



Service Level Agreement

SIMS Support

ICT Support and Maintenance (Admin only) 2013/14

Agreement Date:

Between:

The Purchaser –

and

The Service Provider: School ICT Services Limited

Service Title: School ICT Services: SIMS Support SLA

**Address: School ICT Services Ltd
Unit 6 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: 18th January 2013 for a period of 12 or 24 months from 1st April 2013, dependent upon which SLA duration is selected by the school

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 School ICT Services 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.

Compliments and Complaints

For all compliments and complaints please contact:

Steven Hutton
Director
School ICT Services Ltd
Unit 6 Mortec Office Park
York Road
Leeds
LS15 4TA
Tel: 0845 6436802

Notice

Either party may terminate the annual agreement by giving 3 months notice (for a 12 month agreement) or 6 months notice (for a 24month agreement) in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Specification of Work

Context

School ICT Services is a provider of MIS and ICT support services to the education market.

Services to be provided

Overview

We have a multi-skilled support team covering all aspects of school ICT provision. This includes software support (eg SIMS, Microsoft Office, Windows), hardware support (e.g. installation, maintenance, networks, interactive whiteboards).

Please see the Directory of Services to Schools for the Service description and service specific procurement advice.

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 compared to the traditional separate Admin and Curriculum network model. **If you have or are considering a single network please contact School ICT Services to help us better understand the likely impact on our support service.** SIMS support is provided for all aspects of the SIMS software suite licensed by Leeds City Council for Leeds Schools (see 'Appendix 1' for a list of supported software). Support and management of the school's MIS hardware is included in this agreement, however pricing for this support is limited to those workstations for which the **primary role** is delivery of MIS software. School ICT Services 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 Support SLA package includes support provided by telephone, email, and remote access via appropriate software. Where these methods fail (or are inappropriate for the reported fault) the problem will be resolved by site visit. There are no restrictions to the amount of support provided, however School ICT Services reserves the right to limit support where a school has not followed accepted procedures (see 'What we need schools to do' next section).

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.
- Ownership of ANY problem relating to the SIMS hardware, not including the cost of any replacement spare parts.
- Proactive planning and advice on SIMS/other MIS Strategy and implementation in conjunction with Leeds Learning Network, the MIS software provider i.e. Capita and Leeds City Council.

SIMS Software

It is each school's responsibility to ensure that they are licensed for any SIMS application either as part of the License held by Leeds City Council or any 'add-on' purchased by the school.

SIMS Hardware

ICT hardware is defined as any PC or any device that can be connected to a PC (excluding photocopiers and PDAs/smartphones). All existing ICT hardware that is used in conjunction with MIS software is covered for support, including local administration network file servers. It is each school's responsibility to fund the cost of all new ICT equipment and any replacement parts required for equipment not under a manufacturer's warranty.

Optional Contracted visits

School ICT Services is able to offer schools a service providing a contracted engineer on either a half or full day basis at regular intervals throughout the year. The key purpose of these visits is to provide pro-active network support and maintenance for both the administration and curriculum network. The school may wish to purchase these visits on a weekly, bi-weekly or monthly basis (minimum of 12 visits per annum, term-time only).

School ICT Development

School ICT Services has a significant ICT resource available to support schools. Engineers and managers are available to discuss, advise and source ICT requirements with appropriate notice.

- Annual review of school's ICT plans/developments if and as required.
- Advice on specification, procurement and installation of ICT systems.
- Access to ICT related seminars and user groups.
- Assistance in the appointment process for ICT Technicians.

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 School ICT Services Helpdesk.

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

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

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	End of next working day
Severity Category 3	5 working days
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

School ICT Services 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.

Helpdesk Reports

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

The reports will include activities in the following areas:

- School Systems - SIMS
- All systems
- Individual schools
- All schools

Service Review

School ICT Services will survey each school annually about their opinions of the quality of work, customer care, value for money and service improvement.

Escalation Procedures

The internal School ICT Services help desk software automatically escalates calls to team managers before they fall out of agreed SLA response times. Where individual schools face service delivery issues which are not resolved by the help desk then the following procedures should be followed:

School to contact the School ICT Services Operations Manager who will agree and implement actions appropriate to the successful and satisfactory resolution of the service delivery problem.

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 to the helpdesk.

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.
5. The School ICT Services 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. School ICT Services 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 School ICT Services online Helpdesk.

Email Support

1. Schools can choose to email their requests for support to School ICT Services (helpdesk@schoolicts.co.uk). 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 School ICT Services helpdesk 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.

On-Site Visits

1. On site support will be provided in all cases where necessary and where telephone support proves unsuccessful or inappropriate.
2. School ICT Services staff visiting schools for support and maintenance work will only undertake the work relating to the call which has been logged with the helpdesk; additional work will be carried out at the discretion of the visiting engineer's line manager and in negotiation with the school where workloads permit. Otherwise a further call will need to be raised to facilitate any additional work.
3. Prior to any site visit both the school and School ICT Services must agree the times and, where possible, estimated duration of visits.

Company Web Site

1. The company has developed a web site specifically to support schools in Leeds. The site offers an extra method of delivery of support and to improve efficiency.
2. The site includes frequently asked questions, important alerts (warnings of upgrades, bugs etc), information on training courses and allows users to log and view the progress of their help desk calls.
3. As the site develops it is our intention to use it as a method of offering proactive support information to schools.
4. Initially all schools have a single login to gain access to all areas including orders and invoice details for their school. Schools may then request extra logins for any interested staff, allowing them to access the site for support issues.
5. Although some information will only be available via the web site, it is **not** our intention to use it as a replacement for the more traditional methods of support (e.g. via telephone).

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 School ICT Services support staff access to all supported workstations & servers, where necessary through remote connectivity for support purposes.
 - Be the main contact between school and the School ICT Services 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 SIMS and Microsoft upgrades are completed to a supported version.
 - Ensure information from School ICT Services 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.
- Perform simple actions such as changing ink and toner cartridges, loading paper into printers, clearing jams etc.

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 School ICT Services help desk.

**School ICT Services offers a remote backup service to its customers (see 'Additional Services')
In the event of a major failure School ICT Services can only reinstate systems back to the most recent, usable backup where available.**

3. Upgrades

The SIMS software suite is continually evolving. Upgrades are regularly made available by Capita either by CD or by upgrade over the Internet. As new versions become available, School ICT Services 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 School ICT Services staff 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 School ICT Services. Schools doing this should complete the upgrade within 3 weeks of its release by School ICT Services.
- 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.

School ICT Services 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 School ICT Services or other reputable suppliers.

School ICT Services 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 School ICT Services 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 School ICT Services.
- 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.

A range of training programmes will be offered by School ICT Services at the charges detailed on the Pricing Schedule on Page 10. These charges are specific to the SIMS Support SLA. We will work with schools, Leeds City Council and other stakeholders to agree and publicise a suitable range of SIMS/MIS training on a termly or twice-termly basis.

The effectiveness of our training service is dependent on feedback received from participating schools. We therefore recommend that:

- Course details are made available to all staff (see our web site for details).
- Applicants for courses carefully study the course outline and ensure that they have the necessary pre-existing knowledge and experience that enables them to take full advantage of the training offered.
- All trainees take the time to give objective and honest feedback to School ICT Services about the training that they have received in order that we can continually improve our service.

School ICT Services 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

- School ICT Services cannot be held responsible for work carried out by third party organisations acting on behalf of the school.
- School ICT Services 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.

School ICT Services 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	£135.00
Half day Advertised course	£55	£75.00
Tailored course	P.O.A	P.O.A
Ad hoc on-site technical rate – Day (installations / upgrades)	£400	£600
Onsite Consultancy / Training Course delivery	£575	£595.00
Optical Mark Reader Service (see 'Appendix 2') – Per Unit	£105	P.O.A
Support of specific SIMS modules e.g. Lesson Monitor & Dinner Money	Please see 'Appendix 1 – Non Core Elements'	

Remote Backup Service

School ICT Services offers a remote backup service to customers that removes the need for the traditional tape drive and tapes. Using this service, school data is backed up overnight through your internet connection to a secure data storage centre. We monitor the backup and will contact you if there are any problems.

Advantages

Cheaper than a new tape drive and tapes

Single annual fee (if you stay within the 20Gb data limit). Extra space can be purchased if needed.

No need to carry tapes off site (as per Becta guidelines)

No need to check your backup as it is monitored by SICTS

Cost

12 month license including 20Gb of backup space (enough for most schools to backup SIMS and all Office documents) ordered with your SLA.	£150 (if ordered with SLA)
Additional 10Gb backup space	£50

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 the software portfolio licensed by Leeds City Council for use in Leeds schools at of the contract. As the SIMS SQL roll out continues, some modules are superseded by the start an appropriate replacement.

SIMS Applications

Comments

System Manager for Windows
Personnel 7

Assessment Manager 7
Discover
Profiles 7
Exams Organiser

Nova T V4.x

Support for Timetable construction is now only available for Nova T6. Nova T4 will be discontinued by Capita during 2012

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.

Photo Importer

Requires License key from Capita partner photographer.

FMS
Equipment Register

Non-SIMS Applications

Comments

E Profiles (FSP)

Leeds City Council 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. School ICT Services 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 School ICT Services 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 School ICT Services to provide support for this software please indicate this requirement on the SLA Response form at the end of this document.

Curriculum and Lesson Planner (**POA**)

This is a new product. Schools must license this application separately at their own cost.

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

Non-SIMS Software

Comments

Utility Programs
MS Windows Server 2003
MS Windows Server 2008
MS SQL Server and MSDE

Where supplied by School ICT Services.
Until Summer 2013

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

MS Windows XP Professional and
Windows 7 Professional
Seagate/Veritas Backup Exec (Server Edition)
Tapeware 7, NT Backup
Sophos Anti-Virus
ISL Online, LogMeIn (or equivalent)

Tape Backup Software.

For remote support.

The following applications are supplied by Leeds City Council but are not supported by School ICT Services through any existing SLA.

Unsupported software

AVCO (Anycomms)
ADA
GroupCall Exporter