostering self-sufficiency within client institutions.

4. Collaboration with Community Systems Foundation (CSF) and OpenEMIS Lab

- Participate in knowledge-sharing activities, peer reviews, and community forums when appropriate.
- Maintain a dedicated service desk subscription with the OpenEMIS Lab.
- Share input into the development of the road map for software development.
- Engage the OpenEMIS Lab in analysis, design and eventual software enhancements to the OpenEMIS software suite.
- Report bugs, contribute improvements, and share lessons learned with the broader OpenEMIS ecosystem.
- Engage in periodic check-ins or evaluations with CSF to ensure alignment with program expectations.

5. Brand Representation

- Represent the OpenEMIS name with integrity and professionalism.

- Use the OpenEMIS certification badge in accordance with guidelines provided.
- Do not claim exclusivity nor represent oneself as an official OpenEMIS agency, CSF or CSF staff without explicit authorization.

6. **Compliance and Ethics**

- Respect national policies on data privacy, security, and sovereignty.
- Avoid conflicts of interest and disclose any affiliations that could compromise impartiality.
- Abide by any legal agreements or memoranda of understanding entered with clients or CSF.

7. **Financial Commitments**

- Certified service providers shall contribute 10% of OpenEMIS project revenue to Community Systems Foundation and the OpenEMIS Lab. This contribution supports high-quality service backstopping and the ongoing maintenance of the OpenEMIS software.
- Certified service providers shall maintain a dedicated service desk subscription with the OpenEMIS Lab.
- Any additional services required from CSF and the OpenEMIS Lab will be costed based on effort and agreed with the certified partner.
- As part of their commitment to certification, service providers are required to submit annual programme and financial reports to Community Systems Foundation and may be subject to financial audits.

Performance Monitoring and Renewal Certification is valid for a period of two years, subject to renewal based on:

- Demonstrated service quality and adherence to these expectations.
- Client feedback.
- Continued engagement with the OpenEMIS community.

Failure to meet expectations may result in certification being suspended or revoked. Providers will be given notice and an opportunity to remedy performance issues where possible.

Support for Certified Providers

Certified providers will benefit from:

- Recognition on the OpenEMIS website
 - Access to the OpenEMIS Lab through a dedicated service desk.
 - Recommendations from Community Systems Foundation to education authorities to lead project activities.
 - Priority consideration for collaboration opportunities.
 - Technical guidance and backstopping from OpenEMIS Lab.
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