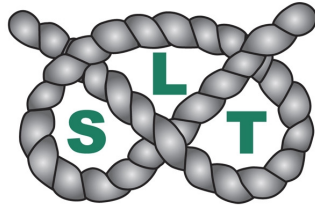


Staffordshire Learning Technologies



Improving learning through the  
innovative use of technology

# Staffordshire Learning Technologies

Title: SLN2 SLA 2009/10

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# 1. Introduction

## 1.1 Foreword

I am delighted to introduce the second year of the Staffordshire Learning Net 2 (SLN2) Service Level Agreement (SLA). The SLN2 SLA covers your current Broadband Services, the Staffordshire Learning Platform (SLN2.net) services (if your school has committed to this) and the new e-Safety solution. During 2009/10 we will be investigating further services and upgrades to existing ones to ensure your school is meeting the Government's Harnessing Technology targets and enabling you to have the infrastructure needed to support educational transformation.

SLT is extremely pleased to be able to continue to support your Broadband Services and also to be able to implement and support the Staffordshire Learning Platform and e-Safety solution.

## 1.2 Connectivity Services

This part of the SLA provides continuation of the existing Broadband connectivity and support services that SLT have provided over the past years. A particular success of this support service has been the pro-active monitoring of your Broadband connectivity, often identifying a problem and even rectifying it before it has been noticed in school.

During the year a considerable amount of work has been done to upgrade the WAN Centre. This has now been duplicated at a second location including all circuits and components to ensure resilient connectivity which is not dependent on a single failure point. This has included upgraded power supplies and standby generators to provide continuity in the event of a power cut. Both the Internet connections have been substantially increased to cater for the anticipated increase in bandwidth required by schools as you develop your use of the Staffordshire Learning Platform and other web hosted services.

Over the next 12 months we will be improving our monitoring systems to enable us to provide an even more efficient level of support. We have also started the rollout of remotely managed switches and un-interruptible power supplies to enable us to remotely restart the power and connectivity to the Broadband equipment located in your school. No more climbing that step ladder when the power supply to your school has been disrupted!

We are pleased to be able to offer an additional level of connectivity at 4 Mbit per second (subject to the availability of this level of technology in your area) which we see as a suitable option for larger Primary schools as their use of connectivity increases with the use of the Staffordshire Learning Platform and more online curriculum content.



## 1.3 Learning Services

SLT are delighted with your response to the Staffordshire Learning Platform. We have 240 schools signed up for the product with 95 already up and running and making good use of its features. Schools are developing their use of the Learning Platform in different ways to suit their school development plan and our Learning Outcome Coordinators are always on hand to guide you through your implementation. This software has developed considerably over the last 12 months with many of the promised features now being available. Have you seen the new Avatars - a virtual 'me' that you can design to look like yourself or perhaps like the dream you!

Our experienced team is available to answer your queries, discuss your plans or give you a demo.

If you wish to commit to the Staffordshire Learning Platform then please download, fill in and return a commitment form from the link below:

<http://education.staffordshire.gov.uk/Curriculum/ThemesandInitiatives/eLearning/>

## 1.4 Other Services

A new e-Safety solution has been procured for three years and is included in your SLN2 SLA at no extra charge. The chosen solution, Securus, will monitor the screen output of workstations against your acceptable use policy and capture screen shots of any violations, providing you with evidence to enable you to follow up incidents of cyber bullying and misuse. The solution is in the process of being rolled out to schools alongside an e-Safety training programme.

## 1.5 Costs

Good news again this year. Prices have been held for the eighth year in succession, remarkable considering all the upgrades and the addition of the e-Safety solution. The Harnessing Technology Grant continues for 2009-10 and we have been able to allocate the same funding levels to schools as in 2008-09. This means that your Broadband Connectivity charges are again reduced by £1000 and you will receive Harnessing Technology Grant funding of approximately £2000 plus £15 per pupil. This funding is intended to enhance your existing ICT budgets from your School Development Grant and Devolved Formula Capital and is to enable schools to implement government initiatives such as e-portfolios, ILPs and real time reporting to parents, all of which are included in the Staffordshire Learning Platform functionality.

So the Broadband Connectivity charges for 2009/10 will be £3,750 for the 2Mbit service (pro-rata if your school is still entitled to a reduced rate) and £8,750 for the 8 Mbit service for one year only.

Although we receive Harnessing Technology Grant for one more year in 2010-11, the amount allocated to schools may vary depending on the priorities and targets we need to achieve and decisions made by LMSCC and the Schools' Forum.



The Staffordshire Learning Platform costs £300 for Primary schools and £1000 for Secondary for the set up charges plus £3 per user (Pupils and Staff) for the first year, rising to £5 a user for the second year and £7 a user thereafter. Parental accounts are free. If you are already using the Learning Platform you will be notified of your charges for 2009-10 separately.

## 1.6 In conclusion

Be assured that this SLN2 SLA gives you excellent value services which meet and in many cases exceed government and Becta guidelines and targets and will provide you with an excellent infrastructure to enable you to achieve your development plans and transform your pupil's learning environments.

**If you wish to discuss or clarify any matters regarding the SLN2 SLA please contact your dedicated Customer Relations Manager or myself, and we will be happy to help.**

A handwritten signature in black ink, appearing to read 'J. Whitfield'.

**Head of Staffordshire Learning Technologies**



## 2. Summary of Services

**Legend**

Provided Within SLA Option	✓
Pay As You Use Option	○

	Page	ADSL	2Mb	4Mb	8Mb
Standard Service		✓	✓	✓	✓
<b>Connectivity Services</b>					
Connectivity		✓	✓	✓	✓
<b>Learning Services</b>					
Staffordshire Learning Platform		○	○	○	○
<b>Other Services</b>					
E-Safety		✓	✓	✓	✓



## 3. 2009/10 Service Provision

### 3.1. Standard Services to support the SLN2 SLA

A number of our services provide the support infrastructure for the SLN2 SLA and are available to all schools regardless of the level of SLA and the services purchased.

#### 3.1.1. Customer Relationship Management

SLT's Customer Relations service will be able to discuss with you both your SLT and SLN2 SLA and requirements. They will be fully briefed on the SLN2 services and will have direct access to the staff providing these services. It is their responsibility to ensure any issues you have regarding all our service are resolved effectively and your future requirements are fed back into our development planning.

#### 3.1.2. Consultancy and Advice

SLT's expert staff are available to offer telephone advice and consultancy visits on all our Connectivity and Learning Services. We employ a dedicated team to implement, train on and support the Staffordshire Learning Platform and we are also able to draw on the resources from the supplier of the Learning Platform to supplement our knowledge.

#### 3.1.3. Service Desk

The Connectivity and Learning Services are supported by the same dedicated schools' Service Desk as our other SLT Services and our personnel are being trained in these services to give them knowledge in the full range of the school portfolio. Calls can be logged by telephone, email or fax and via the Intranet for hardware faults and are monitored using their unique reference number.



## 3.2. Connectivity Services

### 3.2.1. Broadband Connectivity

Our Broadband Services give you Broadband Connectivity to the Staffordshire Broadband Network and onward to the National Education Network giving access to Regional and National Content Services to comply with DCSF requirements.

### 3.2.2. Broadband Services

Our Broadband Services are much more than just Internet connectivity and include the following -

- Filtered Internet connection controllable for each site (SafetyNet+)
- Email Service - POP3 or SMTP feed to mail server, including Virus Detection and SPAM blocking service
- Becta Approved Domain Name Hosting
- Managed router
- 100 MB of web space - with Front Page 2002 Extensions
- 4 Public IP addresses that facilitate Home access to School services
- Managed Content Server (with Proxy cache)
- Video Conferencing Gateway to the National Education Network
- Access to Staffordshire County Council Services including SAP
- Secure File Transfer of data to the Local Authority (AnyComms)
- Access to Automated Anti-virus solutions
- Access to Automated Microsoft Operating System Updates
- For Primary Schools, 12 Months licence to a suitable Content Service (Espresso)

### 3.2.3. Service Support

We are able to support your Broadband Services remotely and actively monitor the availability of these services to your site, often being able to tell you there is an issue before it is noticed in school. Loss of connectivity to a site is given our highest priority.

### 3.2.4. Changes to Broadband Services

Where schools need a change to their Broadband Service to enable them to enhance their systems, we will advise them and administer the change under the SLA although there may be a charge from the supplier of the relevant Broadband system component to make the change.

### 3.2.5. Broadband Developments

We are continually investigating developments to our Broadband Services to meet National, Regional and Staffordshire requirements and to exploit technological advances.



### 3.2.6. New for 2009/10

We are pleased to be able to offer an additional level of connectivity at 4 Mbit per second (subject to the availability of this level of technology in your area) which we see as a suitable option for larger Primary schools as their use of connectivity increases with the use of the Staffordshire Learning Platform and more online curriculum content. Please contact us if you are interested and we can provide you with information about your current usage and the details of this service.



## 3.3. Learning Services

### 3.3.1. Staffordshire Learning Platform - what is it?

The Staffordshire Learning Platform is powered by RM's Kaleidos Portal Plus using the latest version of Microsoft Sharepoint (2007) technology. It includes:

- A Staffordshire Local Authority Portal
- Individual School Portals
- Personal Learning Spaces
- E-portfolios
- E-ILP for Secondary students
- A Virtual Learning Environment (VLE)
- Assessment for Learning Tools
- Integration with School's MIS system
- Realtime Reporting
- Migration or integration with existing school VLE where possible

### 3.3.2. Initial set up and training.

A comprehensive engagement, training and installation package is included.

- 1 day consultancy and staff engagement for Primary Schools, 2 days for Secondary
- Launch event for Secondary school staff
- Set up and installation of software including integration with MIS system, includes onsite visit of approximately half a day.
- 2 days Learning Platform Administrator training for 2 school staff at a central location.
- Bespoke staff training, 4 days for Primary Schools cluster based, 5 days for Secondary Schools one-to-one.

### 3.3.3. Ongoing Support.

Schools need to commit to a three year contract for the Staffordshire Learning Platform and in return will receive continued support from a range of staff including School Improvement Division, e-learning Champions, SLT and RM experts.

- Access to an RM Learning Outcomes Co-ordinator
- Assistance from a Staffordshire e-learning Champion
- Technical support and training from SLT
- Co-ordinated reporting and response to queries via the SLT Service Desk
- Online training and embedding service
- Termly Review Meetings to enable continued development



## 3.4. Other Services

### 3.4.1. e-Safety Software

New e-Safety software has been procured and is in the process of being rolled out to schools alongside an e-Safety training programme. For primary schools this will be a central system which can be customised at an individual school level to meet the needs of your Acceptable Use Policy. High schools will be issued with a local server for integration into the school network. The focus of this software will be on monitoring client access and reporting possible inappropriate use and will work alongside current filtering services.

### 3.4.2. Remote Central Back-up Solution

Work is underway investigating the procurement of a solution which will allow secure back-ups to be taken of schools' data across the Broadband network. It is increasingly important to ensure the security of data and minimise the risk of sensitive data falling into the wrong hands. This solution will enhance schools' current back-up facilities providing an off site solution with enhanced back-up retrieval and disaster recovery facilities.

Details of the services available to schools will be added to this SLA when they become available.



## 4. SLT's Commitments and Targets

### SLT Service Commitments

#### Description

Access to the Service Desk 8.30 to 5.00 Monday to Thursday, 8.30 to 4.30 on Friday during term time, reduced service during school holidays

Availability of telephone support from technical specialists during the above hours (subject to SLA cover)

Ability to have incidents fixed by remote access to school systems where technically possible

Support visits made to school where telephone advice or remote access has been unable to resolve the incident

Incident escalation where service responses have not been adequate - see contact details below.

Staffordshire Intranet regularly updated to provide information for schools

Provide seminars to update schools about new developments or changes to their Connectivity and Learning systems

Support Services not covered by the SLA may be available on a Pay As You Use (PAYU) basis

### SLT Incident Targets

Any incident covered by this SLA which severely impacts your school's business will be classified as critical and will be acted on immediately with the aim to resolve the problem within 1 working day. The following issues are deemed to be critical -

- Loss of Internet or Email services to whole site including Broadband Cache Server failure
- Total loss of Learning Platform Service
- Any failure that may adversely affect an imminent Ofsted inspection or other critical deadline

The focus for all our incidents responses is to endeavour to meet your requirements wherever possible with experts being available to answer your query when you first contact us.



## 5. Service Escalation Contacts

If you wish to discuss your service level with us, please contact any of the named people below via the Service Desk on 01889 256290 or email [slt@staffordshire.gov.uk](mailto:slt@staffordshire.gov.uk)

Service Escalation Contacts	
Name	Role
Phil Hodgkiss	<b>Customer Relations Manager</b>
Karen Salt	<b>Customer Relations Officer</b>
Joyce Whitfield	<b>Head of Staffordshire Learning Technologies</b>



## 6. Schools' Responsibilities

To ensure Staffordshire Learning Technologies is able to provide appropriate responses to service issues, we ask schools to follow these guidelines:-

Schools' Responsibilities
Description
Provide as much information as possible when logging a call including full details of issue, type and serial number of equipment, location and contact person
Ensure anti-virus software is kept up to date and regularly check it is working correctly
Follow recommended procedures for backing up data including checking that the backup has worked correctly and use of 'off site' or fireproof storage for backup tapes
Adhere to manufacturers' criteria for the recommended use of their equipment including the environmental conditions required.
Apply any software patches or upgrades as recommended by Staffordshire Learning Technologies in an appropriate timescale
Implement any changes to the schools' ICT systems in a controlled manner to avoid disruption to systems as a consequence of uncontrolled and untested modifications.
Ensure that an ICT Security Policy is implemented and adhered to in accordance with Audit requirements
Ensure staff receive appropriate ICT training
Adopt a replacement strategy for ICT equipment endeavouring to comply to a 4 year replacement programme



## 7. Terms and Conditions

To see a comprehensive breakdown of SLT's Terms and Conditions please use the following link:

<http://education.staffordshire.gov.uk/SchoolAdministration/slt/custrelations/slas>