



Cefnogi Addysg
Mewn Ysgolion
Supporting Education
In Schools

Service Level Agreement

Secondary Schools

2016-2017

**Supporting ICT in
schools**

Sales
Repairs
Support
ICT Consultation

CYNNAL SERVICE LEVEL AGREEMENT 2016 / 17 (SECONDARY SCHOOLS)

1. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT (CURRICULUM)

- 1.1 Help desk service
- 1.2 Designing schools network topologies (CAT5/6 cabling & wireless)
- 1.3 Maintaining cabling and school networks
- 1.4 Installing, supporting and monitoring curriculum school file servers
- 1.5 Resolving problems with Microsoft Windows/Office/F-Secure/SQL
- 1.6 Supporting and implementing new developments in schools
- 1.7 Fortnightly visits to monitor performance of school systems
- 1.8 Assisting school technician with specific tasks / problem resolution
- 1.9 Repair and maintenance of curriculum computers
- 1.10 Repair and maintenance of curriculum peripheral equipment
- 1.11 Advisory visits / annual reviews
- 1.12 Cover and support during long term absence of school technicians
- 1.13 Coordinating and monitoring data / system security
- 1.14 Implementing and monitoring backup procedures
- 1.15 Training and CPD for technicians
- 1.16 Advice and guidance on technical / computer developments
- 1.17 Secretariat and advising LEA officers and groups
- 1.18 Advice and sales of computer equipment and consumables
- 1.19 Development of e-Learning and teaching resources / hosting services
- 1.20 Client officer role on behalf of schools

- 1.21 Disposal of computer and peripheral equipment (FULL SUPPORT PACKAGE ONLY)
- 1.22 Projector Lamp Replacement Scheme (FULL SUPPORT PACKAGE ONLY)
- 1.23 Installation service of computers and peripheral equipment (FULL SUPPORT PACKAGE ONLY)

2. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT (SIMS)

- 2.1 Help desk service
- 2.2 Maintaining cabling and SIMS networks
- 2.3 Installing, supporting and monitoring school's SIMS file server
- 2.4 Installation, support, repair and maintenance of SIMS computers
- 2.5 Installation, support, repair and maintenance of SIMS peripheral equipment
- 2.6 Resolving problems with Microsoft Windows/Office/SQL/SIMS
- 2.7 Disposal of computer and peripheral equipment
- 2.8 Advisory visits / annual reviews
- 2.9 Coordinating and monitoring data / system security
- 2.10 Implementing and monitoring backup procedures
- 2.11 Upgrading SIMS software and running SIMS/Microsoft updates
- 2.12 Advice and guidance on technical / computer developments

3. SUPPORTING SIMS / MIS SOFTWARE IN SCHOOLS

- 3.1 Help desk service
- 3.2 Producing supporting documents
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- 3.7 Induction of newly appointed admin staff
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4. ON-LINE MANAGEMENT SYSTEMS

- 4.1 On-line Self Evaluation System
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5. PERFORMANCE DATA ANALYSIS AND REPORTS

- 5.1 Provision of comparative data and reports
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6. PORTFOLIO OF OPTIONAL PURCHASABLE SERVICES

7. FURTHER DETAILS ON THE TECHNICAL SUPPORT SERVICES

8. FURTHER DETAILS ON PERFORMANCE DATA ANALYSIS AND REPORTS

1. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT (CURRICULUM)

	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>Maintaining and monitoring a Call Logging System for use by schools.</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 school network topologies	Service to design an appropriate network topology for the school, to link with the current provision in the school, and to reflect and meet its requirements. The network can be a combination of fibre, CAT5 / 6 or wireless connectivity.	Response within 10 days of receipt of request
1.3	Maintaining cabling and school curriculum 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 Councils – 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 with 3 working days for other equipment
1.4	Installing, supporting and monitoring school file servers	<p>A service to install and commission file servers purchased through CYNNAL.</p> <p>A service to repair and maintain the hardware, software and operating system of the school's file servers.</p> <p>It also includes advising schools which software to run on the file server, 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 file server, 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>Coordinating the arrangements to make backup copies of data stored on the servers. This can be a combination of local backups within the school, and off-site copies.</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>

1.5	Resolving problems with Microsoft Windows/SQL/ Office/F-Secure	Responding and solving any problems that may arise with Windows, F-Secure, other technical programs, Office, SIMS.net., Smoothwall etc	Response within 5 days of receiving the initial call
1.6	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 in schools, to manage, deploy and update i-Pads.	As required.
1.7	Fortnightly visits to monitor performance of school systems	A CYNNAL technician will visit the school on a fortnightly basis to monitor and check upon the performance of the file servers and networking equipment, and to submit recommendations for urgent improvements / changes that should be made. The findings will be recorded, and a copy left with the school System Manager. To assist CYNNAL decide whether a school visit is necessary, reference will be made to the calls logged by the school in the Call Logging System.	Fortnightly visits (Visits may have to be cancelled from time to time, due to staff absences, urgent call in other schools etc. In such instances, a telephone call will be made to the school technician to discuss those issues requiring attention, and to agree on a suitable course of action.)
1.8	Assisting the school technician with specific tasks / problem resolution	Respond to requests from school technicians for assistance with specific tasks or resolution of problems.	As required.
1.9	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. Assisting the school to delete any computer viruses from the workstations. Returning and transferring the computer back to the school.	Response within 5 days of receiving the initial call
1.10	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.	Response within 5 days of receiving the initial call
1.11	Advisory visits / annual reviews	One annual visit will be made to the school, to discuss a review of the performance of the network and file servers. A report will be presented to a member of the SMT, outlining any recommendations that are deemed appropriate. The school can request additional advisory visits during the year.	Annually. As required

1.12	Cover and support during long term absence of school technicians	<p>Providing additional support for schools during long term absences of school technicians, to ensure that their networks and systems are performing effectively.</p> <p>The support will include additional visits to the school to resolve any issues with the servers and networks, and to deal with any repairs that the school have reported. The school will be expected to designate another person to be responsible for less demanding tasks, working alongside the CYNNAL technicians.</p> <p>It is not intended that CYNNAL staff will act as full-time cover for school technicians. The purpose is ensure that the school's systems are working efficiently and effectively, and to provide advice / assistance to school staff to undertake less technical tasks. Priorities and the appropriate use of the service will be discussed and agreed with each individual school.</p>	<p>The support from CYNNAL cannot be more than the equivalent of 3 visits per week, otherwise the service to other schools will be affected.</p> <p>The cover arrangements will be discussed with each individual school – to reflect their needs and requirements.</p>
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>Be responsible for securing the school's main system passwords, guaranteeing their security, and creating passwords in accordance with the school's Password Management Policy.</p>	As required
1.14	Implementing and monitoring backup procedures	<p>Checking the school's arrangements for making backups of their data.</p> <p>Weekly reports will be available for the school technician.</p>	Weekly
1.15	Training and CPD for technicians	<p>One training event will be arranged annually to upskill school technicians. This can either be a course delivered by CYNNAL staff / external provider, or an event similar to the ICT Conference.</p>	Annually
1.16	Advice and guidance on technical / computer developments	<p>Responding to requests from individual schools for advice on new technological developments, and providing suitable guidance to fulfil the school's requirements and plans.</p>	As required
1.17	Advising LEA officers and groups	<p>Members of the Technology Unit will attend meetings of Authority Groups, to submit recommendations that map out proposed developments in hardware and software, and to consult on the quality of support services.</p>	Attend meetings as requested
1.18	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>

1.19	Development of E-Learning / Teaching Resources	Maintaining the www.cynnal.co.uk web server, and allocating sufficient space on the server for schools' websites.	Maintaining school web server
1.20	Client officer role on behalf of schools	Acting as a contact point 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. Acting as a client officer on behalf of schools during building projects, and liaising with external contractors, Council departments etc.	As required

THE FOLLOWING THREE ELEMENTS ARE AVAILABLE TO THOSE SCHOOLS SUBSCRIBING TO THE FULL SUPPORT PACKAGE

1.21	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
1.22	Projector Lamp Replacement Scheme	Replacing up to 5 Epson / NEC projector lamps if the projectors have been purchased through CYNNAL. This service will be available whilst the projector falls within the terms of this Support SLA.	Up to 5 lamps annually
1.23	Installation service of computers and peripheral equipment	A service to deliver, install and connect computer and peripheral equipment purchased through the CYNNAL Technology Centre.	Response within 5 days of receiving the equipment from the suppliers

2. SUPPORTING NETWORKS, FILESERVERS AND COMPUTER EQUIPMENT (SIMS)

	SERVICE	LEVEL OF SERVICE	LEVEL / TARGETS
2.1	Help desk service	Telephone support to assist schools with computer-related problems and tasks. Maintaining and monitoring a Call Logging System for use by schools. 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.	8.30am - 4.30pm daily

2.2	Maintaining cabling and school SIMS network	<p>Service to maintain the SIMS 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"> a. Cabling, including fibre connections and patch panels b. Cabinets c. Network points and connections d. Switches, firewalls and access points 	Response within 3 working days
2.3	Installing, supporting and monitoring the school SIMS fileserver	<p>A service to install and commission SIMS fileservers purchased through CYNNAL.</p> <p>A service to repair and maintain the hardware, software and operating system of the school's SIMS 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 within 3 working days of receiving the original call.</p>
2.4	Installation, repair and maintenance of computers	<p>A service to deliver, install and connect computer equipment purchased through the CYNNAL Technology Centre for the school SIMS network.</p> <p>A service to repair and maintain the hardware and operating system of each computer located on the SIMS network. This service will be available for as long as the repair is viable / possible.</p> <p>Assisting the school to delete any computer viruses from the workstations.</p> <p>Returning and transferring the computer back to the school. The computers will be reconnected back onto the SIMS network.</p>	Response within 3 days of receiving the initial call
2.5	Installation, repair and maintenance of peripheral equipment	<p>A service to deliver, install and connect printers and peripheral equipment purchased through the CYNNAL Technology Centre for the school SIMS network.</p> <p>A service to support, repair and maintain peripheral equipment on the SIMS network. This service will be available for as long as the repair is viable / possible.</p> <p>Returning and transferring the equipment back to the school. The equipment will be reconnected back onto the SIMS network.</p>	Response within 3 days of receiving the initial call
2.6	Resolving problems with Microsoft Windows/SQL / Office/ F-Secure	Responding and solving any problems that may arise with Windows, F-Secure, other technical programs, Office, SIMS.net. etc.	Response within 3 days of receiving the initial call

2.7	Disposal of computer and peripheral equipment	<p>Assisting the school to dispose of old computer and peripheral equipment, in accordance with current WEEE regulations.</p> <p>The equipment will be collected from the school, and disposed at a Recycling Centre. All computer hard disks will be physically destroyed.</p>	Response within 10 days of receiving the initial call
2.8	Advisory visits / annual reviews	<p>One annual visit will be made to the school, to discuss a review of the performance of the network and file servers. A report will be presented to a member of the SMT, outlining any recommendations that are deemed appropriate.</p> <p>The school can request additional advisory visits during the year.</p>	<p>Annual</p> <p>As required</p>
2.9	Coordinating and monitoring arrangements for data / system security	<p>Advising and coordinating the school's arrangements for ensuring data / system security.</p> <p>Be responsible for keeping the school's main system passwords, guaranteeing their security, and creating passwords in accordance with the school's Password Management Policy.</p>	As required
2.10	Implementing and monitoring backup procedures	<p>Checking the school's arrangements for making backups of their data.</p> <p>Weekly reports will be available for the school.</p>	As required
2.11	Upgrading SIMS software / running SIMS & Microsoft updates	<p>Ensuring that the SIMS.net software is current on the SIMS network workstations, and assisting/advising the school technician how to upgrade the software on the curriculum machines.</p>	As required, according to CAPITA software releases
2.12	Advice and guidance on technical / computer developments	<p>Responding to requests from individual schools for advice on new technological developments, and providing suitable guidance to fulfil the school's requirements and plans.</p>	As required

3. SUPPORTING SIMS / MIS SOFTWARE IN SCHOOLS

	SERVICE	LEVEL OF SERVICE	LEVEL / TARGET
3.1	Help desk service	<p>A member of the SIMS support team will be available to assist schools with problems.</p> <p>Attempts will be made to solve all problems immediately, but if this is not possible, it will be directed to the relevant person. A response from that person is guaranteed within one working day.</p> <p>If it is not possible to solve the problem over the phone, the school will be contacted 'remotely', or a site visit will be made within 3 working days.</p>	8.30am - 4.30pm daily
3.2	Producing supporting documents	<p>Producing and distributing SIMS / Management Systems documents and bulletins to assist schools and the Education Office to carry out tasks / maintain their SIMS system.</p> <p>Preparation of files, such as salary scales, National Insurance rates, reports and assessment templates.</p>	As required, according to a timetable agreed with the Authority's User Group, or the requirements of CAPITA-SIMS.
3.3	Software support and problem resolution	<p>The software is supported by :</p> <ul style="list-style-type: none"> · responding to problems due to software faults · offering specialist advice on appropriate use of the software · utilising the SIMS software to provide solutions to MIS issues in schools · advising and working with schools wishing to extend the use of SIMS throughout the establishment. <p>This includes supporting the use of programs such as SIMS.net, SIMS Discover, IEP Writer, SchoolComms, Private Fund Manager, Exchange Wales etc.</p>	<p>Response within 2 working days.</p> <p>According to a timetable agreed with the Authority's User Group, or the requirements of CAPITA-SIMS.</p>
3.4	Training programme for school staff	<p>A minimum of 2 core courses for SMT and administrative staff. Schools may send 2 persons on each course.</p> <p>Schools are entitled to request 2 school-based training sessions on modules/areas of their choice.</p> <p>Details of the core courses will be published in the INSET programme.</p>	As required, or according to a timetable agreed with the Authority's User Group, or the requirements of CAPITA-SIMS.
3.5	Support During Long Term Absence Of School Staff	<p>Providing additional support for schools during long term absences of key admin staff to ensure that some of the basic SIMS tasks are carried out regularly.</p> <p>The support can include providing specific training for some core modules, and attending schools to supervise and to assist staff with the completion of specific tasks that need to be carried out regularly (such as placing orders and processing invoices, inputting pupils' details, adding/revising personnel contracts, reconciling monthly accounts...)</p>	It is envisaged that the support from CYNNAL would not exceed 3 training sessions, and visits would be the equivalent of half a day per week at the outset, reducing with the passing of time as the skills of school staff improve.

		<i>Under this arrangement, CYNNAL staff will not provide full-time supply cover for school staff. Its purpose is to offer additional assistance to school staff unfamiliar with the SIMS modules and processes, so that the administration of the establishment is not unduly impaired during the absences of key staff.</i>	
3.6	Advice and guidance on the use of SIMS for MIS purposes	Schools are entitled to request advice and guidance on the use and development of SIMS. The school can request a formal report, which will outline recommendations / necessary action points.	As required
3.7	Induction of newly appointed admin staff	Assisting and supporting newly-appointed staff on the use of SIMS in schools. This could be either an individual school visit, or a group workshop, as appropriate.	As required
3.8	Client officer role with other agencies / departments	Liaising with other County Council departments / other agencies on the use of SIMS and MIS software in schools	As required

4. ON-LINE MANAGEMENT SYSTEMS

	SERVICE	LEVEL OF SERVICE	LEVEL / TARGET
4.1	Online Self Evaluation System	<p>Access to the Online Self Evaluation system, which allows schools to input observations and collate evidence as part of Estyn's Self Evaluation process.</p> <p>One template will be available for the whole-school evaluation, together with departmental templates as necessary.</p> <p>The system also allows uploading evaluations to Estyn's Virtual Inspection Room.</p> <p>A member of the support team will be available to assist schools with problems.</p>	As required
4.2	On-line Questionnaires	<p>An online Questionnaire System to support the school's Self Evaluation process.</p> <p>The basic package will include a number of questionnaires focussing on the following :</p> <ul style="list-style-type: none"> · Parents – option to focus on specific aspects, including trialling Estyn's questionnaire · Pupils – by year, or focussing on specific aspects – e.g. homework, bullying, welfare etc. · Governors 	As required

		<ul style="list-style-type: none"> · Other partners and stake-holders · Staff <p>Schools can decide on the focus area and the range of questions to fulfil their individual requirements.</p> <p>CYNNAL will create users and passwords as requested. At the end of the questionnaire process, the responses will be analysed and presented in an Excel spreadsheet, together with graphs and tables.</p>	
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5. PERFORMANCE DATA ANALYSIS AND REPORTS

SERVICE	LEVEL OF SERVICE	LEVEL / TARGET
5.1	<p>Provision of comparative data and reports</p> <p>Provision of comparative data and analysis for the school based on the generic school data bank (e.g. providing pre-Inspection data, details of pupils deemed at risk etc)</p> <ul style="list-style-type: none"> • <i>Collection of KS2, KS3 , KS4 and KS5 data on individual pupil level via DEWi (or from the school for KS4 and KS5)</i> • <i>Analysis based on attainment in the core subjects – in relation to CYNNAL, authority and school, ac according to groups such as FSM, linguistic and pupils deemed at risk</i> • <i>Analysis based on attainment in the optional subjects at KS3 and all subjects at KS4 and KS5</i> • <i>Reporting on school quartiles</i> • <i>Reporting on KS2-KS3 analyses on the Cynhaliaeth.net website by the end of the summer term</i> • <i>Reporting on KS4 results by the first week in September</i> • <i>Responding to requests for analyses based on specific groups across the Key Stages, varying both in specification and timing, e.g.</i> <ul style="list-style-type: none"> ❖ <i>Pupils in Local Authority Care</i> ❖ <i>Free School Meals</i> ❖ <i>Travellers</i> ❖ <i>Additional Learning Needs</i> <p><i>Maintaining and updating the on-line MIS system to analyse school results and to allow schools to set targets.</i></p> <p>A LIST OF THE DATA REPORTS AND ANALYSES AVAILABLE TO SCHOOLS IS APPENDED AS A MATRIX TO THIS AGREEMENT.</p>	As required
5.2	<p>Ad-hoc reports</p> <p>Support for schools requiring individual or ad-hoc analysis / reports, and advice on their creation.</p>	As required
5.3	<p>Support for newly appointed staff</p> <p>Guidance and support on the data analysis provision for newly appointed members of schools' Senior Management Teams. This could be as visits to individual schools, or as group training session.</p>	As required
5.4	<p>Modelling KS4 targets</p> <p>Maintaining and updating the online tool which allows schools to set / model KS4 targets, and to support its use in schools.</p>	As required

6. 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.</p> <p>An extra charge will be made for network equipment - e.g. cabinets, switches, patch panels.</p>
D2	Repairing computer and other equipment outside of the scope of the Service level Agreement.	<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 10 working days of receiving the request from the school, charged at £50 each.</p> <p>Response within 10 working days of receiving the equipment from the suppliers, charged at £30 each.</p>
D4	Relocating computers around the school.	<p>Response within 20 working days of receiving the request, charged at:</p> <p>up to 4 hours £35 per hour 4+ hours work £30 per hour</p>
D5	Installing software (other than software that can be deployed from the server).	<p>Response within 20 working days, charged at:</p> <p>up to 4 hours £35 per hour 4+ hours work £30 per hour</p> <p>School will be responsible for purchasing the software.</p>
D6	Management Systems training for individual schools.	<p>Training will be conducted within a 20 working days of receiving the request.</p> <p>Full day course £300 Half day course £175</p>
D7	Damage repair work to computers, network, other equipment or data as a result of intentional misuse by users.	<p>Response within 5 working days, charged at:</p> <p>up to 4 hours £35 per hour 4+ hours of work £30 per hour</p>

<p>D8 (a)</p>	<p>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.</p>	<p>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 want to install powered speakers.</p> <p>School to be responsible for ensuring electricity supply and a convenient network socket within 10m of the equipment.</p> <p>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.</p> <p>The school will be responsible for the hire costs of scaffolding equipment for elevated installations.</p>
<p>(b)</p>	<p>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.</p>	<p>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 want to install powered speakers.</p> <p>School to be responsible for ensuring electricity supply and a convenient network socket within 10m of the equipment.</p> <p>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.</p> <p>The school will be responsible for the hire costs of scaffolding equipment for elevated installations.</p>

7. FURTHER DETAILS ON THE NETWORK AND COMPUTER EQUIPMENT SUPPORT

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...

Fileservers 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
- 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 **
monitors	projectors
printers	display screens
data projectors	interactive whiteboards
digital cameras	scanners
visualisers	Coomber equipment
notebook trolleys	

*** does not include iPads*

Equipment purchased by schools from other suppliers will not fall within this Service level Agreement. CYNNAL may be willing 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 **period of 5 years** from the date of purchase, whatever the manufacturer's guarantee 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 set fee per establishment, and 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.

EXCEPTIONS

It is recognised that the ICT arrangements will vary from school to school, and it has been agreed that the following exceptions should reflect these individual requirements :

- schools subscribing to a **fileserver support package** from **Research Machines** (and who require RM to be responsible for its maintenance)
- schools which have been cabled/networked under a **PFI scheme** (where the landlord is responsible for the maintenance of the cabling work)
- schools which have decided not to include computer, peripheral or AV equipment that falls **outside of manufacturer's warranty**. Consequently, they have the option of the **Basic Support Package**. and a reduction will be made to their costs of their SLA.

8. FURTHER DETAILS ON PERFORMANCE DATA ANALYSIS AND REPORTS

	Boys and girls data	School	County	CYNNAL Family	Wales	Similar Schools		
						Size	Language	FSM
KS3								
Teacher assessment report and analysis in the core subjects	✓*	✓	✓			✓	✓	✓
Teacher assessment report and analysis in the foundation subjects	✓	✓	✓	✓				
Core subject Indicator	✓	✓						
Number and percentage at each level	✓	✓						
Number and percentage of level 5 and higher, level 6 and higher	✓	✓	✓	✓				
Average score in each subject	✓	✓	✓	✓				
Quartile report in each core subject		✓						
KS2 report in the catchment area	✓	✓						
Departmental Self-evaluation	✓	✓						
Graphs showing percentages		✓	✓	✓		✓	✓	✓
KS4								
Level 1 Threshold Analysis	✓	✓	✓	✓		✓	✓	✓
Level 2 Threshold Analysis	✓	✓	✓	✓		✓	✓	✓
Level 2+ Threshold Analysis	✓	✓	✓	✓		✓	✓	✓
CSI Analysis	✓	✓	✓	✓		✓	✓	✓
Wider points score analysis	✓	✓	✓	✓		✓	✓	✓
Core Subject Analysis based on cohort	✓	✓	✓	✓		✓	✓	✓
Subject analysis, Distinction, Level 2, Level 1,	✓	✓						
Average score, Score in other subjects, Subject score in each school	✓	✓						
KS4 Target Modelling Template	✓	✓						
Departmental Self-evaluation	✓	✓	✓					
Max/Min Graphs	pending							

KS5								
AS and A2 report and analysis	✓	✓	✓	✓		✓**	✓**	✓
Reading and numeracy tests								
Year 7	✓	✓	✓		✓			***
Year 8	✓	✓	✓		✓			***
Year 9	✓	✓	✓		✓			***
Attendance (whole school)	✓	✓	✓					✓
Targets	✓	✓						

* school and county

** available on subject level

*** FSM family analyses to be included