

ICT Services to Swansea LEA Schools

Service Model 2005 - 2008

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INTRODUCTION

To deliver an ICT support to Swansea schools from 2005 a service model (see Appendix 1) has been created.

This new service model provides:

- Education Broadband Network (aka Edunet)
- Server systems
- Local network cabling systems (LAN)
- Desktop systems (PCs etc.)
- E-learning – advice and training
- Broadband learning products and services (e.g. video-conferencing)

The service model proposed marks a significant change from the current service arrangements. It provides a way to offer a better combination of services to schools, a combination that both the LEA and Corporate IT are able to support.

It has been created by:

1. Listening to concerns about the previous joint service
2. Creating a structure to secure an effectively-managed provision on a broadband network, and provide the services schools say they want
3. Having standardisation where necessary because IT provision works best when delivered in a coherent way, but allowing flexibility, especially for secondary schools to manage their own provision internally
4. A provision where all schools receive equal access to, and quality delivery of, services.

The services themselves are outlined on page 5 and in detail in Appendix 1 (p.16, i-xi). Some of the terminology is technical, but you may initially want to glance through the 'meat' of the service areas to see what is provided and to whom.

The explanatory text beforehand (pp 2-15) tries to give the principles and reasons how and why we are proposing to run the service. It also gives you some real examples of how it will work in practice, and highlights some of the issues schools will need to address to make best use of the service.

The new service is a pro-active one which aims to exploit the potential of the LEA's own broadband network and provide exciting yet relevant learning opportunities for both teachers and pupils during the next few years.

This document outlines the service and what will be delivered. A future SLA will define entitlement.

THE PRINCIPLES

Delegated funding will need to be retained because the fixed costs are principally staff and they are required regardless of the number of schools using the service.

Consultation

Schools, Libraries, Lifelong Learning and other bodies will need to contribute to the decision making process through a stakeholders' forum.

An ICT and E-learning service from 2005 is predicated on:

1. **Integrated Service.** One service with one SLA for Broadband, Admin IT and Curriculum IT support (technical, advice and training). All technical support is combined as one activity. However, Technical Support and Curriculum Support are two separately costed activities so a school may choose to sign up to just Technical Support, or both Technical and Curriculum.
2. **Viability and Sustainability.** All currently delegated funds for Admin IT, and most from currently delegated Curriculum IT technical support, will need to be retained to provide this service model. These funds will contribute to some Broadband services, SIMS, procurement, service desk, research and development, all technical support to primary schools, and any fixed costs for servicing specific secondary school requirements.
3. **Choice.** It allows for schools to buy extra services beyond a core set of functions that are provided in the service model.
4. **Focused.** The range of services available is determined by the total budget, and by prioritising activities.
5. **Ownership.** Major decisions in prioritising spending will be made by an ICT Stakeholders' Support Group. Schools will need to accept the decisions made by this group.
6. **Efficiency.** The new service arrangements require standardisation where necessary, but allow flexibility for a school's own management of systems internally and to develop their ICT provision, particularly in the Secondary sector. These requirements will be published in a Policies and Procedures document.
7. **Quality Assurance.** The service will be quality assured so schools will have clarity as to entitlement and quality of delivery. Schools will have responsibilities, too. These will be defined and monitored. It will be a service that meets Top. Performance status by 2008.
8. **Support and Challenge.** Technical support is for up-to-date equipment under on-site warranty. The LEA and Corporate IT recognise that it will take some schools longer than others to fully match the expectations that this new service implies, but we will support schools in making the necessary transition.

NEW SERVICE

SERVICE AREAS 2005 ONWARDS:

The service model proposed here is based on services we recognise as being required by schools.

In April 2004, for example, a survey was undertaken of current service delivery which incorporated gathering information on future services. But, consultation over the last 12 months has also helped to frame the content of this document.

The core technical, administrative and curriculum support functions that are needed are categorised under **10 service areas**. A service area is basically a specific set of activities that you would expect to find in an ICT provision devoted to learning. The approach is taken to:

- help schools see both what they get, and appreciate the number of activities that occur in service provision
- allows the LEA to monitor service delivery more effectively by analysing where service improvement is required
- provides a clearer focus on planning activities or expansion in service areas as either budgets or schools' requirements demand.

Within each service area is a more precise list of products or services. Most are **core - i.e. essential and provided** - but there are also **optional features**. At this moment in time some services are optional because a decision has to be made on how they are funded. In general, however, optional features are services schools can choose, or not, to pay for, but only if the school is in the SLA.

You will see that there are differences between Primary & Special and Secondary schools in how services are delivered. This is to recognise internal technical support available to the secondary sector in the way of school technicians.

The LEA can also lever funding which is not available to individual schools or groups of schools. These funds can be used to pay for, or pump prime, large scale projects. But access to such funding is dependent on a school being signed up in one service model.

CORE

Provided as part of the total service.

OPTIONAL

Paid for in addition by school.

SERVICE AREA

Products or services that make up a discrete set of activities.

SUMMARY OF SERVICE AREAS

Service Area	Description
1. LEA Broadband	Research and management into Broadband products and network; providing ISP service through broadband network; Internet access with filtering; delivering email to school; commissioning consultancy and projects; service desk facility for network issues.
2. Internet Services and Products	Providing online advice, updates, policies, forums and curriculum content for school and lifelong learning staff; data transfer between school and LEA.
3. LEA ESP Priority: Monitoring & Advice	Commissioning and monitoring support for school effectiveness and training; identification and dissemination of good practice in ICT and E-learning.
4. ICT curriculum support and training	Training courses on any aspect of curriculum ICT; on-school/off-site training including twilight.
5. ICT technical support and training	On-school/off-site training and training courses on office-based IT; training for school technicians.
6. Procurement	Preparing specifications of hardware; purchase and lease contracts; ensuring compliance; disposal.
7. Service Desk	Provision of a single help desk facility, including receipt and processing of calls actioned by third parties. This will deal with admin IT, curriculum and broadband issues.
8. School Admin IT	Support for SIMS modules, both to schools and users in the LEA, including all installations and upgrades; data management required as part of information management processes; training.
9. Desktop and school network support - Admin and Curriculum	Support for the schools' network infrastructure; also servers, workstations, peripherals and communications equipment, including backups, security, printing facilities, anti-virus software, operating system support.
10. Hardware and Software	Installation and configuration of curriculum software; maintenance service for equipment.

SERVICE DELIVERY RESPONSIBILITIES

LEA

The LEA will ensure that:

1. All service areas are delivered
2. Appropriate procurement processes are operated
3. There is only one direct supplier for technical support - the City and County of Swansea Corporate IT Department
4. LEA staff will carry out the functions in Service Areas 3 and 4 (Advice, Monitoring, Curriculum Support)
5. Strategic management, financial control, monitoring of service quality, and design and use of the broadband network will be through the ICT and E-learning Co-ordinator in the Planning and Resources Service of the Education Department
6. Provide an SLA document for the service
7. Provide Policies and Procedures documentation for using the service.

SCHOOLS

Schools will need to ensure that they:

- a) Follow a defined set of policies and procedures in order to use the Broadband network and other services
- b) Use the City and County of Swansea Corporate IT Department for technical support, where appropriate.

The list of features in each service area (listed in Appendix 1) indicates what that service area should provide for schools from April 2005. The Intranet will take time to develop fully. Although nearly everything else will be in place from day one, schools have to accept that certain services will be delivered to schools on a planned roll-out basis. For example, procurement of leased machines in primary schools may have to be delivered in such a way.

Differences between Secondary, and Primary and Special school requirements are noted where relevant.

Special schools and pupils with Special Needs will have requirements in addition to the services listed here.

MORE ISSUES FOR EACH SCHOOL SECTOR

...these are pre-requisites for successful use of the service.

Secondary - joined networks

LEA and schools need to plan for joined Admin and Curriculum networks which is why this Active Directory structure is important to have in place now.

Managed Service

Where systems, software and equipment are managed for you in an integrated way - leaving you to focus on the teaching and learning.

SECONDARY SCHOOLS

- a) Have current Windows operating systems and equipment to be compatible with broadband delivery
- b) Have at least one technician - and possibly a network and a desktop technician - in your school and ensure they have a minimum competence level (which the LEA will support you in achieving) for LAN and desktops
- c) Manage your IT equipment and networks within the school
- d) Include school management, teaching and learning using ICT as part of their School Development Plan.

How will it work?

Corporate IT manages services to the school's domain controller* within a Windows Active Directory Structure** to which all schools will need to adhere. Local Active Directory tools will be advised by Corporate IT, but then the curriculum servers and LAN are managed by the school technician, with training organised by the LEA. This will give schools flexibility in managing their own needs.

Admin servers are maintained by Corporate IT.

The school's technical staff are also responsible for all PCs (Admin and Curriculum).

School technicians use Corporate IT for advice, training and second-line support.

PRIMARY and SPECIAL SCHOOLS

- a) Have current Windows operating systems and equipment to be compatible with broadband delivery
- b) The service to them will focus on an integrated server, LAN, desktop and software support
- c) Include school management, teaching and learning using ICT as part of their School Development Plan.

How will it work?

What schools get is a type of managed service. Server management will be done by Corporate IT to ensure effective use of the broadband network. The servers are in County Hall, although you will be given network tools to change email groups etc. These servers link to your Windows 2000 or better desktops. Software can be delivered down the broadband network so the technician doesn't have to leave County Hall to do this work. This will mean the curriculum software to be supported has to be in an agreed toolkit.

* The domain controller is the server that controls access to network resources within the Active Directory structure e.g. logons, authentication etc .

** Active Directory provides a hierarchical way of storing information about network-based entities, such as applications, files, printers, and data. It provides a consistent way to name, locate, access, and manage these individual resources.

HOW WILL IT WORK IN PRACTICE?

School Responsibility

Policy and Procedures

This does not preclude schools in the service from purchasing their own model of PC, for example. The point is that there is no guarantee that any part of the process will be facilitated by Corporate IT if they do.

PROCUREMENT

Procurement is a process that manages the cost-effective sourcing, purchasing, leasing, servicing and replacement of equipment. It is not just buying.

If they use the procurement service, schools are responsible for paying for the provision of IT equipment including desktop systems. Desktop systems cover any equipment that connects to a network point or to another item of desktop equipment. This will include:

- Control equipment, robotic toys, etc.
- Data projectors and interactive whiteboards
- Desktop PC
- Laptop PC
- Monitors, keyboards & pointing devices
- Palmtop PC
- PC Tablet
- Printers, scanners and other peripherals

The following features will apply to the provision of desktop services by Corporate IT to schools that want to utilise this service:

- a) Procurement activities and change management policies will control the quality of new technology. This will minimise PCs and other equipment being out of action and ensure after sales warranty services
- b) Technical support is limited to in-warranty equipment procured through Corporate IT or other agreed suppliers. Most new IT equipment must be purchased or leased with a three or four year on-site warranty via suppliers approved by Corporate IT or through tendering
- c) Desktop equipment will be sourced and costed specifically for school curriculum use. This will make equipment appropriate for use whilst providing cost savings for schools
- d) Corporate IT will facilitate use of the Local Authority leasing scheme or borrowing capacity so schools can commit to regular replacement of desktop systems
- e) A schedule of equipment to be covered by the agreement will define the scope and service provision for each individual school
- f) Performance measures will be agreed
- g) Since faults mainly manifest themselves when someone tries to do something on their desktop computer or other device, the initial point of contact outside a school will be a Service Desk which will take ownership of the problem.

HOW WILL IT WORK IN PRACTICE?

One spec LEA PC

Secondary schools can have a one spec PC too, but it is their technician that connects desktop equipment.

The Financing of Leasing

Leased equipment belongs to the company providing the cash. It is never owned by the school during the lease term.

THE PC AND LEASING - THE PRIMARY SCHOOL

The LEA wishes to offer Primary schools in particular a leasing facility for curriculum-based PCs. The focus is a one spec machine, with options for capacity and monitor type. With it is the capability to have a software toolkit.

A standard spec and software toolkit will be defined for all schools. It will be fit for purpose whilst bearing in mind the total cost of ownership. A research and tendering exercise will identify the supplier and we will enter into a contract to supply Swansea schools.

The PCs come to the school with an “image” of the software toolkit. You or the installer unpacks the PCs. Either they or our own technical support install the PCs on the network with any agreed additional software.

In addition, a leasing or borrowing agreement will be secured so schools can have a cost-effective facility to replace PCs. Subject to financial regulations, we want to offer schools the following:

- Procurement based on paying off 100% of the value (not allowed under current leasing regulations but permissible under borrowing regulations)
- Probably a four year term if the warranty can be arranged
- Leasing arrangements would be administered by the Learning ICT Support Services procurement section and vetted by CCOS Finance Dept.

Leasing will probably be a controlled, rolling programme in which schools plan for procurement at specified times.

There are two separate issues in initiating procurement of PCs: a supplier, and a company that provides the cash for the lease. The cost of leasing will always be dependent on interest rates and scale of purchase at any one moment. We can't control the former, but we can control the scale by knowing when a lease will be taken out and for what value. So, collating orders from schools once a term would seem to offer flexibility in terms of need versus cost. Being able to know an annual requirement can also facilitate a better deal. It would be advantageous to achieve a fixed price for a financial year to aid your budget planning, by finding a combined supplier/leasing deal for the start of the financial year 2005 to 2006.

HOW WILL IT WORK IN PRACTICE?

Resolving problems

Under current regulations, an item of equipment must be worth at least 10% of its original purchase price (called residual value). Whiteboards and projectors have a longer life expectancy than PCs, so they need to have longer leases.

An option to consider is the LEA borrowing money.

The purchase price of a PC is about 25% of its total ownership cost.

LEGACY EQUIPMENT

The desktop breaks down. Technical support identify that it is a hardware and not a software fault. The warranty is called into effect and a technician from either the supplier or our own technical support team visits the school to undertake repair. If it is a standard software image fault, this will be remedied by our own technical support department. All of this will be within a defined timescale. If it can't be repaired, because you have a standard machine, another PC can be delivered quickly and put onto the network.

Leasing can also apply to laptops, tablets, whiteboards and projectors, where a similar diagnostic process can be carried out to rectify faults.

At the end of the lease the old equipment is removed and the same procurement process is undertaken to replace the kit.

Leasing is only viable for bulk purchasing of equipment. For special orders we will continue purchasing, but the procurement team will be able to negotiate a better deal than if a school bought it from a catalogue.

Can I purchase instead?

Yes. We understand that schools may get grants or vouchers for the purchase of equipment, and as long as the spec and make is agreed by Corporate IT, it's fine to buy outright. The important point to remember is that equipment will not be supported beyond its warranty life within the budgets available for this proposed service although we will broker external support if schools wish to pay for this. The school may also be responsible for supporting equipment on, and removing equipment from, any service network managed by Corporate IT when the purchase is not part of an agreed procurement strategy. Corporate IT will, however, undertake best endeavours in such circumstances.

Note too, that the procurement service will offer the standard price search for specific equipment that schools wish to purchase, and there will be types of equipment where purchase makes better economic sense anyway.

Procurement will also offer advantages for all schools in the purchase of software at reduced prices for server and client licences (a client licence is one you pay for using software on a desktop).

The LEA recognises that work to migrate schools from current ways of working and improving equipment stock to be compatible with a state-of-the-art network may require additional resources.

We will work with schools to support their legacy equipment needs whilst helping them to plan migration to high-spec equipment and networks.

HOW WILL IT WORK IN PRACTICE?

Leasing is part of a procurement process

Listening to schools' requests

Secondary schools have asked for one log on for staff. One log on means one network. One network means the artificial divide between Admin IT and Curriculum SLAs has to go.

INTEGRATED BROADBAND SERVICE CONCEPT

Separating activities into different funding areas in a broadband context doesn't work because of connectivity between service areas. This precludes a pick and mix approach to paying for one service activity and not another.

For example to have **procurement**, you might need:

- project management of an initiative like a desktop roll out programme
- technical officer input to test machine specs, and deal with roll out, maintenance issues and disposal; link to Broadband unit staff who advise on compatibility issues
- a service desk to deal with requests and follow the procurement process through; first or second line support for maintenance issues
- a team to undertake the ordering and administration.

You'll see that this activity requires staff from lots of service areas, not just office staff in a procurement section. Staff don't work in silos and expertise is shared across all sections so we can't separate activities between service areas.

SERVICE LEVEL AGREEMENT

A Service Level Agreement will be constructed. It will use objective measures to evaluate the effectiveness of service provision to schools. It will also recognise the need for continuous programme of service improvement so standards will be raised over time.

Measuring quality of service - measures could be:

- Service activity delivered in a specified time period
- Effect on improvement of standards in schools
- Reduction in numbers of complaints
- Quality of advice
- Prioritising support
- Defining entitlement
- "Way job is done" –professional approach by staff
- Responsiveness of service desk.

Monitoring the service - Collection of information through:

- Annual Report
- Annual Review
- Service Desk Reports
- Termly User Group meeting
- Survey of schools - survey after first 6 months, every year thereafter.

HOW WILL IT WORK IN PRACTICE?

We can deliver a good service, with sufficient capacity, at no extra cost with the monies already in the system.

POLICIES AND PROCEDURES

Following the principle of working together, to ensure the service works to the benefit of all and that the Broadband network security is not compromised, it is important for schools to follow policies and procedures. Examples of policies and procedures are:

1. Signed up to the service for a minimum of 3 years to ensure viability
2. Use the Active Directory Structure Corporate IT create so that services and products can be delivered efficiently to an industry standard
3. Use anti-virus software approved by Corporate IT to ensure both your own and the Broadband network is kept free from viruses
4. Follow guidance in the use of network tools, again to allow for delivery of products and services
5. Follow Acceptable Use policies for using the Broadband network to fulfil the LEA's obligations to UKERNA and the Welsh Assembly
6. Allow Corporate IT to monitor a school's access to the Internet to ensure the LEA's obligations for the safety of children and young people is not compromised.

COSTS

Will the New Service cost more?

The core features in each service area (see Appendix 1) can be delivered within the current delegated and centrally managed budgets, and from money currently spent on managing the broadband network.

However, the current distribution formula is not viable.

In terms of the redistribution of costs between Primary and Secondary sectors, the cost for servicing a Primary will have to be based on a mixture of fixed costs which will be the same for each school, in addition to variable costs for the amount and quality of equipment and networks supported in each school. In the Secondary sector the cost of servicing a school is basically a fixed sum which is the same for each school (as in the current formula for Admin IT).

Entitlement will be based on time allocation or identified need. The allowance will be sufficient to cover a school's needs. This does not include costs for building work in schools, purchase of equipment, consumables, certain installations, and possibly certain curriculum and network licences (however Websense and SIMS are included in the standard service) and replacement parts (unless covered by warranty).

ANTICIPATED QUESTIONS

Funding, Policies and Procedures

Delegated Funding

For all school sectors, the current delegated funding for curriculum support will be separated into teaching support and technical support. It is funding for certain technical support functions that will be retained.

What are the reasons for having to follow policies and procedures and retaining some delegated funding?

1. The LEA can focus on procuring a high-quality service for all schools.
2. Administrating the service by the LEA becomes more efficient. The management of schools in two different funding mechanisms, as at present, is extremely inefficient. It leads to conflict and extra cost in implementing delivery, and diverts key staff from developing the service.
3. Achieving economies of scale in procurement of licences, software and equipment keeps costs down for all schools.
4. Broadband to the school server(s), Service Desk, Procurement, Admin IT, Project Management, Research and Development activity (and all desktop services for Primary schools) are fixed costs regardless of the numbers of schools serviced.
5. We believe there is understanding by a majority of schools that they support the principle of retaining delegated funds.
6. A recent review of current services suggested all schools basically want and need the services Corporate IT intend to provide.

In a recent survey (April 2004), satisfaction levels were better for Broadband and Admin IT than Curriculum (although this came out as good and improving). The main criticism was curriculum desktop support.

Broadband and Admin IT each use controlled ways of delivering a service, use quality equipment, work to retained or central funding, and are managed by Corporate IT (recognised in a recent Local Authority audit as good with prospects for improvement).

Curriculum Desktops were not managed by Corporate IT. Funds are delegated for this function and equipment enters the system from all sorts of places. Consequently, expectations of good service from schools is unrealistic since the stock is of variable quality and type.

Under Corporate Management, and with a focus on defined spec and type with a consistent managed set of software, this part of the service has every chance of improving to achieve a high level of satisfaction.

ANTICIPATED QUESTIONS

Managed Service in the Primary Sector

In the primary sector, why do I have to have a controlled set of software?

Two reasons. Software conflict is one of the main reasons why PCs need attention. Admittedly, this problem is getting less of an issue as software becomes more robust and can be used in a web browser. The more uncontrolled the software, the more chance of conflict. Also the more software, the more staff to undertake the activity, the higher the cost. 'Controlled' does not mean 'limited' choice. It's more about researching and planning implementation to make sure it works.

But what if I want more control over software to use with my pupils?

We will work to tease out what the learning objectives are in using software and try and get agreement as to software that meets these objectives.

There are other ways of supporting variety. We could provide a top-up technical support. This is not costed in the service model so would have to be an additional charge to deliver (i.e. an optional feature). Alternatively, a member of school staff could be trained to undertake simple software maintenance and this can be achieved in the budgets available.

Secondary School Finances

I'm in a secondary school. Why does the current delegated funding need to be retained?

The delegated funding will be split to reflect curriculum support and technical support (this will be the case for Primary schools, too). It is the appropriate fixed costs required to run a technical service for Secondary schools will need to be retained. Secondary schools need to think about this retention in line with the increase in costs in supporting them from traditionally, delegated funding and the benefits they receive from other funding sources. Secondary schools make most demands on non-delegated funding - central staff on the Broadband network, research and development time, and in project management. Secondary schools want the big products that cost money. These products will nearly always either be pump-primed or paid for by the LEA, so they gain an advantage here. Their broadband link costs more too.

Schools and external suppliers

We are in a service level agreement with an external supplier. What happens to us?

The LEA recognises that there will be transitional issues and will discuss these with individual schools.

ANTICIPATED QUESTIONS

Will I be able to pick and choose service areas?

There is one SLA. All Technical Support is costed as one service area and delivered as such. Curriculum teaching support is costed separately and so can be chosen separately (Service Area 4). You don't have to use any specific service area (see list p.5 and Appendix 1), but we can't reduce the cost of the technical support element to an individual school, and we won't provide any advice or delivery of that service by other means.

What are the benefits and risks of being part of a service from 2005 onwards?

The benefits are being part of a service that has an ambition (backed by the Council) to be one of the top performing school support services in England and Wales by 2008; which is managed in-house by Corporate IT and School Effectiveness - which follows the majority choice schools made in December 2003 - and both have a good track record in delivering successful curriculum and technical support. Being in means you benefit from any investments in ICT, too, and can save costs in purchase of equipment and software.

The risks of not being in are outlined below:

Any joined admin and curriculum network initiative, LAN management tools, certain licences, procurement, remote access facilities and other support will not be available for a school that opts out. A school will not be entitled to an initiative where the funding comes partly from any delegated funding. Any contribution to your broadband rental is not guaranteed, either.

Remember, too, we will require you to manage your services in certain ways through a Policies and Procedures process (see p.12) to use the Broadband network. You will not be allowed to use the Broadband network if you don't. This will be a significant additional cost factor and so you will not get the savings that schools in the system do.

Any unforeseen costs to manage risk or diversity arising from such an opt-out will be fully charged to the school.

You will not be able to opt back in for at least three years, and there will be a cost to joining the service at a future date.

Please note: Policies and Procedures is not about advice and support: it's about rules to be followed.

Appendix 1:

SERVICE AREAS

Service Area 1. LEA Broadband Network Design and Management

Design and management of the broadband network; research and management into Broadband products and network; providing ISP service through broadband network; Internet access with filtering; email relay; commissioning consultancy and projects; service desk facility for network issues.

Internet Services to Primary and Secondary Schools – to be developed and costed

- Access to approved newsgroups
- Remote Access
- Video Conferencing
- Virtual Learning Environment
- Virtual Private Networks

Line Rental

Future allocation costs have to be decided, but the LEA will endeavour to keep these as minimal a cost as possible to schools in the SLA.

Internet to Primary and Secondary Schools

- a) Connection for school to the Internet via WAG broadband network (generally 100mb secondary; 10mb primary)
- b) Point of connection with school LAN
- c) Management of the network, including resistance and bandwidth management
- d) Domain name registration and DNS hosting for schools
- e) Help desk as central point of contact for broadband connection issues
- f) Liaising with 3rd parties e.g. WA Broadband teams for support and development
- g) Monitoring and taking action against inappropriate use
- h) Internet access, FTP and e-mail relay.

Services for both Primary and Secondary schools

- a) Central systems to support schools e-mail, DNS, Proxy, NetMeeting etc
- b) Education Active Directory structure
- c) LAN advice and design for schools to optimise network
- d) Filtering options and costs of Websense licences
- e) Second line support to school technicians
- f) Security and system protection
- g) Statistics on use
- h) Virus protection software and advice, including costs of Norton Anti-Virus licences
- i) Web hosting for schools' web sites.

Network usage policies for both Primary and Secondary schools

- a) Correct use of Internet
- b) Protocols for connection to the Education Broadband network
- c) Security.

Service Area 2.
Internet Services and Products

Providing online advice, updates, policies, forums for school and lifelong learning staff; data transfer between school and LEA. The Intranet will have the capability to provide a web interface.

- a) Curriculum Content Portal
- b) Curriculum Advice online
- c) Resource Sharing
- d) Directory of LEA Services
- e) Secure Data Transfer between schools and LEA
- f) E-mail accounts
- g) Procurement Information Services
- h) Publishing Templates etc. for school web sites

to be costed and developed:

- i) Assessment Tools
- j) Closed Chat Rooms and Forums
- k) Managed Learning Environment
- l) Net Conferencing
- m) Newsgroups
- n) Pupil Tracking & Monitoring Systems
- o) Video Conferencing – group and single
- p) Virtual Private Network Facilities
- q) Virtual Learning Environment

**Service Area 3.
LEA ESP Priority:
Monitoring & Advice**

E-learning Provision,
Curriculum Support &
Development and
Training;
commissioning and
monitoring projects,
school effectiveness
and training;
identification and
dissemination of good
practice in ICT
and E-learning.

- a) LEA ICT and E-learning Strategy implementation
- b) Commissioning and managing secondments/bought in services
- c) Monitoring effectiveness of schools' ICT and E-learning
- d) Supporting schools in the writing of ICT Actions and Policies within School Development Plan
- e) Supporting the dissemination of good practice in the use of broadband, ICT and E-learning
- f) Working with other teams within the Education Effectiveness Service to ensure effective use of ICT to raise standards across the curriculum
- g) Provision of termly, primary headteachers' and ICT co-ordinators' briefing/consultation sessions, and ICT briefing sessions for Co-ordinators in the secondary sector, and attendance at other meetings as required.

**Service Area 4.
ICT Curriculum
Support Services**

Training courses on any aspect of curriculum ICT; on-school/off-site training including twilight sessions.

- a) Planning annual training programme for professional development of teachers and teaching assistants
- b) Leading ICT forums and conferences
- c) Running centre-based or cluster-based INSET
- d) Partnership teaching with literacy and numeracy School Effectiveness teams (and others as appropriate)
- e) Running curriculum meetings on all aspects of ICT
- f) Undertaking an annual training programme for professional development of teachers and teaching assistants
- g) Support in developing web-based content to support teaching and learning

Optional features

- h) Running school-based INSET
- i) Undertaking demonstration lessons in schools

Service Area 5. ICT Technical Support and Training

On-school/off-site training and training courses on office-based IT (except SIMS); training for school technicians.

- a) Planning and undertaking an annual training programme for school technicians (Secondary schools only)
- b) Provision of the agreed training programme, publicity and arranging booking facilities. Collation of attendance/non-attendance, evaluation of provision and relevant feedback to schools

Optional features and so paid on user only basis:

- c) A range of **training courses*** including, but not limited to:
 - I. Basic introduction to schools IT systems (comprising basic security, profiles, email use, Internet, beginners Word and Excel)
 - II. Advanced use of MS Office products
 - III. Using ICT for management
- d) Training facilities within Swansea to run courses for school employees, governors and, where appropriate, LEA staff. Costs to be provided based on a per course day for up to x delegates with administration, training documentation and light refreshments included
- e) Provision of local training requirements on a one to one or one to few basis within schools, including 'twilight' sessions

* This service area is about formal training as opposed to individual support from Admin IT section

Service Area 6. Procurement Service

Preparing specifications of hardware; purchase and lease contracts; ensuring compliance; disposal.

- a) Provide a full procurement service to schools on request. This is to cover all equipment, including cabling, and software necessary to maintain a comprehensive ICT service in the school
- b) Provide independent advice as to the possible suppliers of the equipment or software
- c) Discuss with the school, by visit if appropriate, its requirements and provide the necessary advice to agree the precise spec
- d) Develop a standardized LEA PC spec and software toolkit for each of the primary and secondary school sectors
- e) Manage a leasing or purchase programme for LEA spec PCs
- f) Provide a procurement process to obtain the following desktop equipment:
 - Control equipment, robotic toys, etc.
 - Data projectors and interactive whiteboards
 - Desktop PC
 - Laptop PC
 - Monitors, keyboards & pointing devices
 - Palmtop PC
 - PC Tablet
 - Printers, scanners and other peripherals
- g) Provide the school with a detailed specification which the school may use as the basis of a purchase order, or documentation where financial regulations require competitive quotes or tenders to be obtained
- h) Be responsible for resolving any problems with the supplier in the event of faulty equipment or missing elements of the order
- i) Procurement of business or curriculum software
- j) Manage a disposal process for equipment purchased on lease
- k) FMS data link for procurement from County Supplies

Service Area 7. Service Desk Facility

Provision of a help desk facility, including receipt and processing of calls actioned by third parties. This will deal with Admin IT, curriculum and broadband issues.

- a) Take “ownership” of all support calls to Service Desk
- b) Provision during core service hours (to be agreed)
- c) Cover in holiday periods such as Christmas, New Year, Easter etc. under specific arrangements
- d) Access to Service Desk through server alerts, telephone requests, E-mail template and web-based access for Requests for Change and fault reporting both in and out of core hours
- e) Calls to be made by designated school staff
- f) Move to first level support for common problems
- g) Dealing with Requests for Change
- h) Configuration management and asset tagging of equipment
- i) Incident management
- j) Initiation point for support services provided in respect of all hardware, software and systems in use in the school
- k) Regular feedback on the progress of problem resolution
- l) Provide briefings and publish guidance, good practice notes, instructions, where relevant, via the LEA Intranet.

**Service Area 8.
IT Admin Support
(principally SIMS)**

Support for SIMS modules, both to schools and users in the LEA including all installations and upgrades; data management required as part of information management processes; training; support for other admin-related issues.

- a) Comprehensive support service for SIMS software in schools
- b) Host a service for SIMS running at schools through provision and management of an SQL server
- c) Produce guidance on the use of the software and systems on the Authority's Intranet
- d) Respond to all queries in the use of the software
- e) Maintain and upgrade the software to provide continuously improving support
- f) Support schools in the production and transfer of all data to the LEA and Welsh Assembly
- g) Support both existing versions of the product and new SQL Server versions
- h) Provide support to the appropriate LEA sections utilising the application
- i) Provide a Data Centre for servers running the SIMS software to schools
- j) Provide all licenses for SIMS core modules
- k) Training for designated school administrative and teaching staff in all SIMS modules
- l) Training support for SIMS applications on curriculum networks
- m) Advice on best solution to school Admin requirements
- n) Support for RM Secure Net exams data transfer
- o) Support for Microsoft Office products

Service Area 9. Desktop and Network Support Admin and Curriculum

Support for the schools' network infrastructure; also servers, workstations, peripherals and communications equipment, including backups, security, printing facilities, anti-virus software, operating system support.

Support is defined as the giving of advice to maintain an effective service and the fixing of any faults arising with the service. Distinction is made between Primary and Special school (P) and Secondary school (S) support and for both sectors (all). If not indicated for a school sector, the service will be out of scope in the SLA.

The following core features apply to all schools:

- a) Maintenance of an effective and comprehensive inventory management system for all hardware and software assets on Help Desk ASSYST system bought through leasing, and/or DROP scheme for Admin IT
- b) Liaising with the supplier to resolve any problems with under-warranty product bought through procurement
- c) Provide advice to schools to ensure that adequate capacity and reliability is maintained for the network infrastructure
- d) Support in all aspects of network security
- e) Visits to schools to undertake an annual review to provide advice on improving network performance and efficiency etc.
- f) Provide second-line technical support for linked network utilising SIMS (Secondary only, probably)

The following are also core features, but for Primary schools only. They are potentially accessible for Secondary schools on an optional basis.

- g) A comprehensive support service for a schools' ICT infrastructure
- h) Support in the configuration of all desktop PCs, laptops, hand held devices and servers
- i) Support for printing services, networked and standalone
- j) Support on network interface connections including cabling, network cards, switches, hubs etc
- k) Support in systems configuration issues
- l) Agreed max. number of visits to each school to install operating systems, upgrades etc.
- m) Install and configure equipment or software, based on agreed entitlement. Provide basic staff familiarisation with the equipment. Separate arrangements will apply for cabling installations.

Service Area 10. Hardware and Software

Installation and configuration of curriculum software; maintenance service for equipment.

Distinction is made between Primary and Special school (P) and Secondary school (S) support and for both sectors (all). If not indicated for a sector, the service is out of scope that sector.

- a) All repairs to under warranty equipment procured through Corporate IT(P/S)
- b) Corporate IT to operate that warranty on the schools' behalf (P/S) and reinstatement of software on managed desktops (P)
- c) Corporate IT will provide first level incident management via the Service Desk for LAN cabling faults and interface with third party suppliers for the timely resolution of faults (P)
- d) Manage a disposal service for all types of school IT equipment bought under Council's procurement lease (P/S), and ensure that the process is undertaken in an environmentally friendly way and all data on the IT equipment or media is erased (P)
- e) Sourcing of, and quality assurance of, third party repairs that schools may require

The following are core features for Primary schools only. They are potentially accessible for Secondary schools on an optional basis.

- f) Undertake software installations and configuration when requested by schools based on agreed entitlement
- g) Liaise with the LEA and software suppliers to resolve configuration issues, basic familiarisation with using software, as well as, potentially, training
- h) In the case of local networked services, advice and diagnostics on cabling and defective patch leads

The following are optional features for all schools. These activities will not be run by Corporate IT but by third-party support.

- i) Maintenance Services for the repair or replacement of out of warranty defective hardware or any defective part including all associated labour costs
- j) Offer a full hardware maintenance service to schools for all equipment not subject to warranty arrangement, under an agreed spec and age (probably 5 years)
- k) Supply new replacement parts in the performance of its duties that are fit for their purpose and provide the school with full details of parts removed and replaced
- l) Erase all data on a replaced part where applicable and provide the school with a certificate of destruction or deletion as appropriate
- m) Printer work is to include sheet feeds but not consumables except where the manufacturer recommends consumables are fitted only by qualified engineers
- n) Provide Schools with support outside core hours (at an open evening for example) at an agreed rate

Appendix 2:

TECHNICAL SERVICES

Summary of Responsibilities

Summary of Responsibilities: LEA/Corporate IT and Schools

The responsibility for managing infrastructure development and service provision should lie as follows:

Infrastructure element	Responsibility	Notes
Design and funding of Education Broadband network (excluding line rental)	LEA	Line rental is paid from central funding and grants for the year 2004-2005. Future funding mechanism to be decided.
Curriculum Central Server Systems for Primary Curriculum Desktops	LEA	The LEA has funded the purchase of these for 2005-2008. They will be the responsibility of the central support team.
Additional servers for individual Primary school needs	School	The school is responsible for the funding of such servers, but they should conform to LEA guidelines to be compatible with broadband use.
Curriculum servers for Active Directory in Secondary schools	LEA and School	The LEA will provide the server and the school be responsible for maintenance and management (warranty issues excepted)
Primary and Special schools local network cabling systems	Corporate IT and School	Corporate IT is responsible for drawing up spec and management. The school is responsible for payment of contractor's work
Primary and Special school Desktop Systems	Corporate IT	These will be supported by Corporate IT with a maintenance contract for in-warranty hardware faults where equipment is procured through Corporate IT.
Secondary schools Local Network cabling systems	School	The school is responsible for this work but the Corporate IT may be contacted for assistance with requirement assessment and design and can provide 2 nd and 3 rd line support to a school technician.
Secondary school Servers	Corporate IT and School	Corporate IT is responsible for Admin SQL servers. The school is responsible for Curriculum servers.
Secondary School Desktop Systems	School and Corporate IT	The school is responsible for support issues for all curriculum and admin desktops. Corporate IT liaise with suppliers for issues arising from their procurement and provide 2 nd and 3 rd line support to a school technician.