

# Cambridgeshire Education ICT Service Service Level Agreement Booklet 2009 / 10



CAMBRIDGESHIRE EDUCATION  
**ICT**  
service

**SIMS** Accredited  
Support

**QA**  
**naace**  
CONSULTANCY FOR ICT  
DEVELOPMENT PLANNING



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**Please refer to Service Level Agreement Price List for 2009 - 10 charges**

<b>SLA OPTIONS</b>			
	<b>GOLD</b>	<b>SILVER</b>	<b>BRONZE</b>
<b>Broadband (CCN) Support</b>			
Liaison on behalf of schools with corporate IT, E2BN, Easynet and SERCO	✓	✓	✓
Telephone* support - broadband technical advice	✓	✓	✓
Telephone* support for the core CCN router in the school	✓	✓	✓
Telephone* support for other CCN-related equipment such as cacheboxes	✓	✓	✓
Telephone* support for internet access and filtering	✓	✓	✓
Telephone* support for E2BN video conferencing system	✓	✓	✓
Provision of Sophos anti-virus protection	✓	✓	✓
<b>LA system support</b>			
Telephone* support for staff email	✓	✓	✓
Telephone* support for use of Cambridgeshire Education Portal	✓	✓	✓
Introduction to the portal training	✓	✓	✓
<b>Communications</b>			
Seminars & Events	✓	✓	✓
Procurement Service	✓	✓	✓
ICT Training Schedule	✓	✓	✓
Access to ICT Service portal	✓	✓	✓
Portal downloads	✓	✓	✓
Ambercat call logging	✓	✓	✓
Helpsheets and newsletters	✓	✓	✓
<b>Helpline Telephone* support</b>			
Admin network operating systems (Windows 2000, 2003)	✓	✓	
Admin desktop operating systems (Windows XP, Vista)	✓	✓	
Microsoft Office (Word, Excel, Outlook etc)	✓	✓	
Classroom PCs and laptops	✓	✓	
Classroom ICT peripherals (cameras, scanners, etc.)	✓	✓	
FMS Support	✓	✓	
<b>Helpline MIS support (SIMS)</b>			
MIS upgrade information & documentation	✓	✓	
MIS guidance notes (e.g. statutory returns, year end procedures)	✓	✓	
Reduced price training courses	✓	✓	
Management & monitoring of referrals to MIS supplier	✓	✓	
<b>Additional technical support for school admin / office systems**</b>			
MIS Technical Support and problem resolution	✓		
Admin operating systems support	✓		
<b>Notes:</b>			
<b>Bronze service</b> is mandatory for Cambridgeshire schools in order to support broadband			
* Note that requests can automatically be logged by email to helpdesk@ict.cambsed.net			
** also available as Pay As You Use but with reduced priority.			

Note: All support packages are governed by our Terms and Conditions

Portal ID 3986

[www.ccceducation.net](http://www.ccceducation.net)

**Broadband (CCN) Support** allows you to report any issue involving your internet connection, regardless of whether the problem originates locally with CCN or further afield with E2BN. It also means that we handle any issues involving E2BN services such as filtering and video conferencing. In addition it provides all the computers on your network with automatic updating of virus protection.

**LA system support** allows you to contact our Helpline for assistance with the County Council's e-mail system for school staff and with the Education Portal. It also entitles you to free initial training on the portal for new or existing staff.

**Communications** covers a wide range of information delivered through different electronic channels such as our website, blog and fortnightly briefings. It also includes printed material such as the summary of ICT factsheets and our training schedule. It entitles you to attend key ICT events such as our school leaders' ICT conference free of charge and to obtain no obligation quotes from our value for money procurement service. Events such as Impulse conferences and SIMS User groups are also free of charge, but other events and seminars may be chargeable.

**Helpline Telephone Support** assists you with the main software and the operating systems, such as SIMS & FMS, running on your admin computers. For those subscribing to either **Gold** or **Silver** level of support, it extends to the computers and peripherals in classrooms.

**Helpline MIS support (SIMS)** - for schools using SIMS, this enables you to develop your use of SIMS to manage your school's information, to get help to keep your systems running and to meet all the requirements for accurate and timely information sharing.

**Additional technical support for school admin / office systems** covers all MIS Systems, including related hardware and software. This means we will resolve problems on your Admin / office systems, including MIS reinstall if necessary. This package includes onsite or remote control responses to problems at no further cost.

Free Customer Service visits available on your request. Please contact Customer Service Team  
Tel: 01480 376655

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<b>Subscription Services – Optional</b>	
<b>Technical Services</b>	
General Systems support	
Admin / Office System Support:	1 – 5 Admin PC's 5+ Admin PC's
Scheduled visits (patch support - see below)	
Every half-term (6 x 3hrs)	
Every 4 Weeks (10 x 3hrs)	
Every Fortnight (20 x 3hrs)	
Every Fortnight (20 x 7hrs)	
Every week (39 x 3hrs)	
Every week (39 x 7hrs)	
2 Every week (39 x 14hrs)	
IWB & Projector Maintenance visits (see below)	
Every Half-term (6 x 2hrs)	
Every 4 Weeks (11 x 2hrs)	
Every Fortnight (21 x 2hrs)	
File Server Support :	First file server 2 – 4 additional servers 5+ additional servers
Remote pupil access to secondary school systems	
<b>E-learning</b>	
Primary learning platform (Starz)	
Starz Support (Primary)	
E-Safety (Primary & Secondary)	
BECTA ICT Self-Review Framework (SRF) support (Primary & Secondary)	
Embedding the ICT Curriculum (Primary & Secondary)	
Video Conferencing (Primary & Secondary)	
Targeted Support for individuals (Primary & Secondary)	
<b>Website Services</b>	
School website building: Entry level – up to 10 pages on Digitalbrain	
School website building: Standard level – up to 20 pages on Fasthosts server	
School website building: Bespoke development	
School website hosting only (basic annual package on Fasthosts)	
School website hosting only (additional services on Fasthosts)	
Maintenance and updating of your existing site	
<b>Office/admin and MIS</b>	
MIS upgrade service (via remote support)	
Centrally hosted MIS service	
<b>Training and Consultancy Services - Pay As You Use Services –</b>	
These services are designed for one-off use, they can be requested at anytime and are invoiced separately	

### **Technical Services**

Comprehensive insurance to diagnose and resolve all school ICT System problems (parts not included).

Comprehensive insurance to diagnose and resolve school administrative ICT System problems (parts not included).

Regular visits from an experienced ICT Technician. These visits are intended to help schools make the best use of available technology; technicians are available to give advice and guidance as well as perform general ICT maintenance. During each visit the technician will carry out mandatory checks and system maintenance – Antivirus updates, Microsoft security updates, Backup checks – and they will work through any problems you have identified.

Regular visits from a qualified IWB/projector technician, during each visit they will check and service your whiteboard and projector, including cleaning air filters and projector lenses. Warranty assistance, support and emergency replacements are also available as part of this service.

Proactive monitoring, support and administration of the school file server.

Allows secondary pupils to remotely access applications hosted on their own school network.

### **E-learning**

Tools to meet the government learning platform requirements and the inspiration to use them. Per pupil subscription.

4 half day sessions: Choose either staff meeting, planning with staff, consultation, pupil workshops.

4 half day sessions: Choose from a consultation to review policy and documentation, whole school staff meeting, Parental E-Safety awareness, assembly, classroom workshop (Primary) / talk to pupils (Secondary) aimed at keeping safe online.

3 x 2 hour visits to evaluate your schools use of ICT across all areas and audit and support progress in line with the BECTA online framework.

4 half day sessions: Choose from Introductory staff meeting, planning with Key Stage Teams, Year Group support with planning the curriculum, curriculum subject leader support, assessment for learning.

4 half day sessions: Introduction to video conferencing, planning a video conferencing project, class based support, review and reflection.

Subject to negotiation you can book an adviser for 4 x 2 hour sessions across the year. Consider using this time for: Governor safety awareness, TA ICT Training, Headteacher support to develop a strategic plan for ICT, personal ICT skills development for teachers, awareness raising or specific support for non-class based staff i.e. lunch supervisors and parent helpers etc.

### **Website Services**

Basic website for you to maintain (training included) or we will do half-termly updates for you. Includes hosting.

More complex site built using standard html tools. Editable regions can be included in our templates so once created you can update it yourself. Includes hosting.

A site to your individual design and specification. Includes hosting.

Hosting-only service for your own site(s).

Additional hosting-only services where required.

Personal service for sites we have created, incorporating your preferred changes in half-termly updates.

### **Office/admin and MIS**

We will upgrade your SIMS software as new versions are released.

Your school management & admin systems on a central server maintained and managed by us. Schools access the server via a web browser. Includes remote access - 2 key fobs – additional fobs available at extra cost.

**Training and Consultancy Services - Pay As You Use Services** (curriculum, MIS, office/admin, education portal etc)

Details of the training courses available at our ICT centres can be found by visiting our website <http://www.ict.ccceducation.net>

Training courses and Consultancies held on school site can also be arranged – price on application.

Please contact our Course Administration department Tel: 01480 376670 or email [ict.courses@cambridgeshire.gov.uk](mailto:ict.courses@cambridgeshire.gov.uk)

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**Further SLA information can be found at:**

**[www.ict.ccceducation.net](http://www.ict.ccceducation.net)**

**Please ensure that you read our full Terms and Conditions by visiting:  
[www.ict.ccceducation.net](http://www.ict.ccceducation.net)**