

ADMINISTRATIVE NETWORK and SIMS SUPPORT SERVICE LEVEL AGREEMENT

OBJECTIVE OF THE AGREEMENT

The purpose of this Service Level Agreement is to identify clearly the chargeable services offered by the Information & Communications Technology (ICT) Services Section to the Client School, the quality and cost of those services.

This Agreement sets out

- the ICT Services to be provided to the Client School
- the overall standard which the ICT Services Section is to achieve in the provision of its services
- the way in which services will be charged and billed
- a mechanism for resolving any disputes or problems in the delivery of the service

CHANGES TO THE SERVICE LEVEL AGREEMENT

This agreement shall be reviewed annually by the ECSL ICT Services Manager and the Client School.

PARTIES TO THE AGREEMENT

This Service Level Agreement is between the ICT Services Section and the Governing Body ('the Client School').

OBJECTIVES OF THE SERVICE

The ICT Services Section aims to provide reliable, practical and cost effective ICT services to the Client School's administrative ICT systems.

SERVICE SPECIFICATIONS

1. Hardware

- Administration of sourcing, purchasing on behalf of the school, and installation of new recommended hardware at competitive prices. NB Actual purchase costs of equipment will be met by the School. There will be an additional charge for the complex server installations involving more than 6 workstations, and the installation of hardware not purchased through ECSL ICT. Installation of hardware that has been purchased without advice from ECSL ICT Services Section will be subject to an additional charge.
- Management of hardware service calls under warranty
- The move of hardware due to building work will be subject to an additional charge.

2. Provision of administrative systems and upgrades

- Procurement of Microsoft software and upgrades (licence fee costs to be met by school)

3. Maintenance and support for administrative systems and upgrades

- Helpdesk
- Two half day visits per year health check of the SIMS.net database
- Full telephone support for SIMS modules, Microsoft Windows and Office products installed by ECSL ICT Services Section
- Management of upgrades to SIMS software
- Installation and support for LA recommended virus protection software. Licence fees to be paid by the school.
- Backup procedures and emergency on-site assistance
- Assistance on ICT administrative system security and management
- On site visits as deemed necessary based on priority and workload for operational issues.
- Additional charges may be made in the event of a system failure as a result of installing software without taking advice from ECSL ICT Services Section

4. School ICT policies and best practice: advice

- Advice on the development of school administrative ICT policies and procedures
- Advice on planning for the development of a school's administrative ICT system
- Advice on best administrative ICT practice and systems integration
- Referrals for telecommunications advice (charged separately)

5. Training

- Training programmes are available on core SIMS modules held at the Education Centre. On site training can also be arranged to meet specific needs but may be subject to an additional charge.
- Training on SIMS software packages not included in core software can be facilitated with Capita. These include Profiles, Nova suite, Parent Gateway and Lesson monitoring. Charges provided on request.
- Training on Microsoft Office software are published separately by Corporate Services Training. Charges as published.

SERVICE LEVELS

Call priorities will be assessed on the impact of the various incidents on the work of the School, and will follow the general style outlined below:

Priority	Impact on Business
A	Major systems failure with all work unable to proceed
B	Lesser impact with some activities unable to proceed.
C	Minor impact.
D	Upgrades, installations, fixes to be carried out by arrangement

Service Response Times

All response times will include the time taken by the ICT Services Help Desk to process the call.

Service levels will be expected to follow the general style outlined below:

Priority	Response
A	Within 4 working hours
B	Within 8 working hours
C	Within 24 working hours
D	By arrangement

ECSL ICT staff will use their best endeavours to ensure that schools experience the minimum loss of time in the event of system failure or other difficulty. However, where demand exceeds the capacity of the service, the ECSL ICT Services Manager will prioritise levels of urgency for the benefit of the service as a whole.

CHARGES

For details of current charges for this service please consult the Indicative Charges sheet for Primary, Special or Secondary schools as appropriate. These sheets are updated and distributed to schools as and when the charges are revised. The most up-to-date versions of the Indicative Charges sheets are always available on www.bracknell-forest.gov.uk

BILLING AND PAYMENT ARRANGEMENTS

Internal transfer arrangements will be put in place through the ECSL Finance section, on notification that this agreement has been signed by the school.

Billing for additional services will be supplied by invoice, and charged through internal transfer.

Schools with external bank accounts must agree to deductions of payment at source.

DURATION OF THE AGREEMENT

36 months commencing 1 April 2007 and terminating 31 March 2010. However, schools can terminate the agreement by giving notice by 31st December each year, with an option to end the service on either 31st March or 31st August.

PERFORMANCE MONITORING

Schools' views of the service will be monitored as part of the Audit Commission School Survey. The survey is conducted online in June each year and results published in October. Service Managers will receive the survey results for their service and any 'poor' or 'very poor' ratings will be reviewed and acted upon. The survey results are also formally submitted to the Schools Forum for review, as part of their ongoing monitoring of the financial and contractual aspects of all Services to Schools.

MANAGEMENT ARRANGEMENTS

The Client School will deal directly with the ECSL ICT Services section.

DISPUTES RESOLUTION

If the Client School is dissatisfied with the outcome of a case or any other aspect of the service, they should notify the ECSL ICT Services Manager nominated as Contact Officer. The ECSL ICT Services Manager and relevant Client School will discuss the matter in question with a view to agreeing whether any remedial measures are required either in relation to the particular matter and/or the relevant area of work in general. If agreement is reached and any remedial steps are required they should be recorded in a letter sent by the ECSL ICT Services Manager to the Client School.

If agreement cannot be reached, either side should refer the matter to the Assistant Director, Performance and Resources. Upon such a reference being made the Client School and the Assistant Director shall endeavour to resolve the issue as outlined in the previous stage of the procedure.

If agreement still cannot be reached, either side should refer the matter to the Borough Solicitor. Upon such a reference being made the Borough Solicitor shall endeavour to resolve the issue as outlined in the previous stage of the procedure.

SCHOOL RESPONSIBILITIES

Schools entering into this agreement must:

- comply with the Borough ICT standards and guidelines
- provide access to systems at reasonable times, by agreement
- report faults to the Helpdesk as soon as possible, giving appropriate details
- follow good practice advice on system configuration, security and back-up
- permit only authorised users access to, and use of, school ICT systems
- ensure they have sufficient virus protection and other licences for the software installed on their network
- ensure virus protection software is up to date and working on all servers, PCs and laptops on their network
- ensure data is up to date and available for transmission via B2B
- completion of statutory returns and submission as required
- ensure staff attend appropriate training courses

AVAILABILITY OF SERVICE

The guaranteed hours of operation of the ECSL ICT Service are 8.45 am to 5.15 pm Monday to Thursday and 8.45 am to 4.45 pm on Friday.

CONTACT OFFICERS

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ICT Helpdesk

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