

# Server Support

## Managed Support Service



Cambridgeshire  
County Council

### We Provide

Subject to it being an ICT Service installed, configured and approved Dell Server, with the necessary Dell Remote Access Card (DRAC)



#### Monitor and Manage Daily Backups

[Monitoring backup failures daily](#), ensuring that it is corrected by the next working day minimising the number of backup failures and possible loss of data.



#### Server Health Monitoring

Using [Dell Open manage](#) agents and SNMP agents installed on the server.

The ICT Service will monitor the following server components:

- Processors and Memory
- Hard Drive utilisation & operation
- Network interface card (NIC)
- System Fans
- Power Supplies
- Uninterruptable Power Supply (UPS)
- Temperatures and Voltages

This SLA includes support of the following software:

- Active Directory, Group Policy, DNS
- [DHCP](#) Services
- [SQL](#) Server
- File and Print Services



#### Sophos Antivirus Enterprise Manager Updates

Managing, monitoring and ensuring [Sophos Enterprise Manage](#)® is up to date and active to protect your server from Viruses and Adware/Spyware\*



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### User Administration

- Reset account lock-out
- Reset or change user passwords
- Create or delete users
- Create new year group users and archive old data.

### Security and System Updates

Managing, monitoring and ensuring the server complies to the minimum [Microsoft Security and System updates as per CCN](#) guidelines where possible using Microsoft Update Services® and Dell Firmware Updates

### Emergency Replacement Server\*\*

In the event of losing your server, we would temporarily provide a “hot-swap” server restored to your last good backup within 8 hours of logging the call, while your server is being repaired/replaced.

### Storage Monitoring and Reconfiguration

Manage storage arrays and reconfigure/repartition when necessary to allocate more space on the server.

### Enhanced Remote Troubleshooting and Repair

[Using a Dell Remote Access Card \(DRAC\)](#) the ICT Service have the ability to remotely access, monitor, troubleshoot, and repair/upgrade servers independent of the Operating System, provided there is power to the system.

### Terminal Services Support

Schools wishing to implement Terminal Services locally will be covered by this SLA.

The significant advantage is that the ICT Service can instantly access a dead server, diagnose and probably fix it or immediately arrange for a “hot-swap” emergency replacement server to be dispatched\*\*, saving time of an onsite visit by a technician to carry out diagnostics.

### Server Support SLA Costs

First server	£980
Up to 4 additional servers	£285 (per server)
5+ additional servers	Price on application

\* Client device Virus/Spyware/Adware issues are not covered by this SLA

\*\* Subject to availability and best endeavours. In the event of a Server being out of warranty a temporary “hot-swap” is subject to a order for a replacement.

For more information please contact:

**Cambridgeshire Education ICT Service** - 42 West Street, Godmanchester, Cambs PE29 2HJ

t: 01480 376655 f: 01480 376660 e: [ict.service@cambridgeshire.gov.uk](mailto:ict.service@cambridgeshire.gov.uk) w: [www.ict.cceducation.net](http://www.ict.cceducation.net)