

# ISP Service (Filtered Connection)

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## Service Overview and Benefits

During the late 2000s Coventry City Council invested heavily in the digital infrastructure of the city. This included the installation of a full fibre optic network connecting Schools, Libraries, Social Care buildings and other Council buildings into the Coventry Metropolitan Area Network. This network now forms part of the City Fibre network in the city.

As an Internet Service Provider, ICT & Digital provide high speed and reliable internet access to all connected sites across the city. We do this by maintaining a contract with JaNet to provide internet access and further access to other services. JaNet is a high-speed network for education and research and serves around 18 million users and is the busiest National Research and Education in Europe. You can find out more about JaNet here (<https://www.jisc.ac.uk/janet>)

Our ISP Service provides more than just Internet Access. Other benefits include:

- Access services provided directly by Coventry City Council making centralised services more reliable.
- Joined networks between different sites are possible as customers are connected to the same network.
- We hold our own IP address space with RIPE rather than obtaining this through JaNET, this means that changes to your public IP addresses are rare.
- Disaster recovery provision in the event of a loss of service.

In addition, we also provide the service with or without Internet filtering, allowing you to be covered by our protections or to supply your own.

## Service Description

These following items are included in the ISP Service.

### Fibre connection

- Maximum 1Gbit Connection to the Coventry MAN (Metropolitan Area Network)
- Maintenance of the fibre connection to the schools including the council managed firewall edge devices.

### Internet Service

- Connection to the public internet
- Connection to the Janet academic network (Coventry holds 2x10Gbit diverse circuits – these are shared across Coventry users)

### Internet Filtering

- Smoothwall filtering contract for the support of the central clusters of web filtering appliances.
- ICT Support for the web filtering profiles maintained on these central appliances.
- Schools must keep ICT & Digital informed of changes to staff who can approve or request filtering changes.

The following categories are blocked by default

- Pornography
- Explicit
- Hacking
- Malware
- Each site can then individually block sites such as YouTube

### External DNS Resolution

- Contract with 3rd party for this service or may be provided by Coventry City Council in future.
- Changes to DNS entries on the public Internet

### Public IP Addressing

- Provision of public IP address as requested and subject to availability.
- Configuration of Coventry City Council equipment to enable services on that address.

## Edge Device

- Hardware faults and diagnostics
- Swap out like for like
- Configuration changes (limited depending on request – where request constitutes consultancy a quotation will be provided.)

## Monitoring

- Network performance and alerts using Orion Solarwinds
- Copyright violations and malware notifications – where detected.

## Network Availability

The council will use reasonable endeavours to maintain network availability at a target 99.5% measured over the working day across each 3-month period.

## Disaster Recovery / Loss of Service

In the event of a complete loss of service where the fibre cable supplying internet access to your site has been damaged by a third party ICT & Digital will supply a backup unfiltered internet connection via a 4G mobile router to supply a temporary internet connection to up to three PCs for the duration of the outage.

This provision is intended to provide access to the internet to support critical business functions of your organisation, it is not intended to support all usual Internet access.

In the event of a loss of service being reported to us or being detected by our monitoring we will triage the cause of the issue, if the issue is found to be caused by damage to the physical network link we will dispatch a technician with a 4G router. We will also report the damage to our fibre network maintenance company.

### **Your responsibilities during an outage**

- Identify up to three PCs which you require internet access on.
- Trigger your Disaster Recovery / Business Continuity Plan.
- Take all reasonable steps to protect the 4G router from damage or loss. As lost or damaged routers will be charged at £100.
- Use internet access wisely as the internet access provided has no filtering or firewall protection.

### **Limitations**

- Routers will only be dispatched during standard office hours; in some circumstances this may mean you will be out of service until the next working day.
- Internet access will be provided by a 4G mobile router, which runs on the Vodafone mobile telephone network, so will have limited speeds (when compared to your fibre connection) and is dependent upon the coverage of the mobile network at your location.
- Devices connected to the 4G router will not be able to access anything else on your local network, e.g. SIMS, FMS, Telephony, printing etc.
- The 4G router cannot be used for VoIP telephony.
- Remote access to your network will not be possible.

- Only one router will be routinely provided, however if the outage is going to be for an extended period, we will discuss with you further options which may include additional routers.

## Customer Responsibilities

The customer is responsible for all activity that occurs on its internet connection. ICT & Digital will notify schools of any illegal activity which we have detected (such as copyright violations) on its internet connection and the customer must act to resolve.

ICT & Digital reserve the right to temporarily suspend or terminate an internet connection to protect the wider network or the reputation of Coventry City Council if illegal activity is detected upon a connection.

## Edge Device

The customer understands that the edge device remains the property of Coventry City Council. Any changes or alterations must be performed by Coventry City Council or under our instruction, including device reboots.

## Accessing the Service

Incident reports and Service requests can be made via our service desk.

Only staff authorised by the school will be allowed to make changes to the ISP Services. A form can be downloaded from our website to provide ICT & Digital with details of the authorised personnel.

### Filtering Changes

ICT & Digital Staff can make changes to filtering on your behalf. An authorised person should contact the ICT & Digital Service Desk and make a Service Request. For safeguarding issues (such as an urgent blocking request) you should contact us by telephone and raise an incident ticket. We will treat safeguarding issues as Priority 1.

### Making your own filtering changes

Customers can access the SWURL portal to make changes to their own filtering arrangements. Schools can submit a form from our website to nominate personnel who should have this responsibility. It is essential that schools notify ICT & Digital of any changes in nominated staff and especially when a nominated individual leaves the school.

To access the SWURL – please go to <https://swurl.smoothwall.net/>

## Exclusions

The following exclusions apply:

Area	Item Excluded
<b>Fibre Cable Connection</b>	<ul style="list-style-type: none"> <li>In the unlikely event that fibre damage occurs within the grounds of the school caused by the school or a 3rd party e.g. construction or building contractors, it is the responsibility of the school to fund repairs. These repairs will be carried out by the council's contractor under its SLA which includes a 4-hour fix target.</li> </ul>
<b>Onsite Network Equipment and Wiring</b>	<ul style="list-style-type: none"> <li>Internal Network Switches not supplied by Coventry City Council</li> <li>Internal wiring and sockets – however advice can be provided.</li> </ul>
<b>Remote Access to unsupported kit</b>	<ul style="list-style-type: none"> <li>Where schools have purchased a server without following the recommendation of ICT &amp; Digital then ICT &amp; Digital cannot guarantee that this service will be available, however, reasonable endeavours will be made at an additional cost.</li> </ul>

## Requirements and Assumptions

To provide this service, we make the following assumptions.

- We will be provided with reasonable access to the edge devices within your premises to enable maintenance and replacement.
- Each school purchasing this service is required to complete the Smoothwall Web Filtering nomination form for their school. The nominated person(s) are named individuals employed by the school and are nominated staff who are permitted to request web filtering changes.
- You will notify us of any changes to staff permitted to perform web filtering changes.

## Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
<b>Anti-Virus Service</b>	We recommend the installation of our Anti-Virus product on each workstation and server within school to protect against a wide range of Cyber threats.

## 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>Advice and Guidance</b>	<ul style="list-style-type: none"> <li>▪ Replacement / additional network switches (The purchase of replacement / additional devices is the responsibility of the customer).</li> <li>▪ VoIP</li> </ul>
<b>Consultancy</b>	<ul style="list-style-type: none"> <li>▪ Network Redesign</li> <li>▪ Network Consultancy</li> </ul>
<b>Fibre connections</b>	<ul style="list-style-type: none"> <li>▪ Fibre moves</li> <li>▪ Additional connections (to the same site or new buildings)</li> <li>▪ Disconnections</li> </ul>
<b>IP Addresses</b>	<ul style="list-style-type: none"> <li>▪ Work to enable new and larger ranges of internal or external IP Addresses are chargeable.</li> </ul>
<b>SSL Certificates</b>	<ul style="list-style-type: none"> <li>▪ ICT &amp; Digital can arrange for the procurement of SSL Certificates for school websites. As these incur external costs, we will charge schools depending on the type of certificate required.</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.
<b>1.1</b>	November 2021	ISP Disaster Recovery Provision	3	Added detail regarding DR provision for fibre strikes and other major service impacting events.