



Service Level Agreement
SIMS Telephone/Remote Support

Agreement Date:

Between:

The Purchaser –

and

The Service Provider: School ICT Services Limited

Service Title: SIMS Telephone / Remote Support SLA

**Address: Mortec Office Park
York Road
Leeds
LS15 4TA**

**Director: Steven Hutton
General Enquiries: 0845 6436802**

Conditions of the Agreement

Purpose of the Agreement:

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement. The Service Provider shall provide the services as set out in the specification of work.

Length of the Agreement:

The provision of the services shall commence from:

Method of Payment

The method of payment for the Service Level Agreement as specified below will be made by Journal Transfer.

Variations

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

Confidentiality

Neither party shall disclose to any other party any information in connection with the provision of the service nor any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

Statutory Requirements

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

Indemnity and Insurance

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

Assignment & Subcontracting

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

From time to time the service provider will use a known associate to deliver specific ICT services, which is beyond the normal services delivered in this SLA or where technical expertise or specialist skills are required. If an associate is being used, this will be agreed in prior consultation with the purchaser.

Monitoring & Liaison

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

Notice

Either party may terminate the annual agreement by giving 6 months notice in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Services to be provided

The 'SIMS Support SLA' service is a SIMS help desk and administration network support service only. Schools that have a 'single network model' will be supported under this agreement without extra cost if there is no significant increase in support. SIMS support is provided for all aspects of the SIMS software suite licensed by your Local Authority or directly licensed by the purchaser (see 'Appendix 1' for a list of supported software). Maintenance and management of the school's MIS hardware is not included in this agreement and pricing for this support is limited to those workstations for which the **primary role** is delivery of MIS software. The service provider can provide these services for additional computers that are not covered by this SLA either through an additional SLA or on an ad-hoc chargeable basis where required.

The SIMS Telephone Support SLA package includes support provided by telephone, email, and remote access via appropriate software. Where these methods fail and the problem can only be resolved by site visit, the service provider can (at the schools request) visit to undertake the required work. All such work will be charged at standard consultancy rates (see 'Additional Services'). There are no restrictions to the amount of support provided, however the service provider reserves the right to limit support where a school has not followed accepted procedures (see 'What we need schools to do' below)

MIS software and systems

Services

- Ownership of ANY problem relating to the school's SIMS suite of MIS applications (see 'Appendix 1'). The viability of supporting alternative MIS software suites will be considered, if requested.
- On request, planning and advice on SIMS/other MIS Strategy and implementation in conjunction with your ISP, the MIS software provider i.e. Capita and your Local Authority.

SIMS Software

It is the purchaser's responsibility to ensure that they are licensed for any SIMS application(s) either as part of the License held by your Local Authority or directly by the purchaser.

SIMS Hardware

ICT hardware is defined as any PC or any device that can be connected to a PC (excluding photocopiers and PDAs/smartphones). ICT hardware that is used in conjunction with MIS software is **not** covered for support, including local administration network file servers.

Method Statements

The main method of assessment of our service for all SLAs is by the speed of our response to customer requests. We advise schools to ensure that all support calls are logged directly with the service provider's Helpdesk.

On receipt of a telephone call to the service provider from a client, a response is defined as all the following activities being completed:

1. The acceptance of the problem by the service provider in accordance with each client's contract option.
2. The allocation of a call log number by the service provider
3. The initial agreement of the Severity Category by the client and the service provider.
4. The client and the service provider having a joint understanding of the procedures and activities relating to problem resolution.
5. The commencement of the solution by suitably qualified member of the service provider's team.

Response Times

Response times are specified within the following times from the initial client call i.e. the commencement of a solution:

Severity Category 1	4 working hours
Severity Category 2	10 working hours

Severity Category 3	End of next working day
Severity Category 4	Mutually agreed response time

Please note that these are maximum Response Times.

Hours of Availability

The availability of support will be during the core operating hours of 8:30am and 5:00pm, Monday to Friday (Excluding Public & Bank Holidays).

Calls can be logged on **0845 6436802** 24hrs a day (response to all calls received after 5:00pm will be made the following business day).

Requests for routine support work out of hours should be made in advance where possible. All work out of hours will be subject to additional charges accordingly.

Regular cover for out of hours support is available; however individual requirements must be agreed before the commencement of any SLA and will be subject to additional charges accordingly.

Severity Classifications

Severity Category 1

A problem resulting in the **complete loss of Service**.

e.g. server down / network down, Mission Critical problems e.g. exams/OFSTED

Severity Category 2

A problem causing an immediate, serious and material interruption to the service for a single server or a single core application which **affects a number of users**.

e.g. a classroom computer/ application failure affecting a number of users

Severity Category 3

Any other problem.

e.g. a minor problem affecting a single user, new equipment installation, enquiries etc.

Severity Category 4

Non emergencies or requests for visits

e.g. site visits requested during the next holiday period.

Key Performance Indicators

Calls will be responded to according to the severity levels defined in this agreement. Targets for achieving response times for each severity category are specified as:

Severity Category 1	99% +
Severity Category 2	98% +
Severity Category 3	98% +

On-line Information Access

The service provider has instituted a web portal that will allow customers to view the progress of calls logged on-line. Additionally the site will hold useful information for customers including hints and tips, current issues and training course details. See www.schoolicts.co.uk.

Helpdesk Reports

Detailed reports of calls-logged and response times according to severity categories will be available to the purchaser on request.

The reports will include activities in the following areas:

Accessing the service

Delivery Methods

Support will be provided by:

- Telephone
- E-mail
- On-site visit
- Remote-access
- Company Web Site

All support requests must be logged with the central helpdesk by calling **0845 6436802** or by sending an email (helpdesk@schoolicts.co.uk) or directly through our online portal (www.schoolicts.co.uk).

Use and delivery of each type of service is specified below:

Telephone Support

1. Telephone support will be provided in the first instance by the central helpdesk – **0845 6436802** (The caller should provide the first line helpdesk staff with all available information about the support requirement).
2. The first line helpdesk staff will provide the caller with a call log number, a call priority classification agreed with the client and resolve the call if possible.
3. If an appropriate staff member is not available then the call will be logged and the caller will receive a call back from an appropriate member of staff when next available.
4. If the call cannot be resolved by telephone or through remote access then at the school's request it will be allocated to an engineer to arrange a site visit to the school at an agreed time. The visit will be chargeable
5. The service provider's Call Management System notifies the assigned staff member and Helpdesk Manager of the status of the call. Calls remain open until the school has been given a solution to the call. Where the call results in a chargeable visit, the call will remain open until the visit has taken place and the call has been completed to the customer's satisfaction.
6. The service provider will keep the school informed of the progress of ongoing work e.g. where a problem or bug has been passed to Capita, or estimated delivery time for parts on order.
7. Out of office hours or at peak times (i.e. when all available staff are engaged on helpdesk calls), the caller will need to leave an answer phone message. Where this occurs, the message will be entered on our helpdesk system at the earliest possible opportunity. The customer will then be contacted either to complete the call or to acknowledge receipt of the message and pass on the call details.
8. If the call falls outside of the scope of this SLA, at the schools request, it will be allocated to a support engineer to arrange a site visit to the school at an agreed time. This work will be chargeable at an hourly rate.
9. Schools will be provided with full on-line access to the service provider's online Helpdesk.

Email Support

1. Schools can choose to email their requests for support to the service provider's helpdesk. Users should ensure that the email contains brief details of the problem and their full contact details including school name.
2. On receipt of the email, the service provider will log a support call on behalf of the school and acknowledge receipt by return email (including the incident log number).
3. Where possible solutions will be emailed back to the customer unless a telephone and/or remote support is likely to be required.

What we need schools to do

1. The SIMS System Manager
To ensure that we can deliver an efficient service we recommend that each school designates and trains a SIMS system manager who will:

- Allow the service provider's support staff access to all supported workstations & servers, where necessary through remote connectivity for support purposes.
- Be the main contact between school and the service provider's helpdesk.
- Create SIMS user accounts and allocate initial passwords.
- Define the access rights of SIMS users.
- Be informed of the current status of the school systems.
- Ensure regular data backups are taken and monitored.
- Ensure Microsoft upgrades are completed to a supported version.
- Ensure information from the service provider is disseminated to appropriate users of the school SIMS system.
- Ensure that the School is registered under the Data Protection Act and the confidentiality of pupil and staff personal data is maintained.
- Ensure that all school staff requesting support are adequately trained in the software they are using.
- Ensure that the hardware used has been configured correctly to function with the SIMS software.

2. Backups

To ensure that school data is protected against viruses, major software failure, major hardware failure, fire, theft etc. It is critical that schools:

- Ensure that SIMS data is backed up regularly.
- Replace backup tapes regularly (at least on an annual basis).
- Check their backups have completed without error.
- Report backup failures to the service provider's help desk.

3. Upgrades

The SIMS software suite is continually evolving. Upgrades are regularly made available by Capita over the Internet. As new versions become available, the service provider will control their release to schools to minimise impact on both schools and our help desk. To ensure that schools are using supportable versions of the software it is important that schools:

- Make their systems available for the service provider's personnel to complete upgrades (this work can be undertaken out of school hours by arrangement).
- Alternatively schools may choose to carry out upgrades when recommended by the service provider. Schools doing this should complete the upgrade within 3 weeks of its release by the service provider.
- Have networks configured to allow access to the Capita SOLUS upgrade site.

From time to time, as technology moves forward, Capita make major changes to their software (e.g. the move to SQL2008 in 2010). The work required to implement such changes falls outside of the scope of this SLA and may be chargeable.

To ensure maximum security and system performance, Microsoft regularly makes updates available for its Windows Operating System. It is the school's responsibility to ensure that these updates are downloaded to appropriate workstations and servers routinely.

The service provider reserves the right to limit support until a school system has been upgraded to an appropriate level of software.

4. Hardware

It is important that all your MIS hardware conforms to a minimum standard so that it can perform at an acceptable speed and without causing damage to your data or disruption to your administration network. To ensure you have an efficient, reliable system we recommend that schools

- Replace equipment that falls below the current Capita minimum hardware specification.
- Purchase their replacement hardware from the service provider or other reputable suppliers.

The service provider reserves the right to limit support where the hardware in use is below either a minimum standard or specification.

5. Training

The main function of the service provider's help desk is to provide user support to competent users of supported systems and software. We recommend that schools:

- Ensure that all appropriate staff are trained to use the software and systems supported by the service provider
- Attend upgrade training where offered as major changes occur to the SIMS & Microsoft Office software suite.
- Ensure that for applications that are critical to the schools operation or teaching, more than one member of staff is offered appropriate training.

The service provider reserves the right to limit support where we believe excessive help desk or on-site support is required as a direct result of school staff not being trained to an appropriate level.

6. Damaged ICT Equipment / 3rd Party Involvement

- The service provider cannot be held responsible for work carried out by third party organisations acting on behalf of the school.
- The service provider can carry out remedial action to rectify problems caused by inappropriate use or third parties. Such work will only be carried out at the request of the school and will be chargeable.

The service provider reserves the right to limit support where we believe problems have occurred as a direct result of work carried out by third parties.

Additional Services

Chargeable work such as installation of new hardware and software will be provided through agreement with the school on agreed pricing schedules with a written quotation if required and charged on a fixed-price basis.

The full range of services previously offered is still available and will be expanded upon. Some of the key services and charges are detailed below, although many other services are available on request:

Service	SLA	Non SLA
Professional Development Training – One Day Advertised Course	£95.00	£135.00
Half day Advertised course	£55.00	£75.00
Ad hoc on-site technical rate – Day (installations / upgrades)	£400.00	£600.00
Onsite Consultancy / Training Course delivery	£575.00	£595.00
Support of specific SIMS modules e.g. Lesson Monitor & Dinner Money	Please see 'Appendix 1 – Non Core Elements'	

Appendix 1

Supported Administration Software for SIMS Support SLA

The following list outlines the software supported under an SIMS Support SLA (Service Level Agreement). The 'Core Elements' list is an example of the software portfolio licensed by many Local Authorities for use in schools. Schools using software not included on this list should contact us to ensure all required software is supported by this agreement.

SIMS Applications

Comments

System Manager for Windows
Personnel 7

Assessment Manager 7
Discover
Profiles 7
Exams Organiser

Nova T6

Options
Cover
SIMS.net Core
SIMS.net Reporting
SIMS.net Academic Management
Attendance for Windows
Census (High)
Census (Primary)
Census (Special)
School Workforce Census
SOLUS

All SIMS standard upgrades and patches are accessed via this site.

Profiles for Windows
SEN
IEP Writer

This works in conjunction with the SEN area of SIMS .net. Schools must licence this application separately at their own cost.
Requires License key from Capita partner photographer.

Photo Importer

FMS
Equipment Register

Non-SIMS Applications

Comments

Eye Profile (FSP)

Some Local Authorities recommend the use of this software rather than using the equivalent area of Assessment Manager for recording Foundation Stage Data.

The DFE S2S web site

Microsoft Products

Word
Excel
Access
Publisher
PowerPoint
Outlook
Internet Explorer

Comments

For the purpose of Desktop support all versions of Office are supported from Office 2003. However, only versions specified by Capita are supported for use with SIMS .net. Currently this includes 2007 and 2010.

The following applications are not supported under a SIMS Support SLA service level agreement. The service provider can offer support for any of these modules at extra cost to the school, per module.

Non-Core Elements

Comments

Lesson Monitor (**Cost: School pay Capita**)

Schools that have purchased this software must pay an annual maintenance charge to Capita. If you would like us to provide support for this software please indicate this requirement on the SLA Response form at the end of this document.

Finance Database Selector (**Cost: £100**)
School Fund
Extended Accounts

This allows multiple FMS databases to run on the same system allowing schools to run separate accounts for School Fund, Extended School etc.

Dinner Money (**Cost: School pay Capita**)

Schools that have purchased this software must pay an annual maintenance charge to Capita. If you would like us to provide support for this software please indicate this requirement on the SLA Response form at the end of this document.

The following Applications are supported when used on your Administration network.

Non-SIMS Software

Comments

Utility Programs
MS Windows 2008 Server
MS SQL Server and MSDE

Where supplied by the Service Provider

For components required to make SIMS .net functional
The currently supported version for SIMS is MSSQL2008

MS Windows XP Professional
MS Windows 7 Professional
Seagate/Veritas Backup Exec (Server Edition)
Tapeware 7, NT Backup
Sophos Anti-Virus

Tape Backup Software.