

Education ICT (E-ICT)

Subscription Packages 2020/2021

E-ICT

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Education ICT – Subscription Packages – 2020/2021

Education ICT (E-ICT) are offering schools the following Subscription Packages:

- ❖ Admin Classic
- ❖ Admin Premium
- ❖ Admin Primary Academy
- ❖ Curriculum Classic
- ❖ Curriculum Premium
- ❖ SIMS in The Classroom
- ❖ Combined Admin / Curriculum
- ❖ Whole School Remote Backup



E-ICT Service Level Agreement 2020/2021

Introduction

This Service Level Agreement (SLA) sets out the relationship between the Customer (schools who subscribe to the service) and E-ICT services and the obligations each has to the other. Without undermining these obligations in any way, the practical working relationship between the parties will be one of a partnership both working towards a common goal.

Roles and Responsibilities

E-ICT will nominate the relevant team member to act as prime interface to the customer. The customer will nominate a representative (administrator) who is the prime E-ICT contact with overall responsibility for managing the services taken.

The Services

1. Phone/Remote Support:

- ❖ Administration Systems including SIMS, Hosted SIMS and FMS databases.
- ❖ Groupcall
- ❖ Web filtering and firewall changes for BLN schools
- ❖ Workstations and Servers running on Microsoft Supported Systems and Apple iPads
- ❖ Microsoft Supported Office Suite [Word, Excel, PowerPoint, Outlook]
- ❖ General Network Connectivity.

2. Ad-Hoc Requests [Please call to discuss]

- ❖ System Upgrades
- ❖ New installs [Servers/Workstations]
- ❖ System Health Checks
- ❖ On-Site training
- ❖ Bespoke training and consultancy
- ❖ Project Management
- ❖ Remote Backup [included in current subscription]
- ❖ Sophos Anti-Virus
- ❖ Remote Access.

3. Fault Classification and Escalation

The relevant team member and the Customer's representative, where necessary, will jointly classify any error as follows:

- ❖ Severity 1 The service is unusable
- ❖ Severity 2 The service is materially impaired
- ❖ Severity 3 Minor or cosmetic in nature

E-ICT will endeavour to correct, or provide a viable work around solution to errors according to their severity classification. Target resolution times are specific to the severity of the problem reported.

The escalation procedures are as follows:

- ❖ The Customer will inform E-ICT as soon as they become aware of any failure in any of their services
- ❖ E-ICT support representative will try to resolve the fault, or assign it to the appropriate team
- ❖ E-ICT will regularly update the Customer on the progress made on the resolution of any fault
- ❖ For severity 1 or 2 faults, the relevant team member will contact the Customer whenever it is anticipated that the duration of the fault will exceed the target fault resolution time.

4. Reporting and Reviewing

As and when required, E-ICT can provide the Customer with a report of Service Level statistics. The Customer will keep E-ICT informed of any significant areas of growth or change which is anticipated and which may affect service provision

5. Management of Suppliers

While individual Customers may have specific arrangements, in general E-ICT will liaise with third party suppliers (where appropriate) including: fault reporting, warranty query and performance monitoring.

6. Remote Access

Permission will be sought by E-ICT prior to using remote access tools to fix faults on the Customer's system. Remote access is an essential part of E-ICT being able to meet SLAs. By subscribing to E-ICT, the Customer is accepting the occasional need for access to be permitted.

Please note: third party intervention may result in the restriction of remote access of E-ICT to your network, which may result in delay of resolution

7. Security

The Customer is responsible for the maintenance and security of their systems/network.

We strongly recommend regular internal reviewing:

- ❖ Data backed up, stored off site and tested for restorability
- ❖ Routinely monitor and changing of passwords
- ❖ General Housekeeping including email
- ❖ Current security setting of folders and resources.

8. Service Availability

- ❖ Provision of a manned Service Desk -
Monday to Thursday 0800-1700, Friday 0800-1630
- ❖ Central number with voice recording
- ❖ First line support team
- ❖ Priority access to 2nd & 3rd line support teams

**E-ICT
SLA 2020/2021**

Severity 1	<ul style="list-style-type: none"> ❖ Server outage ❖ All users unable to access SIMS ❖ Virus outbreak ❖ Backup Failure ❖ Network failure 	Response 2 hours	<p>Fix < 1 Day</p> <ul style="list-style-type: none"> ❖ Dependant on hardware ❖ Dependent on third parties
Severity 2	<ul style="list-style-type: none"> ❖ Individual Workstation fault ❖ Individual user/s unable to access SIMS ❖ Users unable to print 	Response 4 hours	<p>Fix < 1 Week</p> <ul style="list-style-type: none"> ❖ Dependant on hardware ❖ Dependent on third parties
Severity 3	<ul style="list-style-type: none"> ❖ User support on applications ❖ User guidance ❖ Assistance with upgrades ❖ Server/Workstation Install ❖ Ad-hoc Project Management 	Response 8 hours	<p>Fix < 2 Weeks</p> <ul style="list-style-type: none"> ❖ Dependant on hardware ❖ Dependent on third parties

Please note that although E-ICT will raise and prioritise incidents of critical nature, the actual resolution time is dependent on third party providers like Capita, Hardware/Software Providers etc.

Any work carried out on your network by third party technicians can affect E-ICT resolution time scales.

The above is a guide only and E-ICT will consider the urgency and impact on services when a fault occurs and prioritise accordingly.

Remote Access:

- ❖ Remote access can be used to fix faults
- ❖ Remote access can be used to assist in software enquires

SIMS Upgrades:

- ❖ All E-ICT subscribing schools will have their SIMS upgrades / updates / patches /migrations carried out remotely. Release of updates for LEA schools is managed by E-ICT
- ❖ Release of upgrades / updates for Academy schools is managed by Capita.

Please contact E-ICT with any queries:

- Telephone: 01274 439300
- Email: educationict.helpdesk@bradford.gov.uk
- Website: <https://e-ict.bradford.gov.uk/>
- Twitter: <https://twitter.com/Educationictlct>

E-ICT Admin Classic Package 2020/2021
From 1 April 2020 – 31 March 2021

The periodic reviewing of our service offering to you is driven by feedback and continued support from your school. With that in mind, we have made changes to 2020/2021 subscription packages.

Subscribers will have access to our service specific website with a wealth of new information and features for schools, access to the BSO E-ICT area, which includes monthly updates and essential information.

Admin Classic - included in this package

- ❖ Phone support
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Out of hours remote SIMS upgrades
- ❖ Remote backup
- ❖ Audit of network accounts and passwords available on demand
- ❖ Inventory of PC & laptops for Admin network only via Centrastage (for asset referencing)
- ❖ E-ICT can report on calls logged by a school over a particular time-period or on a certain area. * New*
- ❖ Remote SIMS/FMS/Discover client installs (Admin workstations only)
- ❖ One remote system health check on SIMS server per subscription year
- ❖ Flexible Application Support sessions - **five half-days** *New*
to be taken as either training or school visits
- ❖ Remote access from home (five users per school) available on request at a reduced rate
- ❖ Statutory Returns overviews for Census, School Workforce Census and Key Stage Returns

Remote access to your server is a pre-requisite for E-ICT support

SIMS upgrades will be carried out by an engineer visit if no remote access to the SIMS server.

Please Note:

Charges for additional visits / training courses are:

- ❖ Applications Support visits / Engineer visits - £90 per hour - £250 half-day - £500 full-day
- ❖ Training Courses - £125 half-day - £200 full-day

- ❖ Installation of software required on the SIMS server is chargeable at normal engineer rates
- ❖ **SIMS installations on curriculum classroom PCs / laptops are not part of this package**
- ❖ Third Party intervention on your admin network could impact on the support E-ICT provides to your school causing unnecessary delays.

E-ICT Admin Premium Package 2020/2021

From 1 April 2020 – 31 March 2021

The periodic reviewing of our service offering to you is driven by feedback and continued support from your school. With that in mind, we have made changes to 2020/2021 subscription packages, which we believe will enhance the relationship and give you added return on your investment with E-ICT.

Subscribers will have access to our service specific website with a wealth of new information and features for schools, access to the BSO E-ICT area, which includes monthly updates and essential information.

Admin Premium - included in this package

- ❖ Phone support
- ❖ Priority call handling
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Out of hours Remote SIMS upgrades
- ❖ Remote Backup
- ❖ Inventory of PC & laptops for Admin network only via Centrastage (for asset referencing)
- ❖ E-ICT can report on calls logged by a school over a particular time-period or on a certain area. * **New***
- ❖ Remote SIMS/FMS/Discover client installs (Admin workstations only)
- ❖ ICT Hardware monitoring
- ❖ Weekly Remote Technical Health Check
- ❖ Two half day visits by a member of the Engineers Team per subscription year (Remote health check will be carried out if nothing specific arranged for visits)
- ❖ Flexible Application Support sessions – **eight half-days** * **New*** to be taken as either training or school visits
- ❖ Remote access from home (five users per school)
- ❖ Statutory Returns Overviews for Census, School Workforce Census and Key Stage Returns

Remote access to your server is a pre-requisite for E-ICT support.

SIMS upgrades will be carried out by an engineer visit if no remote access to the SIMS server.

Please Note:

Charges for additional visits / training courses are:

- ❖ Applications Support visits / Engineer visits - £90 per hour - £250 half-day - £500 full-day
- ❖ Training Courses - £125 half-day - £200 full-day
- ❖ Installation of software required on the SIMS server is chargeable at normal engineer rates
- ❖ **SIMS installations on curriculum classroom PCs / laptops are not part of this package**
- ❖ Third Party intervention on your admin network could impact on the support E-ICT provides to your school causing unnecessary delays.

E-ICT Admin Primary Academy Package 2020/2021

From 1 April 2020 – 31 March 2021

The periodic reviewing of our service offering to you is driven by feedback and continued support from your school. With that in mind, we have for a subscription package for Primary Academy schools whether they are part of a trust or not. We have a flexible approach to support and would be happy to discuss options at your convenience.

Subscribers will have access to our service specific website with a wealth of new information and features for schools, access to the BSO E-ICT area, which includes monthly updates and essential information

Admin Primary Academy - included in this package

- ❖ Phone support
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Remote backup
- ❖ Audit of network accounts and passwords available on demand
- ❖ E-ICT can report on calls logged by a school over a particular time-period or on a certain area ***new***
- ❖ Inventory of PC & laptops for Admin network only via Centrastage (for asset referencing)
- ❖ Remote SIMS/FMS/Discover client installs (Admin workstations only)
- ❖ Statutory Returns overviews for Census, School Workforce Census and Key Stage Returns

Remote access to your server is a pre-requisite for E-ICT support.

Please Note:

- ❖ Charges for visits / training courses are at subscriber rates
- ❖ Applications Support visits / Engineer visits - £90 per hour - £250 half-day - £500 full-day
- ❖ Training Courses - £125 half-day - £200 full-day

SIMS Upgrades:

- ❖ E-ICT subscribing schools will have their SIMS upgrades / updates / patches /migrations carried out remotely.
- ❖ Release of updates for LEA schools is managed by E-ICT.
- ❖ Release of updates for Academy schools is managed by Capita
- ❖ E-ICT can investigate SIMS upgrade issues

- ❖ Installation of software required on the SIMS server is chargeable at normal engineer rates
- ❖ SIMS installations on curriculum classroom PCs / laptops are **not** part of this package
- ❖ Third Party intervention on your admin network could impact on the support E-ICT provides to your school causing unnecessary delays.

E-ICT Curriculum Classic Package 2020/2021

From 1 April 2020 – 31 March 2021

In response to feedback from schools, we are now offering support on Curriculum networks in addition to admin support on an annual subscription basis.

Subscribers will have access to our service specific website with a wealth of new information and features for schools, access to the BSO E-ICT area, which includes monthly updates and essential information.

Curriculum Classic - included in this package

Telephone, remote and ad-hoc visits (nine days prepaid)

- ❖ Phone support and call logging
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Remote Backup
- ❖ Audit of network accounts and passwords available on demand
- ❖ Inventory of PC & laptops via Centrastage (for asset referencing)
- ❖ ICT Hardware monitoring
- ❖ ICT Hardware support (items under warranty only)
- ❖ Installation of new hardware (server and workstations) and software
- ❖ iPad and Chromebook device deployment, management and maintenance ***new***
- ❖ Consultancy
 - Advice on hardware and network.
 - Preparation of specifications and quotes.
- ❖ Nine days engineers' visits (63 hours) per subscription year
- ❖ Remote access from home (10 users per school)
- ❖ Next Business Day visit if required

Please Note:

Additional Engineer visits chargeable at rates of:

- £90 per hour
- £250 half-day
- £500 full-day

E-ICT Curriculum Premium Package 2020/2021

From 1 April 2020 – 31 March 2021

In response to feedback from schools, we are now offering support on Curriculum networks in addition to admin support on an annual subscription basis.

Subscribers will have access to our service specific website with a wealth of new information and features for schools, access to the BSO E-ICT area, which includes monthly updates and essential information.

Curriculum Premium - included in this package

Telephone, remote and regular visits (half day per week)

- ❖ Phone support and call logging
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Remote Backup
- ❖ Audit of network accounts and passwords available on demand
- ❖ Inventory of PC & laptops via Centrastage (for asset referencing)
- ❖ ICT Hardware monitoring
- ❖ ICT Hardware support (items under warranty only)
- ❖ Installation of new hardware (server and workstations) and software
- ❖ iPad and Chromebook device deployment, management and maintenance ***new***
- ❖ Consultancy
 - Advice on hardware and network
 - Preparation of specifications and quotes.
- ❖ Half day per week scheduled visit (term time)
- ❖ Remote access from home (10 users per school)
- ❖ Next Business Day visit if required

Please Note:

Additional Engineer visits chargeable at rates of:

- £90 per hour
- £250 half-day
- £500 full-day

E-ICT Combined Admin / Curriculum Package 2020/2021

For schools with < less than 100 pupils

From 1 April 2020 – 31 March 2021

A review of our service offering has highlighted the need for a subscription package for our smaller schools, based on pupil numbers of a 100 or less. We now have a Combined Admin / Curriculum Package. Your support package can be tailored to your individual school needs and requirements.

E-ICT subscribers will have access to our service specific website with a wealth of new information and features for schools. Schools will also have access to the BSO E-ICT area, which includes monthly updates and essential information.

Combined Admin & Curriculum Support - included in this package

- ❖ Phone support
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Audit of network accounts and passwords available on demand
- ❖ Inventory of PC & laptops via Centrastage (for asset referencing)
- ❖ Out of hours remote SIMS upgrades
- ❖ Support for servers, desktops PCs, laptops and tablets on both Admin and Curriculum
- ❖ SIMS in the Classroom setup and support
- ❖ Whole school remote backup solution*
- ❖ Complete antivirus solution provided
- ❖ Consultancy (advice on hardware and network specification and quotes)
- ❖ iPad and Chromebook device deployment, management and maintenance ***new***
- ❖ Fortnightly Health Check to include: System updates and security/Anti-virus updates/Review server performance//User data and logs/Applications update/Hardware inspection/Remote management
- ❖ Fortnightly half day on-site visit by a member of the Engineers Team
- ❖ Flexible Application Support sessions - **five half-days** ***New*** to be taken as either training or school visits
- ❖ Statutory Returns overviews for Census, School Workforce Census and Key Stage Returns

Please Note:

Charges for additional visits / training courses are:

- ❖ Applications Support visits/ Engineer visits -£90 per hour - £250 half-day - £500 full-day
- ❖ Training Courses: £125 half-day - £200 full-day

Third Party intervention on your admin network could impact on the support E-ICT provides to your school causing unnecessary delays.

***500GB maximum**

E-ICT SIMS in the Classroom Package 2020/2021

From 1 April 2020 – 31 March 2021

E-ICT offers a subscription package for SIMS in the Classroom on PCs or laptops on the curriculum domain.

E-ICT subscribers will have access to our service specific website with a wealth of new information and features for schools. Schools will also have access to the BSO E-ICT area, which includes monthly updates and essential information.

SIMS in the Classroom - included in this package

- ❖ Phone support
- ❖ Central number with voice recording
- ❖ Remote fixing
- ❖ Out of hours remote SIMS upgrades

SIMS in the Classroom - annual support subscription

❖ SIMS in the Classroom 1 – up to 10 PCs	Annual Subscription	£200
❖ SIMS in the Classroom 2 – up to 20 PCs	Annual Subscription	£300
❖ SIMS in the Classroom 3 – up to 30 PCs	Annual Subscription	£400

SIMS in the Classroom – new installs (one-off charge)

❖ SIMS in the Classroom 1 – up to 10 PCs	Install / setup fee	£200
❖ SIMS in the Classroom 1 – up to 20 PCs	Install / setup fee	£300
❖ SIMS in the Classroom 1 – up to 30 PCs	Install / setup fee	£400

If you require SIMS installed on more than 30 PCs please contact the helpdesk on 01274 439300 for a price.

Remote access to your server is a pre-requisite for E-ICT support

- ❖ Administrator credentials for the curriculum domain
- ❖ Installation of Centrastage (remote access software) clients on all PCs with SIMS.

Please Note:

- ❖ Third Party intervention on your network to the SIMS package could impact on the support E-ICT provides to your school causing unnecessary delays
- ❖ Reinstallations are chargeable at the above rates.

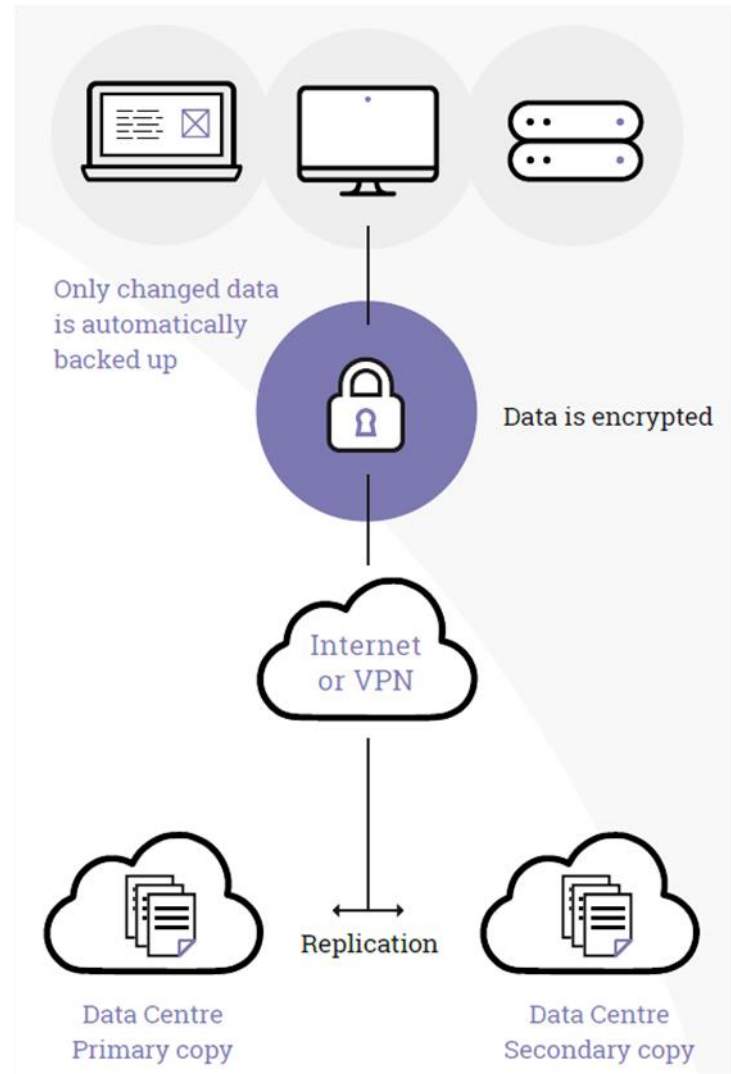
Are you confident that all of your important school data is backed up every day? Can you recover your school data quickly if the worst should happen and comply with GDPR requirements?

Every day around 165 schools rely on Education ICT (E-ICT) and Redstor to automatically protect the data residing on their critical Admin servers, ensuring that encrypted copies are available in secure UK data centres in case they're needed for speedy recovery. In recent times, more and more important data (including that relating to pupil attainment, planning and staff documents along with personal data such as photographs) is distributed across the curriculum network in schools. We are now able to offer the same protection to your curriculum data with a whole school backup offer. This will mean that as long as the data from laptops, PCs and Macs etc. is saved to agreed areas on the curriculum server it will be backed up. This will give your school the reassurance that both the Admin and Curriculum servers' data is being managed through Whole School Backup.

Key points:

- Only data stored on your servers is backed up
- This offer is open to schools subscribing to E-ICT
- As with the Admin server, we will provide a list of file types that are excluded from backup
- Peace of mind that data residing on Admin and Curriculum servers is protected
- Available to schools with separate Admin and Curriculum servers or combined servers.

250GB	£200
500GB	£400
750GB	£600
1000GB	£800



How do I upgrade?

If you would like to extend the peace of mind afforded around your Admin data to the rest of your school, please contact Education ICT on 01274 439300 or by email at EducationICT.helpdesk@bradford.gov.uk quoting "Whole School Backup Offer" and the amount of data you'd like to protect in total and we'll take it from there!

|01274 439300| educationict.helpdesk@bradford.gov.uk