

## MIS Service Level Agreement



2012



## Key Benefits of Connect-Up Support Services Ltd MIS Support

- **FREE** Core training courses for basic SIMS modules (when advertised).
- **FREE** Onsite Data handling presentations to all Teaching and support staff.
- **FREE** Data handling consultancy with SLT.
- **FREE** School network audit with recommendations.
- **FREE** Helpdesk support for all hardware and software on the Admin network.
- **FREE** CPD services for new starters and changes in role.
- **FREE** OFSTED watch with critical escalation of all calls within inspection.
- **FREE** Loan Equipment inc. PC's, Servers and OMR's.  
Please note loan equipment is provided for a maximum of 28 days.  
Whilst loan equipment is on site, it is the customer's responsibility.
- **FREE** SLT team presentations on SIMS features & benefits.
- **FREE** Automated / out of hours updates to SIMS and FMS.
- **FREE** Periodical preventative health checks on Antivirus.
- **FREE** 1 x Remote Home Log In per school.
- **FREE** 10Gb of Offsite Backup.
- **FREE** Real Time Monitor of Admin Servers.

### Hours of Availability (Working Hours)

Monday to Friday 8.00hrs – 17.00hrs

Excluding Public & Bank Holidays

Also excluding Annual Shutdown – 21<sup>st</sup> Dec 2012 to 2<sup>nd</sup> Jan 2013

Connect-Up will remain open during the hours listed above, which we will endeavour to maintain at all times.

All support requests must be logged via the customer portal,  
or with the central help-desk via **0113 210 5000**

### Contact Detail

#### Service incident reports

**Helpdesk Telephone: 0113 210 5008**

**Helpdesk Fax: 0113 231 9139**

**Helpdesk Email: [sims\\_support@connect-up.co.uk](mailto:sims_support@connect-up.co.uk)**

**Customer Portal: [www.simscrowd.net](http://www.simscrowd.net)**

### The Service

On receipt of a telephone call to Connect-Up from a client, a response is defined as all the below activities being completed:

- The acceptance of the problem by Connect-Up in accordance with each client's contract option.
- The allocation of a unique call log number by Connect-Up relating to the particular fault logged.
- The initial agreement of the Severity Category by the client and Connect-Up.
- The client and Connect-Up having a joint understanding of the procedures and activities relating to problem resolution.
- The customer will be kept informed of progress via automated e-mail notification

### Accessing the service

#### Delivery Methods

Support will be provided by:

- Telephone
- E-mail
- On-site
- Remote-access
- Customer Portal

## Incident Management

All Calls are logged as incidents. The incident is allocated as a severity rating where the response and resolution of the incident are linked to the severity situation and the impact on your school.

1	Critical	Complete breakdown in services
2	High	Serious business impact
3	Medium	Minor business impact
4	Low	No Business impact

There are two main factors in determining call severity, these are categorised as the following urgency and service delivery impact. The call severity will be agreed with the school and the support engineer\*.

Priority of Severity	Description	Response time
Severity Category 1	System/ hardware/ software problem affecting many users and the customer's organisation cannot function.	4 Working Hours
Severity Category 2	System/ hardware/ software problem affecting many users but it is not critical to the operation of the organisation	Next Working Day
Severity Category 3	System/ hardware/ software problem affecting one user, or usage queries.	5 Working Days
Severity Category 4	Requests for advice and guidance regarding the systems and services supported, or a problem where the school has agreed to a delayed response (e.g. where a member of staff is happy to wait until a school holiday for a fix).	10 Working Days
Please note that these are maximum Response Times		

\*As per page 11

## Key Performance Indicators

Service performance targets for help desk  
Call response and resolution times

Severity Category 1:	+ 90 %
Severity Category 2:	+ 85 %
Severity Category 3:	+ 80 %
Severity Category 4:	+ 80 %

Please note individual KPI for schools can be provided with 5 working days notice from request

## Compliments/Complaints

All compliments/ complaints on the service may be accepted by telephone, e-mail or paper format to the contact below.

All complaints should be reviewed and followed through promptly with the school and in line with an appropriate corporate policy.

In the event of the service delivery issue not being satisfactorily resolved please refer to the MIS Support Manager

**Contact:** Darren Rose  
**Tel. No:** 0113 2631904  
**e-mail:** darrenr@connect-up.co.uk  
**Address:** 2, Barras Street, Leeds, LS12 4JS

## Service to be provided

The supplier is to provide telephone and remote support only of MIS software and all associated modules. This support package includes support provided by telephone remote access.

## Overview

Connect Up will provide support for MIS and related office application software used within the named school. Support for specified MIS applications and associated modules will be provided by the Connect-Up via the Connect-Up helpdesk.

## Service Reviews

Connect-Up will review the schools specific requirements on an annual basis.

## MIS software and systems

The provision of technical MIS support involves a close working relationship between schools and Connect-Up.

The delivery of our service to schools will adopt the following to ensure our delivery of the service.

## Connect-Up Support Services Ltd obligations within the SLA

- Ownership of problems relating to the MIS application suite and all associated modules.
- Ownership of problems relating to the MIS hardware(Additional services pricing may occur).
- Planning and advice on MIS Strategy and implementation in conjunction with Local Authority, and the MIS software provider.
- Provide our services by the most appropriate method to resolve quickly and effectively i.e. email, internet, via the telephone, remote access.
- Monitor performance of local servers, taking corrective action where appropriate.
- Advise and support agreed data back-up strategy, including off-line storage of data, reporting thereof and disaster recovery planning.
- Maintenance and support for on-site licensing issues.
- Maintenance and support of MIS hardware equipment, liaising with suppliers as appropriate, for equipment under warranty.
- The following are not covered by the SLA and may incur additional charges: computer/server rebuilds, relocation of computer equipment.

## Customer obligations within the SLA

- The school will notify us promptly of any problems relating to MIS support, giving details identifying type of equipment and nature of problem prior to commencement of the SLA.
- It is each school's responsibility to ensure that they are licensed for any MIS application installed on their system.
- It is each schools responsibility to fund all new equipment, and the replacement parts for equipment not under warranty. Labour charges will be incurred for replacement parts on non-warranty equipment.
- It is each schools responsibility to have virus protection software installed on all relevant MIS devices with an active virus definition regime and regular system scans in place.
- The school will endeavour the same person reporting the incident accepts the responsibility for liaising with our support team in the subsequent management of the incident.
- It is each schools responsibility to ensure they have a daily backup procedure in operation, inc disaster recovery, which is verified and tested on a regular cycle.
- It is each schools responsibility to ensure that systems installed or adapted by another supplier to the school can be accepted for support within the terms of our SLA prior to such work being undertaken.
- It is each schools responsibility to ensure your systems are the subject of a current hardware maintenance agreement with the relevant suppliers.

## Appendix 1 – Contact Numbers

MIS support Line: 0113 2105008

Fax Number: 0113 2319139

Hardware & Peripherals: 0113 2105020

Cabling Sales & Support: 0113 2631904

Website: [www.connect-up.co.uk](http://www.connect-up.co.uk)

Portal: [www.simscrowd.net](http://www.simscrowd.net)



## **Conditions of Agreement**

### **Purpose of the Agreement:**

The Purchaser wishes to engage the Service Provider in this 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.

### **Service Providers Obligation**

The service Provider will perform the services In accordance with Customer Charter.

### **Method of Payment**

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

### **Variations**

Any part of this agreement may be altered by mutual agreement between the parties in writing.

### **Confidentiality**

Excepting in so far is required by law including but not exclusively by the Freedom of Information Act 2000. Neither party shall disclose to any other party any information in connection with the provision of the service or 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 loss claim and expenditure resulting from the service provider's performance or non-performance of this agreement in so far as loss claim and expenditure results from the purchaser's negligence.

Throughout the contract period determined under the paragraph headed 'length of Agreement' and for 6 years thereafter the service provider will take out and maintain with a reputable insurance company Third Party Liability insurance to a minimum of 2 million and Employer's liability insurance value of 5 million pounds.

### **Assignment & Subcontracting**

The Service Provider will be able to transfer or assign this agreement without the prior written permission of the Purchaser.

From time to time The service provider may use a nominated associate to deliver specific ICT service, that is beyond the normal services delivered in this SLA or where technical expertise or specialist skills. If an associate is being used, this will be agreed previously with the Purchaser.

### **Competence Standards**

The Service Provider will provide a service to a standard using all due skill care and attention.

### **Compliments**

All compliments/ complaints on the service may be accepted by telephone, e-mail or paper format to the contact below.

**Contact:** Darren Rose  
**Tel. No:** 0113 2631904  
**e-mail:** darrenr@connect-up.co.uk  
**Address:** 2, Barras Street, Leeds, LS12 4JS

### **Service Provider Staff Procedures**

All support staff will be subject to a CRB Enhanced Disclosure. The Purchaser has the right to have any member of the contractors staff removed from site, providing written reasons are submitted to the Service Provider.

The MIS support provider will also assume liability for any loss or expenditure resulting from actions, or non-actions, by members of their staff.

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, except where this is due to any act of 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.

### **Notice**

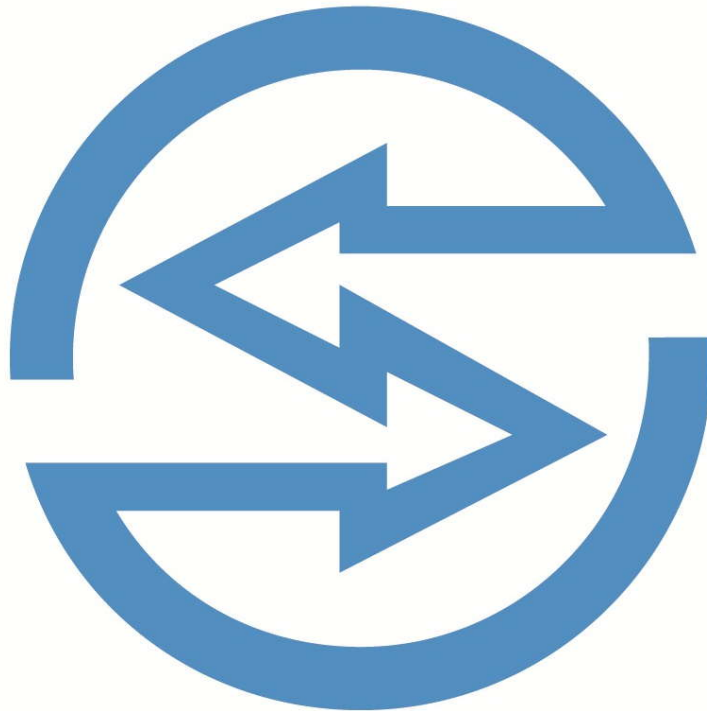
This rolling contract may be terminated by either side with 6 months notice.

Both parties also have the right to change contract by mutual agreement at any point.

## Connect-up Customer Charter

- We will always be polite, friendly and courteous, no matter how we are contacted.
- Where necessary, and if covered by your SLA, visit your school to resolve outstanding issues. (may be chargeable).
- We will always keep schools informed of progress with regards to outstanding issues.
- Provide an acknowledgement as detailed within the SLA (page 5.) If we cannot provide a full response, we will contact them to explain why and let them know when they can expect a full response.
- We will not do anything to breach any third party's intellectual Property rights.
- We will not release any information, without prior consent of the school.
- We will grant the purchaser the right to inspect the Service Provider's premises and records on a reasonable notice period.
- We will ensure our support staff are trained to the highest standards, ensuring we deliver the most updated support solutions to our schools.
- We will take reasonable steps to stop unauthorised access to the systems and provided a decent level of security. Remote access to the school will only be granted to the relevant authorised personnel.

Both parties also have the right to change contract by mutual agreement at any point, subject to the agreed upon notice period (as per page 10).



*"This is the second year that we have been with Connect-Up. We were so impressed by their service with the Admin Support that this year we chose to go with them for Curriculum Support too. They resolve any issues speedily and effectively, and are always at the end of the telephone to give advice and if necessary remote onto your computer to resolve the issues. Their IT support staff are second to none, and we have established a good relationship with them to the point that they know your system and can resolve any issues immediately. I would wholeheartedly recommend them... Thank you Connect-Up for your fantastic service"* – **Mrs. Tina Dunderdale** (Bursar) Ryecroft Primary School

*"We have exceptional support from Connect-Up, much better than previous providers. Call and e-mails are responded to promptly, remote access is quick and easy, and most problems are solved instantly"* – **Mrs. Amy Bleasdale** (Admin Officer) SILC North West

*"As a school we are delighted with the support and services offered by Connect-Up. Any issues or queries have been dealt with efficiently and promptly to our satisfaction. We have no hesitation in recommending this company to other schools"* – **Mr. Shaun Dudgeon** (Head) Immaculate Heart of Mary CPS

Connect-Up Support Services Ltd  
The Old Tannery  
Barras Street  
Leeds  
LS12 4JS  
0113 2631904

