



Instructional Materials Technology Information

Title: Core Knowledge Language Arts

Content Area: ELA

Publisher: Amplify

Grades: 3-5

Copyright: 2015

Instructional Materials Technology Information

Since EdReports released its first reviews five years ago, the materials landscape has changed dramatically, especially in the area of technology. District questions have evolved from ensuring materials could be accessed on older browsers and versions of operating systems to detailed questions about interoperability, compatibility, security, support, and digital design. These questions have become even more important during the pandemic as districts assess what instructional materials may work best in their communities not just in-person, but also remotely and in hybrid settings. Access to high quality instructional materials by all students is more important than ever, and technology plays an essential role in that access. To help provide technology information for materials that meet alignment criteria in Gateways 1 and 2, EdReports has requested publishers answer the following questions to help consumers better understand the digital design and capabilities of their instructional materials.

- Section 1 provides broader questions most frequently asked of EdReports about the design of materials. These questions are meant to provide higher level, summary information.
- Section 2 provides more fine-grained details on aspects of design and functionality.

Considerations When Reading This Document

- EdReports is seeking the most accurate, descriptive information about curricular products. We are not evaluating quality or desirability, but documenting features in materials to empower local schools and districts with information to select materials that will work best for them given their technological capabilities and instructional vision.
- The information in this document comes directly from publishers. EdReports reviewed the information for clarity and consistency, but did not verify its accuracy. Questions you have regarding any of the reported information should be directed to the publisher of the product.
- Look at the information in the “Details” column carefully. Functionality and digital design can vary greatly depending on how a publisher responded. Most publishers provide granular information for each question to illuminate their responses.
- This document is most effective when paired with questions that relate to your local context and reviewed with both content and IT staff. Consider your district’s technological access and capacity amongst students, teachers, and schools.

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Section 1: Usability Snapshot

This section includes questions on digital design and support that allows users quick access to essential information.

*** Note:**
“Yes with core product” below should be used to indicate functionality in the core materials as reviewed by EdReports that are available without LMS integration.
“Yes with dependencies” below refers to functionality in the materials reviewed by EdReports that are present or accessible only through working in a separate LMS, by utilizing other software as a plug-in, linking externally to sites outside the materials, or if functionality is dependent on a supplemental purchase.

Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Are the materials designed so that students are able to access and complete work online?		X			<p>Students can access and complete a variety of readings, vocabulary work, and skill lessons online. However, the primary CKLA lessons and content are in print and not online. Additional skills and read aloud videos intended for online use will be available for remote learning in August 2020.</p> <ul style="list-style-type: none"> • All CKLA online tools are within the native materials and do not require any additional integration. • The online work does not require a 1:1 device in a classroom. Students can partner together to work through activities. • Students need a reliable internet connection to use the online portions of the curriculum.

Do the materials support learning in hybrid settings (both in-person and remote learning) concurrently?		X		<p>CKLA recently created a new digital Hub, which is a digital resource that students can use to access CKLA material, such as the vocabulary app, a digital reader, phonics videos, and other animated and engaging videos.</p> <p>This digital hub is available for all users that are setup for the new 2020-2021 school year.</p> <p>New skills and read aloud videos will also be created for remote learning needs. This material will be available in August 2020.</p> <p>Using a combination of digital and print will allow teachers to put together independent work packages for students when learning is remote.</p>
Are tasks, activities, and lessons able to be printed either for in-class use or for use in at-home learning?	X			<p>All CKLA core material is in print. Students can take home their print workbooks, as needed.</p>
Is there instruction so students can work independently (or with an adult at home)?		X		<p>Students can work through a variety of print packets and worksheets as well as watch a series of skill videos and read aloud videos at home to ensure they are moving through key content during remote learning.</p> <p>The skills and read aloud videos will be available in August 2020.</p> <p>Instructional documents for parents will be available for parents and guardians in August 2020. Adult support will be needed for younger</p>

					students - particularly to help them get set up and started on the first skills video.
Does the technology facilitate a teacher's ability to differentiate lessons, tasks, or other content for students?				X	A digital intervention toolkit will be released in the fall, to guide teachers when differentiating students. The technology will provide differentiation recommendations to teachers, as they plan their lessons.
Are there tutorials, videos, or other integrated supports in the materials to help educators to understand and/or utilize the materials?	X				A new Professional Learning site is now available for all educators. This site includes articles, videos and other instructional material to guide teachers in using the Amplify CKLA program.
Are there tutorials, videos, or other integrated supports in the materials to help parents/guardians to understand and/or utilize the materials?	X				Parent letters are available for teachers to send home on a regular basis. These parent letters inform parents and guardians what is being taught, and how to help students at home with additional at-home material. <ul style="list-style-type: none"> • Parent supports are currently only available in English. Spanish letters will be developed in the coming months.
Are all of the following audiences provided access to the product as part of the core purchase? <ul style="list-style-type: none"> • parents/guardians • Educators (Teachers, Administrators, etc.) • Students 	X				Educators, Students and Guardians all have access to the CKLA digital material. K-2 students and parents can login with a shared login, and 3-5 students will receive their own unique logins at the start of the school year, which parents can use. <ul style="list-style-type: none"> • Activity within the system is not currently tracked, aside from vocab activities in grades 3-5 • Teachers currently do not view student work or grade student work digitally.

<p>Are the materials designed to integrate with a Learning Management System (LMS)?</p>		X			<p>Yes. SSO via LTI is available. Full materials are accessible outside of an LMS.</p> <p>Digital Assessments can be integrated with an LMS on request. Once imported they can be modified.</p> <p>If yes,</p> <ul style="list-style-type: none"> • Are the full materials accessible outside of an LMS? • Can they be modified once they are imported or are they static?
<p>Does all content conform to the National Instructional Materials Accessibility Standard?</p>	X				
<p>Is there technical support during day-to-day use?</p>					<p>Amplify provides technical and pedagogical support for educators.</p> <p>Email is available anytime for technical support/product issues.</p> <p>cklahelp@amplify.com</p> <p>Our support team includes specialists for troubleshooting technology and former educators for matters related to instruction. They are available by phone at (800) 823-1969, Monday–Friday 7:00AM - 7:00PM ET.</p>

Section 2: Technology Checklist

The following checklists are designed to give more detailed information about digital design and technical capabilities in key areas of instructional materials to support state and local decision making. This list reflects details commonly requested by those making purchasing decisions at the state or local level.

Design

Design questions address whether the materials are designed to be used digitally in an in-person environment, remote learning environment, or both. Digital design can vary, often ranging from the ability to access files that are identical to print materials online to doing tasks and assessments as part of the program. The ability to take advantage of design functionality may depend on answers to questions in other sections of the checklist such as internet capabilities, number and type of devices, etc.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
<p>Are the materials designed to be used with both digital and print components?</p> <p>Are there print options available for student-facing materials that could be utilized in a blended digital approach?</p>	X				<p>A combination of digital and print materials can be used for instruction, however the core content is all in print.</p> <p>The print content and digital content is different. The digital components are supplementary but can be used to engage students further with videos, sounds and animation. They can also be used in</p>

Is the print content identical, similar, or comparable to the digital?					<p>remote-learning settings, to provide students with continued skill instruction.</p> <p>If yes,</p> <ul style="list-style-type: none"> • What are the print options? (check all that apply) <input checked="" type="checkbox"/> Purchase hard-copy books/workbooks <input type="checkbox"/> Photo copies available for purchase <input type="checkbox"/> Users can print at home
Is the digital design of the materials intended to replicate a textbook experience?			X		CKLA is primarily a print product, with supplementary digital components. All core instructions remain in print. The digital components include a combination of a vocabulary app, a sound library, a digital ereader, and other videos and tools.
Are digital teacher guides available for the materials?	X				<ul style="list-style-type: none"> • All teacher guides are available to view digitally in PDF format on the Teacher Resources site. • The teacher guides and planning material guide teachers through student-facing lessons. • There is no additional cost for these resources
Do the materials contain videos/animations/simulations for student learning?		X			<p>Most digital components within CKLA are a combination of videos and animations.</p> <ul style="list-style-type: none"> • These digital components are supplementary to the core print material • All material is native to CKLA. There are no links to non-Amplify sources.
Is any or all online content dependent on links that are not maintained by the publisher?				X	<ul style="list-style-type: none"> • Detail permissions the district may need to set to ensure access to this content (age restriction bypass, specific URL permissions etc.).

Do the materials include opportunities for online collaboration among students?			X		CKLA is primarily a print product, with supplementary digital components to increase student engagement and assist with remote learning. All core instruction is in print.
Do the materials include built in features for student-to-teacher interaction?			X		CKLA is primarily a print product, with several digital components to increase student engagement and assist with remote learning. All core instruction is in print.
Is a 1:1 device ratio required?			X		CKLA is primarily a print product, with several digital components to increase student engagement and assist with remote learning. All core instruction is in print.
Are the assessments contained within the materials able to be securely completed by students online?		X			Digital assessments are available upon request. These assessments can be integrated with an LMS provider. <ul style="list-style-type: none"> • This is true for all assessments • Assessments are not currently editable by teachers.
Is data available about user sessions (e.g., timestamps, content being viewed, callbacks fired, etc...)?			X		CKLA is primarily a print product, with several digital components to increase student engagement and assist with remote learning. All core instruction is in print.
Are there online professional learning supports to help teachers utilize the materials?		X			<ul style="list-style-type: none"> • Tutorial videos and numerous help articles are available for teachers at my.amplify.com/help. Additionally, a new Professional Learning site will offer on-demand Professional Development content and videos. There is no associated costs with these material <p>If yes,</p> <ul style="list-style-type: none"> • Describe these supports and any associated additional costs.

<p>Are there parent/guardian resources available for school systems to utilize:</p> <ul style="list-style-type: none"> • For when there is in-person instruction? • For when there is hybrid instruction? • For creating continued learning plans for distance learning schedules? 		X		<p>Parent letters are available for teachers to send home on a regular basis. These parent letters inform parents and guardians what is being taught, and how to help students at home with additional at-home material.</p> <p>This material can be used for both an in-person and at-home learning period. Additional parent guidance will also be available for distance learning in August 2020.</p> <p>These letters will include:</p> <ul style="list-style-type: none"> • Overall program structure and philosophy • Guidance to parents and guardians on how to use the materials and tools within the program as they work with their students <p>If yes, Please include details such as if there are:</p> <ul style="list-style-type: none"> - Sample schedules - Instruction guides - Classroom management suggestions - Feedback options
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Learning Management Systems	Blackboard	Canvas	Eduphoria	Google Classroom	ItsLearning	Moodle	Schoology	Other: Please list below
<p>Are the materials configured to work with one or more learning management systems? Check all that apply.</p>		X					X	
<p>LTI Single Sign On from current versions of hosted Schoology or Canvas is available at no additional cost.</p> <p>--</p> <p>If the materials integrate with any of the LMS above, include information here about any additional costs and which version of your materials and the LMS was tested.</p>								

System Access

System access questions address how users access the digital materials and what kind of logins/passwords are accepted/supported/required.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is single sign-on supported?	X				Yes: <ul style="list-style-type: none"> Amplify supports SSO with a variety of methods, including SAML v2.0, Active Directory Federation Services v2.x. and v3.x, and LDAP. Supported SSO integration partners include Clever, Google, ClassLink, and GG4L.
Can the platform manage staff assigned to multiple schools with a single sign-on?	X				
Can co-teachers be assigned to multiple classes?	X				<ul style="list-style-type: none"> Yes, co-teachers can be assigned to multiple teachers, managed as part of the rostering process, which is generally configured by school or district administrators.
Can students who move between teachers or schools using the same materials be re-assigned without losing their work/progress?	X				

Can the platform provide user accounts for staff members (principals and other admin) who are not assigned students?	X				<ul style="list-style-type: none"> Yes. Roles include Teacher and Administrator, at school or district level. No additional purchase is required.
Can passwords be reset without assistance from trained IT staff?	X				<ul style="list-style-type: none"> Amplify recommends using Single Sign On, in which passwords are managed by the LEA. If the customer chooses to use Amplify-managed passwords for staff or students, the applicable user passwords can be reset without assistance.
When working offline, does the product automatically sync when a connection is re-established?	X				

Technical Support

Technical Support questions are designed to help users understand what assistance to expect. These details are important to consider alongside local capacity for devices, networks, and use. Considering what level of independence users will have alongside these criteria can help schools and districts reflect on their needs for support.

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Technical Support	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is technical support provided to districts during initial set-up and deployment?	X				Amplify's Implementation Team is expressly devoted to ensuring the timely and successful set up of Amplify CKLA. Each district is assigned an Implementation Project Manager as a single point of contact who will coordinate materials fulfillment, software configuration, and schedule the desired Professional Learning sessions. This team will work with appropriate district representatives to enroll teachers and students into Amplify CKLA.
Is technical support provided during the duration of the contract?	X				If yes, <ul style="list-style-type: none"> • Specify the type of support provided and the audience. • Include where users get tech support. • Can students access on-demand technical assistance? Parents? Teachers? Is this through a ticketing system or live chat? • What hours is help available? • Is there a response time guarantee?

Amplify is committed to providing quality customer support to all of our educational partners, whether a single classroom purchase or a full district contract. We offer customer support by telephone, live chat, and email from 7:00 AM to 7:00 PM Eastern Time Monday - Friday (excluding holidays). Based out of our Atlanta, Georgia office, our customer support analysts include technology specialists to address software questions and former educators to offer guidance on using Amplify CKLA in the classroom. Our unique blend of technical and pedagogical support each offered through multiple contact methods, makes getting help on any issue as easy as possible.

Amplify's customer support team is made up of specialists for troubleshooting technology as well as former educators for matters related to instruction. Customer Care Analysts are available Monday through Friday, 7 a.m. to 7 p.m. ET.

Phone

Contact Number: 1-800-823-1969

Email

help@amplify.com

Chat

					<p>Amplify prides itself on answering customer questions quickly, so teachers can do what they do best—teach. Customer support through chat is available directly from our applications by clicking on the Amplify Chat icon.</p> <p>In addition to technical support, we also staff a team of pedagogical experts who support educators and administrators on questions about assessment administration, results analysis, and K-8 literacy instruction. This sets us apart from all others. Our former school leaders and teachers have a deep knowledge of the Amplify CKLA curriculum and are able to support leaders and teachers on the pedagogical aspects of our solutions. By combining comprehensive technical support with access to pedagogical expertise, Amplify seeks to ensure that all users have quick, relevant answers that maximize program impact.</p>
If utilizing a free or trial version, is technical support provided?		X			
Are there self-service supports for troubleshooting?	X				Yes, Amplify supplies self-service support documentation and videos at my.amplify.com/help
Does technical support include planning for emergency access and district support?	X				

Compatibility

Compatibility questions address technical compatibility specifications. It is designed to help users understand how the materials will look and operate on various devices. These details are important to consider alongside local capacity for devices, networks, and use. Understanding what devices function best can help determine users' needs for district device or technical support.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Does the product have a native mobile application?			X		
Is the product browser-based?	X				Amplify CKLA is primarily a print product, but the digital components are browser-based.
Does the product use responsive design for rendering on smartphones?	X				Smartphones are supported for certain activities.
Does the product use responsive design for rendering on tablet devices?	X				
Does the product use responsive design for rendering on laptop devices?	X				
Does the product use responsive design for rendering on desktop devices?	X				

Are all users (students/teachers/staff/admin/parents) permitted to use the product on more than one device (e.g. computer at school and a laptop at home or a smartphone and a laptop)?	X				Yes. No additional software downloads are required.
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Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported	Details
Windows	X	Windows 7	Windows 10	Indicate if the materials are designed for a specific device type or if they are generally compatible.
Linux	X			
Windows Tablet	X	Windows 10	Windows 10	
Apple Laptop/Desktop	X	OS 10.11	Latest iOS	
iPhone	X	iOS 11.3	Latest iOS	
iPad	X	iOS 11.3	Latest iOS	
Android Phone	X	Android 8.1	Latest Android OS	
Android Tablet	X	Android 8.1	Latest Android OS	
Chromebook/Chrome OS	X	Latest OS	Latest OS	
Amazon Fire OS	<input type="checkbox"/>			
Other E-Reader	<input type="checkbox"/>			
Interactive Whiteboard	<input type="checkbox"/>			

Browser		Operating System						
		Apple		Windows		Linux	Chrome OS	N/A
	Check if browser is compatible	Oldest version supported	Newest version supported	Oldest version supported	Newest version supported			
Chrome	X	Last two versions	Current Version	Last two versions	Current Version	Latest 2 versions	Latest 2 versions	
Firefox								
Safari	X	11+	Current Version					
Edge (formerly Internet Explorer)								
Internet Explorer								
Other:____								
Additional Notes:								

Accessibility

Curricula with digital capabilities integrate accessible supports in a variety of ways. Accessibility questions pertain specifically to diverse learners who may need specific supports to be able to successfully interact with materials.

Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Screen Readers	X				
Screen Magnification Software	X				
Text Readers	X				
Adjustable Print Size	X				
Speech Input Software	X				
Header Point Devices		X			
Motion/Eye Tracking Devices		X			
Single Switch Entry Devices		X			
Braille Readers/ Display Devices	X				
Closed Captioning	X				
Alternative Input Devices	X				
High Color Contrast Display Options	X				
Translation of Text to Other Languages		X			Spanish is included for selected CKLA content.
Bilingual Dictionaries available for students			X		

Are there required accessories (headsets, speakers)?			X		
Multiple Playback of audio/video			X		
Can students adjust the speed of audio/video playback?	X				
Are these accessibility supports able to be turned on/off?			X		
Does all browser-based technology satisfy the Web Content Accessibility Guidelines or VPAT ?	X				

Additional Technology Specifications

Data Security and Privacy

Data Security and Privacy questions address how student data storage, disposal, and adherence to privacy laws are addressed. If applicable, privacy reports and/or certificates can be found next to the respective indicator.

Questions	Check Only One			Details
	Yes	No	Under Development	
<p>Data Security: Are data elements encrypted at rest, i.e. in a database or file system?</p>	X			<p>As part of our comprehensive information security program, Amplify ensures the encryption of personally identifiable information (PII) at rest and in transit.</p> <p>Amplify follows OWASP and NIST guidelines in the selection and application of appropriate encryption algorithms and techniques for each data protection use case. Amplify encrypts student personal information at rest using the industry-standard AES-256 encryption algorithm.</p>

Data Security: Do the materials refer students to video, content, and other online sources that are not native to the materials?		X		
Data Security: Does the end-user licensing agreement allow customers to scrape data from the product?			X	
Privacy: Is personally-identifying student data provided to, generated by, or stored in any systems used by the product?	X			<p>It is not a requirement for CKLA customers to roster students. If a customer chooses to roster students:</p> <p>Optional elements:</p> <ul style="list-style-type: none"> • First name • Last name • Email • District identifier • Student school enrollment • Student class enrollment • Student grade level • Gender • Ethnicity or race • English learner information • Limited English proficiency • Specialized education services • School food service eligibility <p>Created elements:</p> <ul style="list-style-type: none"> • Student generated content (responses) <p>Stored elements:</p> <ul style="list-style-type: none"> • All of the above
Privacy: Does the product/vendor make their student privacy policy publicly available?	X			http://amplify.com/customer-privacy
Privacy: Does the product conform with FERPA regulations (e.g., allows districts to maintain direct control of the student record, implements permissions to prevent unnecessary disclosures, etc.)?	X			Amplify complies with applicable federal and state laws. In particular, at Amplify, all of our products are built to facilitate LEA compliance with applicable data privacy and security laws, including FERPA. FERPA and other regulations related to the use of student PII restrict how LEAs may share this information. Amplify facilitates

			compliance with such regulations by ensuring that LEAs control who can access their data. Within Amplify applications, the LEA must authorize all sharing of student PII with a third party. Amplify's Customer Privacy Policy (http://amplify.com/customer-privacy) governs the collection and use of student PII via our products, and contains additional details about those practices.
Privacy: Has a third-party evaluated the product for FERPA compliance?		X	While Amplify has not had a third party evaluation aimed specifically at FERPA compliance, Amplify conducts regular third party assessments, including successful completion of a SOC 2 Type 2 examination of controls relevant to security. The report states that Amplify's systems meet the criteria for the security principle and opine on management's description of the organization's system and the suitability of the design of controls to protect against unauthorized access, use, or modification.
Privacy: Does the product allow registration or data collection from children under the age of 13?		X	Amplify products are designed to work in school settings and are not offered to the general public, including children under the age of 13. The product does not allow direct registration from children under the age of 13. However, to allow for student use of the product, Amplify collects and maintains roster data from the school district that may include personal information of children under the age of 13. In addition, in the course of using the products, students interact with the program and submit work to the platform as part of their instruction.

				In compliance with the Children's Online Privacy Protection Act ("COPPA") and the FTC guidance on COPPA and Schools (Section M, FTC FAQ) governing collection, use or disclosure of personal information from students in an educational institution, Amplify as the operator agrees that the company's use of PII in the personal information and any other school data will be solely for the benefit of the students and for the school system, and that Amplify will not collect personal information from students for any purpose other than such authorized purposes, including any other commercial purpose.
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Installation

Feature/Requirement/Specification	Check Only One			Details
	Yes	No	Under Development	
Is the product downloaded to individual devices: one-time internet connection required?		X		There is nothing to install on desktop computers.
Is the product installed on individual computers (from CD-ROM/DVD, flash drive, etc.): no internet connection required?		X		
Is the product installed on LAN/WAN (school or district server): no internet connection required for teachers/students after installation?		X		
Required server configuration. Do network admins need to ensure a specific set of domains are white listed to allow the internet traffic to those endpoints?		X		
Does the product support deployment through Mobile Device Management (MDM) systems?		X		

Does the product provide a detailed schedule of updates that minimizes access interruption?		X	Amplify is continually enhancing the student and staff digital product experience. New functionality, bug fixes, and content updates are released on an ongoing basis, with zero or minimal disruption of normal operation. There are no regular "maintenance windows" of limited availability of the service. On the rare occasion maintenance or major upgrades requires some downtime, it is limited to off-hours for minimal user impact.
Does the login authentication use district protocols to establish unique and memorable usernames and passwords?	X		<p>Amplify recommends the use of Single Sign On, in which usernames and passwords are managed by the school or district, not Amplify.</p> <p>If a customer selects to use Amplify-managed credentials, email address is used as username.</p>
Is there an option for concurrent user licensing?		X	

Standards Compliance/Certification	Check all that apply	Details
SIF		
CEDS		
EDUPUB		
Ed-Fi (SIS/ODS)		
Ed-Fi (Assessments)		
MS Global (Competencies and Academic Standards Exchange)		
IMS Global (Comprehensive Learner Record)		
IMS Global (Open Badges)		
IMS Global (One Roster)	X	Amplify supports rostering with One Roster via certified integration partners including GG4L, ClassLink, and Clever.
IMS Global (Caliper Analytics)		
IMS Global (Question and Test Interoperability (QTI))	X	Amplify provides, upon request, validated QTI files for certain assessments. IMS Validation is available to customers upon request. Amplify is a IMS Global Affiliate - https://www.imsglobal.org/membersandaffiliates.html
IMS Global (Learning Tools Interoperability (LTI))	X	Amplify supports compliant LTI 1.1 launch links as a Tool Provider. IMS Global does not currently provide certification of LTI 1.1 implementations, but Amplify can provide validation on request. Amplify is a IMS Global Affiliate - https://www.imsglobal.org/membersandaffiliates.html
IMS Global (LTI Advantage)	X (in development)	Amplify expects to provide LTI 1.3 (LTI Advantage) support in 2021.
IMS Global (Common Cartridge)		

IMS Global (Lite Common Cartridge)		
IMS Global (Open Video)		
Other:		

Implementation and Scalability	Yes/No or Value
What is the average page load time?	Page load times vary for individual users, we have an average load time <5s.
What is the required bandwidth per user?	CKLA does not require the use of digital devices in the classroom. When users are using the digital product, Amplify requires a minimum bandwidth of 2 mbps per device during peak usage, with 10 mbps per device recommended. For more information on technical requirements, please see here: https://www.amplify.com/curriculum/requirements
Are results of stress tests provided to customers?	No
Is a disaster recovery plan for data provided to customers?	Yes, upon request
Are customers provided with a standardized implementation plan to ensure a successful rollout?	Yes
Does the service level agreement include uptime guarantees of at least 95% excluding planned maintenance/down-times?	No. Amplify strives for industry-time reliability and performance for all of its customers. The average overall uptime over 2019 exceeded 99.9%. Formal service level commitments are subject to negotiation.
Does the product require a VPN for off site access?	Not for customers