

# Curriculum Network Support Service

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## Service Overview and Benefits

Our curriculum network support service is provided by a team of highly skilled technicians and server management specialists. As part of the City Council's End User Device Team and Infrastructure Operations team, our staff have the knowledge required to provide a high-quality service to schools using modern infrastructure.

The service is aimed at schools who have a requirement for a dedicated technician, who will work with you and your staff directly to support and improve the use of technology within your school. The service is flexible allowing you to select a length of time and cover that suites your school's individual needs. Our technicians are backed up by a team of specialists who provide remote over the phone support when your technician is not on site, ensuring continuity of service.

As part of this service, ICT & Digital will

- Give advice to ICT co-ordinators, Head teachers and school leaders on how to most effectively develop their curriculum ICT systems.
- Demonstrate to school staff the use of equipment, software and communications during their regular visit.
- Assist the school on ICT curriculum related matters and planning future projects and ICT purchases where applicable.
- Liaise on your behalf with 3rd party support agencies, where appropriate i.e. Stone Computers, Capita etc.
- Endeavour to assist in problem solving of unfamiliar software.
- Perform regular maintenance of supported equipment, desktops, laptops, printers, projectors etc.

This service is specifically designed for schools who have separated Admin and Curriculum IT Networks.

## Service Description

The Curriculum Support Service provides the following key features to support your school's use of technology within your classrooms:

- Dedicated ICT Support Technician Onsite in School
- General ICT Tasks, Advice and Guidance
- Support for Curriculum Server
- Support for Curriculum Devices
- Support for Printers
- Support for Audio Visual Kit such as interactive whiteboards, display screens and projectors

The following is a description of the services provided as part of this service element.

## Service Availability and Duration

The Dedicated ICT Technician Service is provided to schools during School Term Time only, up to 39 weeks per year. The service is offered in the following varieties:

- Scheduled half day (3 hours) on site/remote support pre-scheduled day for 18 weeks (fortnightly).
- Scheduled half day (3 hours) on site/remote support pre-scheduled day for 39 weeks (weekly).
- Scheduled full day (6 hours) on site/remote support pre-scheduled day for 18 weeks (fortnightly).
- Scheduled full day (6 hours) on site/ remote support pre-scheduled for 18 weeks (fortnightly).
- Scheduled full day (6 hours) on site/remote support pre-scheduled day for 39 weeks (weekly).

Other elements of support, such as access to the service desk are available during the standard ICT & Digital opening hours.

## Dedicated ICT Support Technician

This service provides a dedicated member of staff to be on site in school during the time frame specified.

We will, where possible, be flexible with visits, allowing you to arrange for visits to be skipped in one week and doubled up in others – this is dependent upon staff availability. Unused visits where they are cancelled by the School cannot be rolled over. Visits cancelled by ICT & Digital will be honoured later.

Due to staff illness, annual leave etc we may not always be able to guarantee the same member of staff at each session. In these cases, we will either arrange with you for a different member of staff to attend or rearrange your session.

## How to Access the Service

When you sign up to this service, ICT & Digital staff will allocate a technician to your school. They will contact you to arrange their first visit to your school and agree a regular day depending upon the package you have purchased.

### Onsite Visits

- The school should log work requests with the ICT & Digital Service Desk or in a central location in school so that your allocated technician know the tasks that you require to be carried out at the scheduled visit.

### Remote Support

- For elements provided via remote support or urgent issues, these should be logged via the ICT & Digital Service Desk.

## Curriculum Server

The curriculum server is the computer server in school which supports devices used by pupils/students and teaching staff. This includes pupil and staff shared drives.

The following elements are covered as part of this agreement.

### Operating System

- Windows Security Patches applied monthly and out of hours by arrangement of ICT staff.
- Operating System Lifecycle guidance
- Faults
- Infrastructure Services such as DHCP, Active Directory Trusts, DNS Trust, Print Management,
- Group Policy changes – complex changes may be chargeable (complexity is determined by ICT & Digital).

### User Account Administration

We will manage the user accounts on your curriculum server which allow staff and students to login to connected devices. We will perform the following activities:

- Creation of accounts as required, including new starters
- Removal/Disablement and archival of accounts of pupil and staff leavers (where notified)
- Password results

- Access rights and permission changes
- Creation and management of appropriate groups

We request that for the creation of new user accounts as part of the start of year, that schools raise a Service Request with us for the creation of their accounts. Where possible and where you have given consent, we will use data stored in your SIMS system to create new user accounts. Details of the new accounts created will be passed to the person making the request.

Individual user data is the responsibility of school, we will not delete user data of old users unless requested.

## Anti-Virus

We recommend that each server is protected by appropriate Anti-Virus software. Schools taking this service automatically have access to the Anti-Virus Service. We will install and configure the Anti-Virus software on your server.

## Data Backup

ICT & Digital recommend that each school purchase a remote backup service to back up critical data, We can provide advice and support on appropriate data backup strategies and backup tools specific to school's admin and curriculum networks ultimately it is up to each school to define which data it wants to protect.

Data will be backed up according to the backup solution in place.

## Hardware Faults

- Diagnostics
- Labour included
- Parts are not included and will be chargeable.
- ICT & Digital do not hold a large stock of parts; however, we will work to best endeavours to ensure a temporary solution to your hardware faults. The school will be advised which replacement parts are required. In some cases, it may be uneconomical to replace failed parts and ICT & Digital may recommend a replacement server.

## Warranty Management

ICT & Digital recommend that all servers are covered by a manufacturers or other vendor's warranty, this will ensure that replacement parts are provided at the cheapest possible price and within short time frames.

ICT & Digital will manage the warranty on your servers and advise where warranties have expired and alternative warranty options. Where extension warranties are required, these will be chargeable.

## Uninterruptible Power Support Hardware (UPS)

The UPS hardware connected to your server, ensures that your server remains available for a short period of time after a power cut and allows the safe graceful power down of your server hardware should the power interruption be for an extended period of time. This will help to prevent damage to your server's hardware which can be caused by a sudden and unexpected loss of power. ICT & Digital recommend UPS hardware is installed. For UPS hardware we will provide the following support.

- Procurement Advice and Recommendations
- Management of Alerts, we will receive these alerts by email

- Where the alert relates to a fault condition (for example a failure of a battery), we will treat this as an Incident and prioritise accordingly.
  - Where the alert relates to an advisory condition (for example a warning that the battery is due for replacement) we will treat this as a Service Request.
- Installation of new batteries (batteries are chargeable)

## Installation of Third-Party Software

We can install software onto your server where you hold the relevant licence and where we have agreed that such software will not cause undesirable operation to your server.

## Third Party Access to Supported Services

In order to protect the integrity of your data and our support, ICT & Digital will not routinely provide access to supported servers to third parties and we actively recommend against it. Where necessary ICT & Digital will facilitate an arranged shadowed remote access session with a third party.

In exceptional circumstances we may provide limited remote access to third parties. It is the school's responsibility to ensure that changes are not made to the setup or configuration of supported servers, services or devices without the prior agreement of ICT & Digital as these changes could cause undesirable operation or result in data theft / loss. Where ICT & Digital are required to fix faults caused by such changes ICT & Digital will make a charge for the fix at the appropriate hourly rate.

## Failure and Disaster Recovery

In the event of a server failure we will: -

- Investigate the root cause of the failure and attempt to implement a fix.

If it becomes apparent that a fix cannot be actioned immediately or there is a hardware fault, we will:

- Work to establish the most cost effective and stable solution to the problem.
- Work to restore your server to its condition before the failure.
- Implement a temporary loan server (if your server is likely to be unavailable for more than 2 working days)

Where parts are required these will be chargeable.

**Note:** Where a server requires a rebuild and the operating system is out of support by the vendor, we will not reinstall an older operating system if your server can support a newer operating system. We will ask you to purchase a licence (if your school does not already hold a relevant licence) for a supported operating system.

Where a server running an unsupported operating system and the server requires a rebuild but does not support a newer operating system version we will advise on a replacement server. In limited circumstances and after assessing the risk we may rebuild with the existing operating system.

## Temporary Loan Server

Whilst we repair your existing server or await delivery and configuration of a new server, we will provide you with a temporary loan server. We will work with you to prioritise the services, applications and data to be restored to the temporary loan server, to get you up and running as quickly as possible.

Loan Servers will only be provided for the duration of the time you are without a functioning server if we have agreed a permanent fix with you.

## End User Devices

End user devices covers devices such as laptops, desktops and tablets. The agreement covers support for the specific device types listed below.

- Workstations
- Small Portable Devices

### Workstations

By 'workstations' we mean:

- Windows Laptops and Desktop Workstations
- Apple Mac Laptops and Desktops

We will provide the following cover:

### Hardware failures

- Diagnostics and troubleshooting including site visits where ICT deem necessary
- Labour – (parts are chargeable)
- Warranty call management
- In some cases, it may be uneconomical to replace parts and in these cases ICT & Digital will advise on purchase of a replacement machine.

### Installation of New Equipment

- Where schools purchase new equipment, which is to be supported under this agreement, ICT & Digital will install that equipment.

### Operating Systems

- Upgrades to latest release where school holds the relevant licence.
- Adding to domain
- Operating System patches and updates

### Application Software

- Installation of software where school holds the relevant licence
- Trouble shooting of software issues will be done on a 'best endeavours' basis

### PC Health Check

- Asset tagging
- Advise on replacement equipment when existing kit is reaching the end of its serviceable life.

### Anti-Virus

- For schools using CCC's Anti-Virus solution we will ensure that AV is installed on all supported devices.
- For devices in schools also connected to the CCC network we will provide management of the Anti-Virus solution which will include workstation policies and upgrades.

## Small Portable Devices

By 'small portable devices' we mean.

- Apple iPads
- Chrome Books
- Android Tablets
- Netbooks

## General Device Cover

The following applies to all devices listed above:

- Installation of applications
- Device configuration
- Operating System Upgrades (where available)
- Management of devices through a Mobile Device Management (MDM) solution. An MDM solution is not included as part of this agreement; however, ICT & Digital can advise and on appropriate solutions.

## Device Encryption

Where supported by the device, ICT & Digital, will on request setup device encryption for that device.

## Audio Visual Appliances

We will support the following Audio-Visual appliances within your school:

- Display screens
- Interactive whiteboards
- Projectors

We will provide the following support:

- Installation and setup
- Liaison with third party support vendors
- Advice and guidance
- Bulb / consumable replacements (consumables are chargeable)

## Printers

We will support your printers connected to your network. We will provide the following support for printers:

- Installation of printer drivers as necessary
- Initial troubleshooting of printing issues both with the printer and software on devices
- Liaison with third party printing supplies e.g. supplies of Multi-Functional Devices

We expect that school staff would generally install new toner cartridges.

Where hardware faults are identified, we will liaise with the third-party print support company or will advise on the purchase of a new printer whichever is most economical.

## Network Devices

We will undertake basic troubleshooting of network devices, including switches, firewalls and routers, but excluding Wi-Fi access points.

Our support will be limited to checking of connectivity and advising on replacement devices where necessary.

## Exclusions

Working with software and hardware supplier's ICT & Digital has developed a recommended specification for admin workstations to guide schools to purchase appropriate equipment. Workstations which differ from this specification may not function as desired and/or may not be fully supportable under this agreement. Please contact ICT & Digital for advice.

The following exclusions apply:

Area	Item Excluded
<b>Battery Backup Hardware</b>	<ul style="list-style-type: none"><li>▪ Replacement batteries</li><li>▪ Labour excluded</li></ul>
<b>Infrastructure Services</b>	<ul style="list-style-type: none"><li>▪ Changes to infrastructure services will not be undertaken on servers where a support agreement is not in place. For example, schools which have a split admin and curriculum network where ICT &amp; Digital do not support the curriculum network. In these cases, ICT &amp; Digital will make changes to the supported server only.</li></ul>
<b>Licence Management</b>	<ul style="list-style-type: none"><li>▪ Management of licences for software applications is the responsibility of the customer.</li></ul>
<b>Network Devices</b>	<ul style="list-style-type: none"><li>▪ Wi-Fi Access Points</li><li>▪ Setup and configuration of managed switches</li><li>▪ Supply of hardware</li></ul>
<b>Replacement Parts</b>	<ul style="list-style-type: none"><li>▪ The cost of replacement parts is excluded from this agreement; however, ICT &amp; Digital will arrange for parts to be ordered, delivered and installed. Labour costs to install parts is included.</li></ul>
<b>Server Hardware</b>	<ul style="list-style-type: none"><li>▪ Replacement parts are not included and will be chargeable.</li></ul>
<b>Unsupported Products</b>	<ul style="list-style-type: none"><li>▪ Where vendors have ceased to support their products and no additional support has been put into place, our support will move to a best endeavours model.</li></ul>



## Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
<b>Anti-Virus Support Service</b>	We recommend the installation of our Anti-Virus product McAfee on each workstation and server within school to protect against a wide range of Cyber threats. McAfee Anti-Virus is installed on admin machines / managed by EPO
<b>ISP Service (Internet Access)</b>	The ISP Service provided by the City Council allows your devices to connect to the Windows Software Update service to the control windows updates to your devices.
<b>Safe Data Remote Backup Service</b>	Your data is valuable and should be protected. That is why we provide access to a remote data backup service which will backup and protect your schools most important data such as your school generated files and SIMS and FMS databases. Data is backed up off site to a secure data centre providing protection against, loss, malicious damage, fire, and flood.

## Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

Area	Description
<b>Additional Hours</b>	<ul style="list-style-type: none"><li>Where work is required that will take you outside of the pre-paid hours we will charge at a reduced rate for any additional hours or part thereof. We will discuss these charge with you before they are made.</li></ul>
<b>Consultancy</b>	For example: <ul style="list-style-type: none"><li>Complex group policy changes.</li><li>Server Rebuilds (where there is no server failure).</li><li>General consultancy work</li></ul>
<b>Equipment Moves</b>	<ul style="list-style-type: none"><li>We can relocate your server to an appropriate location. Please contact us to arrange a quote.</li></ul>
<b>New Server Replacements</b>	<ul style="list-style-type: none"><li>We will provide a quote for a replacement server hardware and installation when necessary.</li></ul>
<b>Operating System Upgrades</b>	<ul style="list-style-type: none"><li>We can upgrade the operating system on your server to a supported version, where the server supports the upgrade and an appropriate licence is available. Please contact us for a quote.</li></ul>

Area	Description
<b>Warranty extensions</b>	<ul style="list-style-type: none"> <li>Where server hardware has left vendor support, we are able to provide an extended warranty service. Please contact us for a quote.</li> </ul>

## Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
<b>1.0</b>	April 2021	New Document	All	New document format.