

Brief Notes for Primary and Special Schools ICT Support Service

These are brief notes around some issues of concern from initial feedback on the Service Model 2005-2008. More information will follow in a FAQ document (in preparation).

Leasing

Schools do not have to lease PCs. They can be purchased if you wish. We've offered leasing because a number of schools asked the Director to help set up a facility. The advantage of leasing is that you can plan replacement rather than find large sums of money for stop and start capital purchase.

The important thing is that procurement of PCs and other desktop equipment - whether purchased or leased - should be planned by schools and follow guidelines so we can support implementation effectively.

New Service

Costs

There are different cost areas to school services

1. Broadband Line (paid for already)
2. Broadband Line Rental (average cost is 3k per primary school. Currently paid for from revenue and grants)
3. Broadband Services - Internet, Email etc.
4. Support for Equipment
5. Support for Admin.
6. Support for Curriculum
7. ICT Equipment which schools buy themselves

The cost of Broadband rental has to be looked at because one grant disappears next year. This has been flagged up at September Budget Forum.

The costs of 3 to 6 above will provide a service which can be met from the current delegated amount, provided all secondary and primary schools agree to the financial breakdown of costs and the concept that schools get an equal service. In other words, you should not have to find extra money from other funds for this part of the service if all Swansea schools sign up to the new model. If schools want an increased service then obviously that will cost more and can only come from existing school budgets.

Schools are responsible for their own development, so the cost of equipment is their responsibility. That said, **all schools will benefit from this new service**, but the more you invest the more you will get out of it.

Below are some examples of what you will get on networked desktops in this service. This technical system has been paid for. It's there to be used.

Windows 98	Windows 2000 and XP
Email	Email
Access to the World Wide Web through one filtering option provided for you	Access to the World Wide Web through a range of filtering options which you can allocate to pupils
Anti Virus	Anti Virus
	Use of central server system giving: <ul style="list-style-type: none"> • Back up of children's work • No need for a curriculum server in a school (equal to 3k purchase) • Shared resources for teaching - useful if different groups of children have taken pictures on a field trip and you want to bank them for sharing • Shared resources between schools (sharing good practice) • Downloading resources from the server in County Hall when needed • Some software can be put on PCs remotely from County Hall

Older Equipment

It was agreed by the IT user group that for the financial year 2004 to 2005 we would cease workshop repair of older PCs. This decision was circulated to schools and the activity is not in the current SLA. As an exception, an external company is being paid to repair PCs this year. Consequently, the non-existence of this service in 2005 onwards is a confirmation of the existing position. We will continue to broker external support for **workshop repairs** but schools will need to pay for this.

Although the new service is predicated on servicing in-warranty PCs, we do accept that there has to be continuity in servicing Windows 98 PCs for **software resolution**, and for **hardware repair that can be done in the school**. Windows 95 PCs and any other historic equipment are definitely out of scope.

In continuing this activity, it may cause a conflict in service provision. As long as schools accept service levels may be affected, Corporate IT will undertake best endeavours in this respect. We will, however, have to draw a line in the sand on supporting legacy issues in the SLA eventually (although brokering external support for which you pay can continue to be done). We will provide support for schools to plan migration to more up-to-date stock.

Kieran Costello
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