

Your Ref:  
My Ref:  
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Date: 14<sup>th</sup> February 2005

Dear Headteacher

### **IT Support Service Level Agreement**

You will know that CAPITA again increased the support costs to the LEA some 18% percent this year on top of 28% in the previous year. You will also understand that such increases in cost must be reflected in the SLA costs provided to schools.

The indicative costs supplied with the SLA Handbook 2005-2006 were projected based on such increases. A weighting is evident because of the SIMS element increase in the Bronze, Silver and Gold levels. However after much assessment and financial modeling I can now offer the following costs as final SLA costs for 2005-2006. All levels Platinum, Platinum Plus, Platinum Plus Plus and Diamond have been reduced from the projected figures supplied:

<b>PRIMARY SLA PRICES 05/06</b>	
<b>BRONZE</b>	£ 2,975.00
<b>SILVER</b>	£ 3,715.00
<b>GOLD</b>	£ 4,250.00
<b>PLATINUM</b>	£ 6,240.00
<b>PLATINUM +</b>	£ 8,695.00
<b>PLATINUM ++</b>	£ 9,750.00
<b>DIAMOND</b>	£ 12,850.00

The SLA has also changed to reflect the needs and comments of schools that subscribe to the service and through the questionnaire of December 2004. A final SLA hardcopy will be provided in the forthcoming weeks and immediately by email. I am pleased to inform you at this stage that some 90% of schools have again subscribed to the support service.

I would be happy to receive feedback from any member of staff within schools to ensure continued quality service provision. I am further available to attend schools to discuss pricing structure, service delivery, SLA refinements, procurement, comparative support

services and associated support issues. Please call me direct on 613042 to discuss any ICT or SLA issue or to arrange a discussion on site.

Finally, **Constable Primary (Sue Drewry)** is the lucky winner of the laptop kindly donated by Research Machines and randomly picked by Andy Swallow from the schools that completed the December 2004 questionnaire.

Kind Regards

Paul Stevens  
Learning Services IT Manager