

# IT Support Primary Schools

## Service Level Agreement 2004-2005

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## **Broad outline of why IT support services are required**

- a) The use of ICT is as an increasing role in effective management of school and the delivery of the curriculum.
- b) Increasingly complexity and expansion of ICT over the last few years with National Grid for Learning and the DfES Information Management Strategy.
- c) Increasing demands from information management systems, systems interoperability, integration and electronic communications.

## **These systems and strategies require quality support to ensure...**

- a) ...systems continue, are operational and functional.
- b) ...effective developments are made.
- c) ...data access and transfer requirements made trouble-free.
- d) ...staff competent and confident in the use of ICT.
- e) ...ICT Infrastructure support.
- f) ...school systems are secure.
- g) ...systems interoperability and integration with corporate systems.

## Levels of service available

Schools will have the option to purchase services to meet their own requirements. There are seven levels of service to meet areas of schools plus additional training, procurement, consultancy and project management services to be provided on an ad hoc basis. All services will be accessed via a service desk.

### The Seven levels of service in summary

- a) **Bronze**  
Access to core SIMS software and upgrades of software and support for server and workstation.  
Cost: £2,135
- b) **Silver**  
As bronze but workstation support for up to 6 administrative workstations, resolution of network failure plus back up support and advice on developments to the SIMS network.  
Cost: £2,855
- c) **Gold**  
As silver but additional support for curriculum networks up to 40 workstations and advice on network upgrades.  
Cost: £3,375
- d) **Platinum**  
As gold but includes all network machines plus on site technical support for ½ day per fortnight and access to training and project management at reduced costs. Plus 1 training course at the education centre included per SLA year (for 1 person full day course).  
Cost: £5,940
- e) **Platinum Plus**  
As gold but on site technical support for ½ day per week. Plus 2 training courses at the education centre included per SLA year (for 1 person full day courses).  
Cost: £8,315
- f) **Platinum++**  
Is available and is identical to Platinum Plus but with ½ day per week year round (48 visits instead of 38 visits).  
Cost: £9,405
- g) **Diamond**  
As gold but on site technical support for 1 full day per week (Term Time Only 38 visits). Plus 3 training courses at the education centre per SLA year (for 1 person full day courses). With the Diamond Service any large upgrades to the SIMS system will be undertaken by a member of the Systems Development Team, so your onsite time will not be impacted upon. (However, small upgrades and patches will still be performed during regular onsite time).  
Cost: £12,495

## The Service Desk

The service desk provides support for all school software and hardware problems related to management information systems. It is also the point of contact for procurements, corporate systems and intranet queries and for ICT information and advice.

Service Desk Times:        Mon to Thu: 8:30 a.m. to 5.00 p.m.  
                                      Friday:        8:30 a.m. to 4.30 p.m.  
                                      Telephone: 01482 613972  
                                      E-mail:        [ServiceDesk@hullictlea.com](mailto:ServiceDesk@hullictlea.com)

Lunch times are covered.

The Service Desk is also available online at: [www.hullictlea.com](http://www.hullictlea.com).

### The service desk will...

- a) ...be accessible by the internet ([www.hullictlea.com](http://www.hullictlea.com)), telephone (01482 613972), fax (01482 613290) or email: [servicedesk@hullictlea.com](mailto:servicedesk@hullictlea.com).
- b) ...aim to ensure that all calls are answered promptly and by an experienced and qualified technical Service Desk support operative (within 5 rings).
- c) ...deal with problems related to schools hardware and software depending upon the level of support purchased.
- d) ...log all calls and maintain responsive log-to-solution provision.
- e) ...refer problems, which cannot be resolved to a 3rd party and action appropriately.
- f) ...keep caller informed of progress in relation to the call classification in operation by way of online access or telephone call.
- g) ...connect remotely where possible and appropriately to establishments to resolve calls of a routine nature.

Though calls to the Service Desk will not be limited, charges may be levied where more than 5 calls are made during an SLA period recorded on one subject area where faults are down to schools responsibility. A charge of £150 will include on site training of ½ day in the problem area.

If the Service Desk calls are likely to be long and involved the service provider reserves the right to timetable a "call back" at a more suitable time, or alternatively book a visit to the school/establishment.

## **Service Standards (all service levels)**

### **Qualified Personnel**

IT Support will be provided by appropriately trained and experienced personnel. All staff qualifications, expertise and training will be consistent with the work being undertaken.

The service provider will ensure that the qualifications, expertise and training of staff will be consistent with the work been undertaken. Where specialist knowledge is required, a service desk call logged will be directed to the most appropriate member.

### **Response Times**

This will be dependent upon the following classifications:

- a) **Urgent**  
Response: Within 4 working hours.  
Description: A key service is not available to a number of users. Major impact on functionality.  
Escalation: Daily.
  
- b) **High**  
Response: Within 8 working hours.  
Description: Service failure affecting one or more users. Detrimental effect on functionality.  
Escalation: 1-2 working days.
  
- c) **Medium**  
Response: Within 2 working days.  
Description: A service is affected, but not enough to prevent functionality.  
Escalation: 2 working days.
  
- d) **General**  
Response: Within 3 working days.  
Description: Low impact in terms of functionality, more an annoyance.  
Escalation: 2-3 working days.
  
- e) **Low**  
Response: Within 1 week.  
Description: Simple Requests.  
Escalation: 4-5 working days.

The actual response time will be determined in part by the level of demand and complexity of the requirement. Some of the response times are dependent upon third party suppliers (e.g. CAPITA Education Services (SIMS), Research Machines). IT Support will endeavour to ensure that such services are provided within these service level agreements.

All support calls are logged onto a support desk system and escalated automatically appropriate to the classification levels.

## Complaints and Escalation

### **Pertaining to ICT Support:**

In the first instance please contact the Learning Services IT Service Desk...

Contact Name: Ian Alderson (ICT Technical Support Officer)  
Telephone: 01482 613795  
E-mail: [ian.alderson@hullcc.gov.uk](mailto:ian.alderson@hullcc.gov.uk)  
Postal Address: Learning Services IT  
Essex House  
Manor Street  
KINGSTON UPON HULL  
HU1 1YD

### **Pertaining to IMS Software Support (Capita SIMS):**

In the first instance please contact...

Contact Name: Paul Bradshaw (ICT Systems Development Officer)  
Telephone: 01482 613664  
E-mail: [paul.bradshaw@hullcc.gov.uk](mailto:paul.bradshaw@hullcc.gov.uk)  
Postal Address: Learning Services IT  
Essex House  
Manor Street  
KINGSTON UPON HULL  
HU1 1YD

### **Pertaining to Training:**

In the first instance please contact:

Contact Name: Paul Gohl (ICT Training & Security Officer)  
Telephone: 01482 613968  
E-mail: [paul.gohl@hullcc.gov.uk](mailto:paul.gohl@hullcc.gov.uk)  
Postal Address: Learning Services IT  
Essex House  
Manor Street  
KINGSTON UPON HULL  
HU1 1YD

**If the issue cannot be resolved or is of a serious nature then it will be escalated to:**

Contact Name: Paul Stevens (Learning Services IT Manager)  
Telephone: 01482 613042  
E-mail: [paul.stevens@hullcc.gov.uk](mailto:paul.stevens@hullcc.gov.uk)  
Postal Address: Learning Services IT  
Essex House  
Manor Street  
KINGSTON UPON HULL  
HU1 1YD

The IT manager will seek to ensure all issues are resolved making an on site visit to ensure the school are fully informed and all problems are rectified.

## Confidentiality

The service provider will respect confidentiality with any of its dealing with schools and adhere to the relevant security laws and data protection act. All staff also hold clean Criminal Review Board checks for access to schools.

## Quality of Service

Statistics on overall service performance against targets will be provided on a termly basis. Specific QA measures are undertaken in the form of Service Desk checking to clients to ensure a quality service is in operation, monitored by the IT Manager.

## Training

Appropriate training will be available throughout the year based on the requirements as deemed by the ICT Team and schools requirements. Training will be of a high quality to promote the confidence and ability of the staff attending to such that it will be reflected back in the efficiencies in the workplace.

Courses will be updated where deemed appropriate to reflect client feedback, software upgrades and legislative changes.

## Accredited Support

The ICT section will provided such services to enable the continued operation of functions to which is accredited by CAPITA SIMS which is periodically monitored and evaluated. The accreditation is based upon feedback from customers of the service.

## **Training**

- a) A course calendar will be published prior to each new term. Schools will receive an email at the beginning of each term informing them of courses available and such information will be posted on the ICT website.
- b) Training will usually be provided at the Education Centre, ICT Training Room 14. The ICT Training room will be furnished with state of the art computer equipment, software and peripherals.
- c) Course costs are advertised and posted on [www.hulliclea.com](http://www.hulliclea.com) and are differentiated on support level. Conditions apply for late cancellations or absence from course.
- d) Course notes will be provided to each delegate that attends. Further copies will be downloadable from the [www.hulliclea.com](http://www.hulliclea.com) website.

## **Client Responsibility**

- a) To provide Learning Services IT with total access (administrator) rights to any supported network. Schools will be given access to manage aspects of the network if required, but not administrative access rights which would allow modification.
- b) To allow physical access to the supported equipment at reasonable times.
- c) To ensure the use of up-to-date virus protection software covering all servers, computers and laptops within a given establishment.
- d) To perform simple backup tape changes in accordance with the backup strategy of Monday to Friday for both curriculum and administrative networks with appropriate grandfather-father-son hierarchy or similar regime, checking logs daily. The logs should be validated by restore testing periodically.
- e) To maintain a server hardware contract with provider.
- f) To perform simple actions such as changing toner cartridges etc.
- g) If 3<sup>rd</sup> Party contractors are also involved in managing or supporting the network and a service level agreement of Silver to Platinum Plus level is purchased, then any problems occurring because of unauthorised or unqualified access may be subject to an additional charge of £300 per ½ day.
- h) To authorise Learning Services IT to install remote support software on administration PC's and Server's. (Users will still be prompted when a connection is initiated).
- i) To ensure that all advice proffered by the IT department to continue the functional and operational use of systems is noted and implemented immediately. Any advice ignored that results in system inoperability will be resolved at cost.
- j) To ensure that the establishment's staff have received adequate initial IT/SIMS training and that such training is kept up to date. It is a customer responsibility to attend training courses on new and updated modules. Because of the upgrade paths some training sessions may be mandatory. Lack of attendance may result in Learning Services ICT reserving the right to cease support on a particular module if an establishment refuses to attend adequate training. Major upgrades will require those using the module to attend appropriate training in the use of the module.

## Details of Services Provided within each Level of Support

	Bronze	Silver	Gold	Platinum	Platinum Plus	Platinum++	Diamond
Access to the Service Desk	✓	✓	✓	✓	✓	✓	✓
Support for the administration of SIMS software	✓	✓	✓	✓	✓	✓	✓
Support for up to 2 workstation and associated peripherals connected to SIMS server or peer to peer network	✓	x	x	x	x	x	x
SIMS maintenance agreement and support for core SIMS modules	✓	x	x	x	x	x	x
Advice on procurement of Administration workstations and server	✓	x	x	x	x	x	x
SIMS maintenance agreement and support for all SIMS modules (except FMS included with finance SLA)	x	✓	✓	✓	✓	✓	✓
Support for up to 6 workstations including satellite workstations connected to admin server (SIMS), associated peripherals and office software	x	✓	x	x	x	x	x
Advice on developing admin network, usage of SIMS software and procurement of related hardware and associated peripherals	x	✓	✓	✓	✓	✓	✓
Data Back up support services for administration network	x	x	✓	✓	✓	✓	✓
Reinstallation of administration network following local system failure	x	x	✓	✓	✓	✓	✓
Loan of administration workstations following a loss of equipment	x	x	x	✓	✓	✓	✓
Support for all workstations for administrative purposes and up to 40 Curriculum workstations to maintain systems functionality (not networking changes) and associated peripherals	x	x	✓	x	x	x	✓
Technical support for curriculum network and services	x	x	x	✓	✓	✓	✓
Restore systems to full functionality following virus input	x	x	x	✓	✓	✓	✓
Advice on network upgrades and infrastructure reviews	x	x	x	✓	✓	✓	✓
One ½ day per fortnight on site maintenance of schools ICT system, installing and upgrading software and hardware (Term Time Only 38 visits) †	x	x	x	✓	x	x	x

Delivery of training and project management services at reduced cost	x	x	x	✓	✓	✓	✓
Support for up all workstations (administrative and Curriculum) to maintain systems functionality and changes to networks and associated peripherals	x	x	x	✓	✓	✓	✓
One ½ day per week on site maintenance of schools ICT system, installing and upgrading software and hardware (Term Time Only 38 visits) †	x	x	x	x	✓	✓	x
One ½ day per week on site maintenance of schools ICT system, installing and upgrading software and hardware (All Year Round 48 visits). – Including dedicated Systems Development Team member for large SIMS upgrades †	x	x	x	x	x	✓	✓
	£2,135	£2,855	£3,375	£5,940	£8,315	£9,405	£12,495

† All onsite timetabled visits will cease during emergencies (which affect all supported schools) such as virus outbreak, to support all schools. It is not expected this time will be replaced unless mitigating circumstances for an establishment are evident.

## **Definitions of service**

Please refer to the “Details of Services Provided within each Level of Support” table in the previous section.

### **Access to the Service Desk**

Service desk support will for the main part be supplied for the core systems area of SIMS. In most cases via the telephone, but if the query is more complex, then dependent upon current priorities an “on-site” visit will be made determined by the call classifications<sup>§</sup>

The client is expected to have ensured that school staff members have received adequate and specific training in the operation of the relevant software.

Where technical personnel are on site they will attempt to resolve a query wherever possible and time allowing. Guidance notes will be provided on specific information requests, yet the client is expected to have fully acquainted themselves with both the instructions and function of the appropriate application.

<sup>§</sup>Please see the section titled “The Service Desk”.

### **Support for SIMS Administration**

Hardware and software technical support will be provided to maintain and support SIMS on a dedicated server and workstations.

Multi SIMS user sites are excluded from this level of service.

Only SIMS, not operating systems for servers or LANs is supported.

Support will be provided on site when the problem cannot be resolved via telephone support.

This level of support will include the following:

- SIMS software errors
- SIMS Software reinstalls
- SIMS Upgrades
- Support for SIMS PC and peripherals
- SIMS Platform
- SIMS configuration and PC

Points of note:

- a) Where an onsite visit is required, a time and date will be agreed consistent with the priority of the problem. If a classification is identified wrong after a consultation or visit then the resolution time is subject to change in line with a new classification.
- b) If the service provider keeps a pre-arranged appointment and is “turned away” then a call-out charge will be made. The call out charge is currently £50 per hour.
- c) Visits will be made in accordance with the call classification as detailed above.

- d) For all problems that are measured as “urgent” or “high” an initial assessment is made – although every endeavour will be made, an immediate resolution cannot be guaranteed.
- e) The client is responsible for any and all costs associated with the purchase of all hardware, software, components and peripherals apart from SIMS.
- f) Help on other SIMS modules (not within those listed in the bronze service) and other standard applications (e.g. MS Office) cannot be provided within the bronze service.

### Support for up to two Workstations Connected to SIMS Server

(Including support for peripherals and for peer to peer network configurations)

Support is provided for up to 2 workstations using SIMS server based system. Any associated peripherals (printers, scanners) are also supported on installations and configurations.

### SIMS maintenance agreement and support for core SIMS modules

The LEA provides SIMS licences for all those schools which have subscribed to the IT support service. This “umbrella” licence includes provision for the LEA to contact CAPITA directly for second line support, advice and upgrades. It does not allow the school to contact CAPITA directly.

Operating Systems supported include the following:

- Windows 2000 professional (until July 2004)
- Windows 2000 Server
- Windows XP professional

SIMS core modules include the following:

- System Manager (Windows and DOS)
- Launcher
- FMS6 (technical support and installation)
- Star
- Report Gen Lite
- Midas
- Assessment Manager 5 and 6
- Personnel
- Attendance (Windows)
- PLASC
- Photo Importer
- SIMS Licence
- Key Stage Manager
- Data Manager
- SIMS.net

### Advice on Procurement of Administration Workstations

Schools running underspecified hardware running SIMS will be provided with advice to procure appropriate hardware to rectify problems.

Although general advice on the development of ICT within a school is part of the basic (bronze) service and above, detailed reports, topologies and additional information will be charged on a consultancy basis.

### Support for all SIMS modules (except FMS included with finance SLA)

Support is to include the majority of the current SIMS software modules, with the exception of the finance modules. The finance module (FMS) is supported within the finance SLA, although the IT element will be supported.

This includes an enhanced service using remote support in order to achieve a more immediate response to the client will be provided where possible and requested.

### Support for up to Six Workstations Connected to Administration Server (SIMS)

(Includes Satellite workstations, associated peripherals and office software)

Support is provided for up to 6 workstations using SIMS on a server based system. Any associated peripherals are also supported on installations and configurations.

This enhanced service will include satellite stations and appropriate SIMS modules where required. Should 6 workstations be insufficient, then the Gold service should be considered. Also included is server operating system support on which SIMS is installed.

Also provided is advice on administration software usage and deployment, support for errors pertaining to software, physically moving a PC (providing infrastructure in new location), configuring and installation of new workstations, configuring and installation of peripherals and installation of new software (including licensed office\* software) on additional machines.

\*Where office is denoted to mean Microsoft Office Suite.

### Advice on developing admin network, procurement and usage of SIMS software

Advice is to be supplied on developing the administrative network, the usage of the SIMS software and procurement of related hardware and associated peripherals to maintain and develop the administrative functions. All procurements will be made using the procurement proforma.

### Data backup support services for administration network

Data backup support services includes the restoration of data and associated files on request, archiving of information and procurement of backup hardware and backup storage. The success of backups is determined by the backup regime employed in the school as noted in the clients responsibilities.

### Reinstallation of administration server and workstations following local system failure

For systems which fail or are subject to an operational and total system crash, systems are rebuilt to a fully operational state inclusive of all associated peripherals. The success of application and data rebuilds are determined by the backup regime employed in the school as noted in the clients responsibilities.

### Loan of workstations following a loss of equipment

The IT department will provide a loan of equipment because of client suffering a loss because of theft or malicious damage. This loan equipment will cover up to 2 administration workstations until such systems are replaced. The loan workstation will be capable of operating the SIMS modules. Learning Services IT will put into effect procurement of such equipment.

### Support for 12 administration workstations and up to 40 curriculum workstations

(Including the maintenance of systems functionality (not networking changes) and peripherals)

Up to 12 management and administration workstations and 40 curriculum machines supported. Support for such workstations encompassing all peripherals (configuration and installation only) on the administration network.

### Technical support for curriculum network and services

The LEA provides an RM support licences for all those schools which have subscribed to the IT support service. This “umbrella” licence includes provision for the LEA to contact RM directly for second line support, advice and upgrades. It does not allow the school to contact RM directly.

The LEA in conjunction with RM provides first line technical support, connectivity and advice to schools. This does not include network changes or the installation of additional software.

### Restore administration systems to full functionality following virus input

Perform an on site evaluation and disinfection of viruses on networks and within systems, documents and data. This is likely to require a systems restore. The success of application and data rebuilds are determined by the backup regime employed in the school as noted in the clients responsibilities.

Restores to systems because of user intervention, non compliance of a virus policy in place, and error will be chargeable, although restores required because of system malfunction are covered.

### Advice on network upgrades and infrastructure reviews (not necessarily a site visit)

The ICT team will offer advice and specialist knowledge on network upgrades and schools infrastructure. Although this may not include a site visit, an onsite consultancy can be provided to schools.

Please Note: Any project management after the advice or consultancy will be chargeable.

### Half day per fortnight on-site maintenance of schools ICT system

(installing and upgrading software and hardware (equating to 38 visits per school year))

An ICT Support Assistant (ISA) will be timetabled onsite at the school on a half day per fortnight basis. The ISA will support the school systems in their entirety, supporting both curriculum and administration where required. Priority of upgrades should be given to the administration systems you will be given notice of the upgrades to plan accordingly. SIMS upgrades must take place on the dates provided by your onsite technician.

### Delivery of training and project management services at reduced cost

Costs for project management and training will be reduced because of the presence of the ISA and an “in-house” ability to manage and administer systems development locally.

### Support for all workstations (administration and curriculum)

(maintaining systems functionality and changes to the network and associated peripherals)

All management and administration and all curriculum machines will be supported. Support for such workstations encompassing all peripherals (configuration and installation only of existing equipment e.g. a printer not functioning with Sims).

Please Note: Technical advice for 3<sup>rd</sup> party software supported on a best endeavour basis.

### One half day per week on site maintenance of schools ICT system (Term Time Only)

(installing and upgrading software and hardware (equating to 38 visits per school year))

An ICT Support Assistant (ISA) will be timetabled onsite at the school for a half day per week basis. The ISA will support the school systems in their entirety, supporting both curriculum and administration where required.

### One half day per week on site maintenance of schools ICT system (All Year Round)

(installing and upgrading software and hardware (equating to 48 visits per school year))

An ICT Support Assistant (ISA) will be timetabled onsite at the school for a half day per week basis. The ISA will support the school systems in their entirety, supporting both curriculum and administration where required. This level of service includes a dedicated Systems Development Team member for large SIMS upgrades.

## Pay for services & consultations

The following are additional services provided by the Learning Services IT section, or where the Learning Services IT department acts as a broker to a 3<sup>rd</sup> party. In the case of 3<sup>rd</sup> party suppliers, response times will depend upon supplier actions.

Clients can subscribe to these services in addition or in place of subscription services.

Consultancy Services are charged at £250 per ½ day and only available to establishments within a service level agreement. These services include...

- Assessment of existing systems
- Advice on procurement
- Advice on upgrades
- Extending infrastructures
- Modifications to existing infrastructures
- Installations and commissioning
- Project Management
- Training requirements and Training courses