



Cefnogi Addysg
Mewn Ysgolion
Supporting Education
In Schools

Service Level Agreement

Denbighshire Primary Schools

2016-2017

**Supporting ICT in
schools**

Sales
Repairs
Support
ICT Consultation

SERVICE LEVEL AGREEMENT

(DENBIGHSHIRE PRIMARY SCHOOLS)

2016/2017

1. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT

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4. SECTION 1 – FURTHER DETAILS

1. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT

	SERVICE	LEVEL OF SERVICE	LEVEL / TARGETS
1.1	Help desk service	<p>Telephone support to assist schools with computer-related problems and tasks.</p> <p>Attempts will be made to solve all problems over the phone if a technician is available at the time. Otherwise, the call will be logged. If the call cannot be resolved immediately, a remote session will be made to the equipment, or a school visit will be arranged.</p>	8.30am - 4.30pm daily
1.2	Designing network topologies	<p>Service to advise and design an appropriate network topology for the school, to fulfil the requirements of the establishment. The network can be a combination of fibre, CAT5 / 6 or wireless connectivity.</p>	Response within 10 days of receipt of request
1.3	Maintaining cabling and school networks	<p>Service to maintain the cabling work, networks and networking equipment within the school.</p> <p>The service will involve the repair, maintenance, and replacement of the following:</p> <ol style="list-style-type: none"> Cabling, including fibre connections and patch panels Cabinets Network points and connections Switches, firewalls and access points <p>Liaising with the County Council – as providers of the broadband service to schools – and third party support agencies.</p> <p>Establishing, administering and managing the wireless networks in schools (such as BYOD, i-Pads, Public etc.)</p>	Response within 1 working day for key / management equipment, and within 3 working days for other equipment
1.4	Installing, supporting and monitoring school file servers	<p>A service to install and commission any fileserver purchased through CYNNAL.</p> <p>A service to repair and maintain the hardware, software and operating system of the school's fileserver.</p> <p>It also includes advising schools which software to run on the fileserver, to assist schools how to utilise the server, to design an appropriate structure of groups, users and folders and to assist with other related tasks.</p> <p>A service that regularly monitors the performance of the fileserver, and reports on any problems / issues that require attention. This service is monitored on a daily basis remotely from the CYNNAL Technology Centre.</p>	<p>A response from a technician within 8 hours through remote access or school visit.</p> <p>A solution can be expected within 3 working days of receiving the original call.</p>

		Coordinating the arrangements to make backup copies of data stored on the server.	
1.5	Supporting and implementing new developments in schools	Working in partnership with the school to advise and implement new technological developments. Supporting the use of Mobile Device Management systems in schools, to configure, deploy and manage i-Pads.	As required.
1.6	Installation service of computers and peripheral equipment	A service to deliver, install and connect computer and peripheral equipment purchased through the CYNNAL Technology Centre. A service to install a software suite (e.g. Textease, Microsoft Office, Activ-Inspire, F-Secure, Adobe....) on each computer purchased through the CYNNAL Technology Centre.	Response within 5 days of receiving the equipment from the suppliers <i>(This service does not include computers or admin / SIMS equipment purchased through the Central IT Dept. / other suppliers.)</i>
1.7	Repair and maintenance of computers	A service to repair and maintain the hardware and operating system of each computer located in the school. This service will be available for as long as the repair is viable / possible. It also includes advising schools which software can be run on the computers. Assisting the school to delete any computer viruses from the workstations. Returning and transferring the computer back to the school. The computers will be reconnected back onto the network.	Response within 5 days of receiving the initial call <i>(This service does not include computers or admin / SIMS equipment purchased through the Central IT Dept. / other suppliers.)</i>
1.8	Repair and maintenance of peripheral equipment	A service to repair and maintain printers and peripheral equipment located in the school. This service will be available for as long as the repair is viable / possible. Returning and transferring the equipment back to the school. The equipment will be reconnected back onto the network. Cleaning air-intake filters on LCD projectors.	Response within 5 days of receiving the initial call Annually.
1.9	Resolving problems with Microsoft Windows/ Office/ F-Secure	Responding and solving any problems that may arise with Windows, F-Secure, other technical programs, Office etc.	Response within 5 days of receiving the initial call
1.10	Disposal of computer and peripheral equipment	Assisting the school to dispose of old computer and peripheral equipment, in accordance with current WEEE regulations. The equipment will be collected from the school, and disposed at a Recycling Centre. All computer hard disks will be physically destroyed.	Response within 5 days of receiving the initial call

1.11	Supporting links and comms to County central servers	Working alongside the Council department to establish and maintain links back to central servers.	Response within 3 working days
1.12	Pre-Inspection visit	A visit by a CYNNAL technician to check that the school's system and software are working prior to an inspection by Estyn.	½ day visit – normally during the week prior to the Inspection
1.13	Coordinating and monitoring arrangements for data / system security	<p>Advising and coordinating the school's arrangements for ensuring data / system security.</p> <p>Responsibility for keeping the school's system passwords, guaranteeing their security, and creating passwords in accordance with the school's Password Management Policy.</p>	<p>As required</p> <p>Model policies on ICT System Security and Password Management will be made available to the school.</p>
1.14	Implementing and monitoring backup procedures	CYNNAL technicians will check the school's arrangements for making backups of their data. The details will be recorded electronically, and will be available for the school.	As required
1.15	Advice and guidance on technical / computer developments	Responding to requests from individual schools for advice on new technological developments, and providing suitable guidance to fulfil the school's requirements and plans.	As required
1.16	Projector Lamp Replacement Scheme	Replacing faulty / blown projector lamps. This service will be available whilst the projector falls within the remit of the Support SLA.	As required

2. ADVISORY SUPPORT AND OTHER SERVICES

	SERVICE	LEVEL OF SERVICE	LEVEL / TARGET
2.1	Advice and sales of computer equipment and consumables	<p>Advising schools on the suitability of technical and computer equipment/materials.</p> <p>Deciding on a range of suitable equipment for schools and negotiating competitive prices with suppliers.</p> <p>Publishing an online Equipment Catalogue, and providing a E-procurement service to sell equipment and consumables.</p>	<p>As required</p> <p>24/7 online ordering system</p>

2.2	Client officer role on behalf of schools	<p>Liaising between schools and external suppliers (e.g. Broad Band suppliers, antivirus software, web filtering software...) for strategic planning purposes, and agreeing on appropriate plans of action.</p> <p>Acting as a client officer on behalf of schools during building projects, and liaising with external contractors, Council departments etc.</p>	As required
2.3	Anti-virus, anti-malware and web content services	<p>Coordinating the arrangements to provide anti-virus / malware protection to school computers, and ensure suitable arrangements for web/content filtering.</p> <p>CYNNAL will pay the supplier for this service, and claim the cost back through the SLA.</p>	As required
2.4	Web hosting service	<p>Maintaining the www.cynnal.co.uk web server, and allocating sufficient space on the server to host schools' websites.</p>	Maintaining school web server

3. PORTFOLIO OF OPTIONAL PURCHASABLE SERVICES

	SERVICE	DETAILS AND COSTS
D1	Installing network points in the school	<p>Response within 20 working days.</p> <p>The cost will vary depending upon the numbers of sockets to be installed and the distances involved. On average, the cost will be around £135 for the first double socket. An extra charge will be made for network equipment - e.g. cabinets, switches, patch panels - – which will have to complement and integrate into the existing provision at the school.</p>
D2	Repairing computer and other equipment outside of the scope of the Service Level Agreement – either because the equipment was not purchased through CYNNAL, or if it is over 5 years.	<p>Response within 5 working days of receiving the request.</p> <p>The school will be charged the actual repair costs, which includes CYNNAL's staffing costs, manufacturer's costs (if any), and the cost of replacement parts.</p> <p>CYNNAL's labour costs are as follows :</p> <p>up to 4 hours £35 per hour 4+ hours work £30 per hour</p>
D3	<p>Installing and configuring computers which were not purchased through CYNNAL on the school network.</p> <p>Installing and configuring new printers and other equipment which were not purchased through CYNNAL on the school network.</p>	<p>Response within 20 working days of receiving the request from the school, charged at £50 each.</p> <p>Response within 20 working days of receiving the equipment from the suppliers, charged at £30 each.</p>

D4	Relocating computers around the school.	Response within 20 working days of receiving the request, charged at: up to 4 hours £35 per hour 4+ hours work £30 per hour
D5	Installing software (other than software packages that can be deployed from the server).	Response within 20 working days , charged at: up to 4 hours £35 per hour 4+ hours work £30 per hour School will be responsible for purchasing the software.
D6	Damage repair work to computers, network, other equipment or data as a result of intentional misuse by users.	Response within 5 working days , charged at: up to 4 hours £35 per hour 4+ hours of work £30 per hour
D7 (a)	Set up an Interactive White Board on the wall, supply and install a ceiling mount with a 1m pole from the ceiling for the projector, supply and install powered speakers, install trunking and a box with a face plate, run 10m electricity, data and video cables to the projector, run a 5m cable between the IWB and computer, install interactive software on the computer, and connect all equipment.	Response will be in accordance with the Unit's work programme, at a cost of £510 per installation. Reduced price if the school does not wish to install powered speakers. School to be responsible for ensuring electricity supply and a convenient network socket within 10m of the equipment. Depending on the location of the computer etc., longer connection cables than those included in the standard installation may be required, with the school being responsible for covering these additional costs. The school will be responsible for the hire costs of scaffolding equipment for elevated installations.
(b)	Set up an Interactive White Board on the wall, install a 'wall mounted' projector, supply and install powered speakers, install trunking and a box with a face plate, run 10m electricity, data and video cables to the projector, run a 5m cable between the white board and computer, install interactive software on the computer, and connect all equipment.	Response will be in accordance with the Unit's work programme, at a cost of £350 per installation. Reduced price if the school does not wish to install powered speakers. School to be responsible for ensuring electricity supply and a convenient network socket within 10m of the equipment. Depending on the location of the computer etc., longer connection cables than those included in the standard installation may be required, with the school being responsible for covering these additional costs. The school will be responsible for the hire costs of scaffolding equipment for elevated installations.

NETWORK AND COMPUTER EQUIPMENT SUPPORT AGREEMENT

SUMMARY

The purpose of this section of the Agreement is to offer a range of support services for equipment that reside on primary schools' networks. By subscribing to the Agreement, schools will be entitled to receive services such as:

- Advice and recommendations for improvements
- Installation and commissioning of file servers, computers, portable devices, peripheral equipment and networking equipment
- Hardware and equipment repair
- Resolving software and configuration problems
- Ensuring connectivity to the internet and email systems
- Estyn Pre-inspection Visits
- Sales of computer equipment, software and consumables

SUPPORT SERVICES

Even though this list is not regarded as exhaustive, the following are some of the services that the school receive:

Networks

- Advising schools of developments / recommendations to improve the performance or extend their networks.
- Designing an appropriate network plan to meet the schools' requirements
- Configuring switches in accordance with the schools' IP addressing convention, and connecting them to the network
- Repairing / resolving any issues with the networking equipment – including network sockets, CAT5e / fibre cabling, patch panels, switches, firewalls, wireless access points, cabinets...

File servers and Computers

- Advising schools on PC developments or improvements to their current provision of computers
- Installing and configuring computer equipment in accordance with the school's IP addressing convention, and connecting to the network
- Repairing, maintaining and resolving any technical issues that may arise with the school computers, and offering a loan service if required
- Assisting schools to protect their computers from viruses, and remove viruses as necessary
- Advising schools which software can be installed on their computers
- Reconnecting computers to the school network following repair.
- Disposing old computers in accordance with WEEE regulations.

Peripheral Equipment

- Advising schools on developments or improvements to their current provision of peripheral equipment
- Installing and configuring peripheral equipment in accordance with the school's IP addressing convention, and connecting to the network
- Repairing, maintaining and resolving any technical issues that may arise with the peripheral equipment, and offering a loan service if required
- Resolving any software / configurations problems that may arise
- Reconnecting peripheral equipment to the school network following repair.
- Replacement of projector lamps – if the authority have joined the scheme
- Disposing old peripheral equipment in accordance with WEEE regulations.
- Cleaning projector air-intake filters

Audio Visual Equipment

- Advising schools on developments or improvements to their current provision of AV equipment

- Repairing, maintaining and resolving any technical issues that may arise with the AV equipment, and offering a loan service if required
- Assisting schools to reconnect peripheral equipment to the school network following repair.
- Disposing old peripheral equipment in accordance with WEEE regulations.

DEFINITION OF EQUIPMENT

CYNNAL will be responsible for the repair and maintenance of the following categories of equipment, on condition that the equipment has either been purchased through the Technology Centre at CYNNAL, or from suppliers on the National Procurement Service lists -

network switches	wireless LAN equipment
patch panels	network sockets
CAT5 / fibre cabling	cabinets
fileservers	UPS
computers (Windows and Apple)	Notebooks and portable devices (<i>does not include iPads/tablets</i>)
monitors	projectors
printers	display screens
data projectors	interactive whiteboards
digital cameras	scanners
visualisers	Coomber equipment
notebook trolleys	

Equipment purchased by schools from other suppliers will not fall within this Service Level Agreement. CYNNAL may be able to assist with the repair/resolve problems, but the school will be responsible for any costs incurred as part of the repair (either CYNNAL's labour costs, the manufacturer's labour costs and / or parts that have to be purchased). If the equipment has to be returned to the manufacturer, the school will be held responsible for the carriage costs, and CYNNAL cannot guarantee that the equipment will be returned to the school within the Service Level Agreement time targets.

AGE OF EQUIPMENT

As part of the Agreement, CYNNAL is committed to repair and maintain the categories of supported equipment for a **minimum period of 5 years** from the date of purchase, irrespective of the manufacturer's warranty for that equipment. **(If the equipment is over 5 years old, schools will be expected to be responsible for the cost of any replacement parts which have to be purchased as part of the repair).**

COST

Schools will pay an annual sum to CYNNAL for the service, which will be based on a sum per pupil, which will be based on the current PLASC returns.

DEFINITION OF THE REPAIR SERVICE

As part of the repair and maintenance service, CYNNAL will be responsible for:

- labour cost to repair / resolve the issue
- cost of collecting the equipment from school (if necessary)
- provide loan equipment, at the school's request
- returns cost, if the equipment / part has to be sent to the manufacturer
- supplying replacement parts to instigate the repair
- returning the equipment to the school.

If the cost of repairing any equipment under the SLA is deemed to be unreasonable (e.g. more than 75% of the cost of replacing the equipment), schools will be given the option of buying new equipment and sharing the cost 50/50 with CYNNAL.

USEFUL CONTACT NAMES AND DETAILS

SLA DELIVERY & QUALITY OF SERVICE

Name	Telephone	Mobile Phone	Email Address
Gwilym Elis Jones (Chief Executive)	01286 677686	0797 135 4847	gej@cynnal.co.uk
Huw Vaughan Jones (Technical Team Leader)	01286 677686	0797 135 4791	huwvj@cynnal.co.uk
Mathew Henshaw (Workshop / Technical Support Manager)	01286 677686 / 671257	0797 135 4848	mathewh@cynnal.co.uk

CALL LOGGING FOR TECHNICAL SUPPORT

Name	Telephone	Mobile Phone	Email Address
Heulwen Owens (Admin Assistant)	01286 677686 / 671257		heulwen@cynnal.co.uk
Eleri Thomas (Admin / Finance Assistant)	01286 677686 / 671257		elerit@cynnal.co.uk

PURCHASING EQUIPMENT / CONSUMABLES (WWW.CYNNAL.CO.UK)

Name	Telephone	Mobile Phone	Email Address
Mathew Henshaw - advice (Workshop / Technical Support Manager)	01286 677686 / 671257	0797 135 4848	mathewh@cynnal.co.uk
Mair Hughes - purchasing (Admin / Finance Assistant)	01286 677686		mairh@cynnal.co.uk archeb@cynnal.co.uk

NETWORK / CABLING & INTERACTIVE WHITEBOARD INSTALLATIONS

Name	Telephone	Mobile Phone	Email Address
Rhys Jones (Networking / Cabling Manager)	01286 677686 / 671257	0797 135 4835	rhysj@cynnal.co.uk
Eleri Thomas (Admin / Finance Assistant)	01286 677686 / 671257		elerit@cynnal.co.uk

TECHNICAL SUPPORT STAFF

Name	Telephone
John Hughes (Technician) Mathew Cooling (Technician) Twm Hughes (Technician) Carwyn Paramore (Technician) Dylan Jones (SIMS Technician) David Owen (Technician)	01286 677686 / 671257
Emlyn Jones (Cabler/ IWB Installer)	