

LEA Brokered Internet Service

Service Level Agreement 2004-2005

Revised Feb 18th 2004

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Service Summary

To provide a managed, safe, reliable and consistent access to the world-wide-web and LEA Intranet, including specific access to curriculum materials on Hull Grid for Learning, the MyDesktop VLE (HGFL+) and other identified sources of information contained on the Internet. To provide e-mail addresses for use of pupils and staff and others nominated by the school in a secure and controlled environment.

Service Delivery

The service will include the following;

a) **Access to the Internet**

Access to the world-wide-web from school 24 hours a day, 7 days per week for all networked machines. It will incorporate Web filtering software to protect access to undesirable sites.

b) **Access and development of the Hull Grid for Learning**

The LEA Intranet (Hull Grid for Learning) will provide access to locally produced curriculum materials and other information to support teaching and learning across the city and provide teachers and pupils with an opportunity to display their work and share best practice. Schools will be able to contribute their ideas for the generation of materials which can then be converted into learning resources by an external developer once approved by the Grid editorial board.

c) **Implementation and management of e-mail**

The MyDesktop environment will provide provision for the set up of email addresses for schools including options of individual e-mail addresses for all teaching and administrative staff and an option for individual pupil addresses. Filtering software will be provided as part of the e-mail service to protect schools from viruses and undesirable content. Access to e-mails will be available from any web enabled device including the home, and libraries.

d) **Access to corporate and administrative systems**

Provide the opportunity to access appropriate corporate systems. Access will be given to the City Council Intranet to provide on-line access to LEA policies, advice, and documentation including electronic forms to enable on-line requests to be made.

e) **Web space**

Space on web server to publish web materials, space available up to 100mb but more if required.

f) **E-briefing**

Schools will be able to download LEA policies and information from a centralised point and be notified of updates when they occur. Schools and individuals will be able to register interest in particular briefing areas.

Responsibility for the Service

The **Business Manager** has overall responsibility for service delivery working in partnership with a 3rd party provider and other external providers. He is the first point of contact for any suggestions for improving the service. Any specific problems being encountered should be reported to the 3rd party provider or the schools IT Service desk.

Service Standards

- a) The service will seek to provide twenty-four hour unlimited access to the Internet, LEA Intranet, Corporate Systems and Educational Content at guaranteed speeds over a dedicated digital communication link. The Council will seek to ensure that the service is available on 99.5% of all days with notice in advance, where possible, on down time.
- b) The most regularly accessed sites will be downloaded (cached) onto a proxy server for speed of access.
- c) The service will be monitored centrally for any performance degradation or faults and the LEA will endeavour to ensure faults are rectified within 24 hours.

Requirements of the Customer

- a) Schools identify a point of contact (in addition to the Head) through which any queries are channelled.
- b) That all reasonable access to appropriate computer systems is made available to the LEA or its external ISP.
- c) Appropriate back up procedures will be in place in the school and the most recent back up made available if necessary

Service Specification

IT Support and assistance

The LEA through 3rd party provider will manage the central infrastructure, identifying any poor performance and liaise with service providers. The LEA will endeavour to ensure faults are rectified within 24 hours. Any faults in the service should be reported to 3rd party provider and then the schools IT Service desk.

Length and Charge for Service

Base Entry Charge

The base entry charge will be:

- £1,800 for Primary/Special ISDN Schools (line rental included)
- £2,500 for Primary Broadband Schools (plus line rental – approx £2000)
- £6,000 for Secondary broadband schools (plus line rental – approx £2000 2Mb or £5000 10Mb)

For the 2004/05 financial year, this will cover...

- a) router hardware maintenance (excludes hubs and switches)
- b) access to the world-wide-web with filtering software
- c) access, developments and upgrades to Hull Grid for Learning and MyDesktop VLE
- d) access to administration Intranet and other corporate systems
- e) management and filtering of e-mail
- f) e-briefing
- g) unlimited emails

This SLA will not cover...

- a) call charges (ISDN)
- b) call out support calls (reconfigures) at a cost of £75 per visit

Notes:

Separate arrangements will be made for purchase of curriculum content outside the Internet SLA.

A period of notice of one term is required if either party wishes to terminate the agreement.