

How to sign-up for Services

Please read the Service Level Agreement booklet, this will provide you with information on the types of support available to you. You will need to choose which level of support you require and decide if there are any Optional Services you wish your school to sign-up for. Complete your choices on the sign-up form, then either post or fax back to us. If you require assistance in choosing the right support package for your school please contact us for advice. **Please indicate if you wish to pay by 10 monthly instalments.**




Once we have received the completed agreement form, your choices will be registered. **Please note that the annual maintenance licence fee on Capita SIMS products, SIMS, Dinner Money and Lesson Monitor, are additional charges and you will be notified of these charges at a later date.**

Your SLA invoice, to include the SIMS licence amount where applicable, will be sent to the school from April to cover a twelve-month period. (If your school has chosen to use the Direct Debit option, you will receive an information only invoice for your SLA + SIMS Licence charge)

The ICT Service offers the following levels of support:

Your Service Level Agreement will cover the period between April – March each year.

Choose either:

-  **Gold Support**
Includes Silver Support (CCN) and covers SIMS systems.
-  **Silver Support**
Includes Bronze Support (CCN) and covers SIMS systems.
-  **Bronze Support**
Mandatory – CCN/Broadband cover ONLY.
Does not include SIMS cover.

A detailed breakdown of what is included in these packages can be found in the Service Level Agreement Booklet.

Subscription Services and Pay As You Use (PAYU) Services

These are services that supplement Gold / Silver and Bronze Support. Details of these services can be found in the Service Level Agreement booklet.

Please ensure that you read our full Terms and Conditions by visiting:
www.ictsla.ccceducation.net

CAMBRIDGESHIRE EDUCATION
ICT
service



Cambridgeshire
County Council

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Further Information can be found at:

SLA info:

www.ictsla.ccceducation.net






Website:

www.ict.ccceducation.net



Service Levels from Education ICT Service

The Helpline is the first point of contact for ICT support. The hours of business are 8.30 -17.00 Monday to Thursday, 8.30 -16.30 on Fridays. When you contact us we will assess the urgency and priority of your problem. It is not possible to deal with every request as top priority, so here are some of the factors we take into account when assessing your problem:

-  Is the whole school affected (e.g. Internet access has failed)?
-  Are there financial penalties (e.g. submission of exams entries)?
-  Is there a statutory deadline or timetable (e.g. SCHOOL CENSUS, CFR)?
-  How many people are affected?
-  Is the whole of SIMS affected or just one or two modules?

There are times when we have to escalate problems to other companies e.g. Capita for SIMS, NTL and BT for the Internet. We have limited influence over the response of these companies, however we will keep calling them and keep you informed of progress according to priority.

| Priority | Description | Resolution target | Call back target |
|----------|---|---|------------------|
| 1 | ICT Service will deal with your problem immediately, giving assistance from the appropriate member of staff, in cases of the following: <ul style="list-style-type: none"> - MIS software disabled - Internet access - Fileserver down or disabled - Total failure of network - Network logging-in problems affecting multiple users | 75% within 1 day 100% within 2 days | Every 3 hours |
| 2 | ICT Service cannot resolve your query immediately because additional support is required from colleagues who are currently unavailable or who are external to the ICT Service. ICT related problems stopping school function. | 80% within 2 days 90% within 4 days 100% within 7 days | Every day |
| 3 | Your problem is agreed as not requiring an immediate response. ICT related problems requiring ICT Service support, but which do not stop any school function. | 85% within 4 days 95% within 7 days 100% within 15 days | 2 day intervals |

Concerns and Complaints

We seek to provide a quality service and we depend on your feedback to ensure we maintain and improve our standards. To give feedback simply complete a customer survey on www.ict.cceducation.net

If something should go wrong we would urge you to raise your concern by writing to us, marking it for the attention of the Customer Service Representative. We will fully investigate the issues thoroughly and fairly and will give you a detailed response.

For more information please contact:

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