



STOCKPORT

METROPOLITAN BOROUGH COUNCIL

CORPORATE SUPPORT SERVICES ICT

Introduction

This document describes the support services provided by Corporate Support Services ICT to **Name of School**.

Hereafter Corporate Support Services ICT will be referred to as “CSS (ICT)”, and School will be known as **(School Name maybe shortened)**

Any changes to this document can only be made if agreed by the signatories specified below.

Signatories

Service Provider - CSS (ICT)

Name		Position	
Date		Signature	

Service Recipient - **School Name**

Name	Headteacher Name	Position	Headteacher
Date		Signature	

Agreement Term

An annual review of the agreement will take place each year during November.

Scope of Service Provision

In Scope of this SLA:-

1. Email Service – Staff and School Accounts
2. Email Service – Pupil Accounts
3. Email Filtering
4. Internet Service Provision
5. Web Filtering
6. Moodle/VLE Service
7. Web Site Hosting

Additional Services

Web Site Design and Support

“School Name” has agreed to take up the following services as part of this SLA:

Services taken by the school from the above list need to be added here:

For full Description of Services – Please see Appendix 1

These services are supplied via the Schools Network which is independent of the Council Corporate Network, and underpinned by the Corporate WAN. The Schools Network is located in the Data Centre on 1st Floor Stopford House, Piccadilly, Stockport.

Out of Scope of this SLA.

Support of schools Local Area Network, onsite schools servers, PC's, Laptops, wireless and other ICT kit on site in schools including UPS (Uninterrupted Power Supplies), are not covered by this SLA.

CSS (ICT) do not provide support to the following services hosted on the Independent Schools Network:

Learning Leads – Supported under CYPD Schools Improvement SLA.

CSS (ICT) does not provide support for the third party applications/software, however ICT will assist as required on a reasonable endeavours basis.

Key Contact Information

ICT Contacts

	Telephone	E-Mail
ICT Schools Support Team	0161 474 4100	ictschools.support@stockport.gov.uk

School Contacts

	Telephone	E-Mail
Headteacher		
School ICT Co-Ordinator		
School Bursar/Business Manager		

Service Levels

Types of Service Request

Customers have a variety of reasons for contacting CSS (ICT), not all of which are errors or disruptions to service. The following definitions have been provided to explain the types of request handled by CSS (ICT).

Incidents

The definition of an **Incident** is:

“Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.”

Example Incidents are:

- internet Service running slow
- cannot send/receive emails
- unable to access a previously available web site

Service Requests

Example Service requests are:

- Consultancy/Advice/Guidance - on any aspect of the ICT Services covered by this SLA.
- block/unblock a web site
- creating personal folders in MS Outlook
- accessing another mailbox
- creating a new mailbox

The Incident Management Process is used to control incidents and service requests during their lifecycle.

Change Requests

Changes within the IT infrastructure may arise reactively in response to problems or externally imposed requirements, e.g. legislative changes, or proactively from seeking improved efficiency and effectiveness or to enable or reflect business initiatives.

Requests for a change to a service should be submitted by telephone or e-mail to the ICT Schools Support Team.

The support officers will assess if the request is a service request or a change.

Examples of change requests are:

- adding a firewall rule
- updating a certificate for a school
- redirecting a website domain name

Incident & Service Request Support and System Availability Hours

Name	Hours Covered	Resources Available
Standard Term Time	Monday to Friday, 08:00 to 17:00	<ul style="list-style-type: none"> • ICT Schools Support Team - The ICT Schools Support Team is your primary contact for CSS (ICT). You should contact the ICT Schools Support Team to raise new incidents and service requests, and obtain feedback and updates on existing incidents/requests.
Outside of School Term Time	Monday to Friday 09.00 to 16.00	<ul style="list-style-type: none"> • Specialist Support Teams – The Specialist Support Team is manned during standard support hours to provide technical support for incidents and service requests raised through the ICT Schools Support Team.

Outside of these hours there will be a voice mail service and calls will be responded to the next working day.

Incident & Service Request Prioritisation

The ICT Schools Support Team will endeavour to resolve any incident during the first call. If this is not possible the service call will be posted to the Specialist Support team. Service calls are subject to the time scales specified and Service Levels are dependent upon agreed priority.

The level of priority assigned will be based upon the impact on the business and urgency of the incident/service request. Both the ICT Schools Support Officer and the customer must agree on the priority during call logging, based upon the following definitions:

- **Priority One** - System unavailable and causing major impact to schools e.g. Internet or email down.
- **Priority Two** - Error causing significant impact to schools e.g. problems with the configuration of a server or application that is preventing a number of customers to complete a vital function of their work.
- **Priority Three** - Error causing minor inconvenience and not impacting significantly on the school e.g. amending an e-mail account, setting up a new user.
- **Priority Four** - Non-urgent calls, or queries regarding operation e.g. how do I do something?

Please note - In addition to the four levels specified is a Critical Priority Level. This priority is reserved for Major Incidents. Major Incidents involve complete failure of a critical system, causing significant impact on the services provided to Stockport Schools by CSS (ICT). These incidents will supersede any other incidents and all available resources will be diverted to the Major Incident. During a Major Incident, normal Incident priorities may be impacted. An example of a Major Incident is a complete loss of the Internet service.

In the event of a Critical Incident the following procedures should be adhered to:

- ICT Schools Support Team to e-mail and/or telephone people detailed in the Schools Major Incident Distribution List, (located in ICT Schools Support Contacts folder.)
- ICT Schools Support Team will send emails to the mail groups 'All Headteachers' and 'All Secondary Network Managers' from the schools exchange email system, (internally from the schools email system) unless the major incident is that the school email system is unavailable.
- ICT Schools Support Team will contact Children's Services, Office Services to post a message on Office Online for all head teachers.
- ICT Schools Support Team to publish message on www.sseln.org.uk site.
- ICT Schools Support Team will add an informative message to the call handling system (with regular updates) if applicable.

Note – this message will only be added when there is no need to log each occurrence of the incident, e.g. the Internet is unavailable. If each specific occurrence of the incident does need to be logged, the message will not be added.

Response and Fix Times

Incidents and Service Requests

Standard Service

Priority	Response	Fix
P1	1 Hour	1 Day
P2	1 Day	2 Days
P3	1 Day	1 Week
P4	1 Day	2 Weeks

Changes

Response and fix times for changes will depend on the nature of the change request
- See the Change Management Section for details of the change process.

Definitions:

- response - If the incident/service request has not been resolved on first contact, the assigned support officer is to contact the customer, confirming understanding of the incident and to schedule further investigation
- fix - The incident/service request has been resolved to the satisfaction of the customer

All response and fix times stated within this SLA are target times only and are therefore not guaranteed. A number of factors may influence CSS (ICT) ability to resolve incidents and service requests within the targeted time-scale such as:

- delays by customers
- responsiveness of 3rd Parties and limitations of their contracts
- access to equipment
- delays with suppliers

Where an incident/service request cannot be resolved within the agreed deadline, both parties will negotiate a revised deadline.

CSS (ICT) aim to resolve **97%** of Incidents and **87%** Service Requests within the specified time scales. Performance against these targets will be monitored monthly by the CSS (ICT) Schools ICT Project Manager and any shortfalls in the level of service delivered will be addressed. A report will be made available if requested that will detail why individual incidents have exceeded their target fix times scales.

Extension to Services

Extensions to the service provision can be made by an individual school submitting a written request to CSS (ICT) Schools ICT Project Manager.

These can include temporary, seasonal or permanent extensions to service, and may be subject to an additional charge eg. Out of Hours work.

Service Description

See Appendix 1 for Service details

Service Delivery

Methods of Contact

The ICT Schools Support Team is your primary contact for CSS (ICT). You should contact the ICT Schools Support Team to raise all new incidents and System Requests, obtain feedback and updates and escalate incidents. However, if you have been specifically asked to contact a member of CSS (ICT) during the progression of a service call you can contact this person directly, but you must provide the service call reference number.

Contact Method	Details
Telephone	0161 474 4100 The telephones are manned during standard support hours. A call handling system is in operation that presents the option to queue when the ICT Systems Support Team Operators are unavailable. Out of hours a message can be left and a member of the ICT Schools Support Team will call you back the next working day.
E-mail	You can correspond with the ICT Systems Support Team via e-mail. ictschools.support@stockport.gov.uk
Fax	0161 474 5431 Additional information relating to an open service call can be faxed to the Systems Support Team on the above number if other electronic services are not available.
Post	ICT Schools Support Team, 1st Floor Stopford House, Piccadilly, Stockport, SK1 3XE
Web Contact Form	https://www.sseln.org.uk Click "Contact Us" to link to the contact form.

Call Logging

CSS (ICT) utilises the Marval Service Management Tool to log and monitor incidents, service requests and changes. Each service call will be logged and customers will receive confirmation that the service call has been opened along with a unique reference number. The reference number should be quoted in any future correspondence relating to that service call.

To log a call you will need to provide the following information:

- Your School Name and address
- Your name (This will be checked against the authorised name list for your school for changes and service requests)
- Your school password (required for a telephone request for changes and service requests)
- Contact details (telephone number)
- Details of the problem/request
- The time that the service last worked successfully - if applicable
- How many people is it affecting (just one machine or whole school) - if applicable
- Anything that happened just before the problem i.e power outage - if applicable
- Any error messages - if applicable

You will then be issued with a unique reference number for your call.

The ICT Schools Support Team will attempt to resolve your incident during the first call. If this is not possible the service call will be posted to the Specialist Support Team. Service calls are subject to time scales specified. Service levels dependent upon agreed priority.

Call Closure

ICT Schools Support will confirm with the customer that the issue has been resolved and completed before closing a service call. This can be done over the phone or via e-mail. The call moves from solved to closed status automatically after 3 days.

If an incident reoccurs after more than one working day it will be logged as a new incident, and cross referenced with previous incident. Internal problem records will be opened for repeat incidents with details of the investigation into the underlying cause logged. All related incidents will be linked to the problem record so the scope of the problem is fully understood.

The Change Management Process

Once a change request is logged in the Marval Service Management Tool, it enters the Change Management Process.

Change Management ensures that standardised methods and procedures are used for efficient and prompt handling of all changes, in order to minimise the impact of any related incidents upon service.

Change Management will:

- ensure standardised methods, processes and procedures are used for all changes
- facilitate efficient and prompt handling of all Changes
- maintain the proper balance between the need for change and the potential impact of changes

Filtering Change Requests

The Change Management Process will filter change requests. If a change is rejected at the initial stage, an explanation will be provided to the customer, which may be due to a lack of detailed information. Accepted requests for change will be passed to the Change Manager or the schools electronic Change Advisory Board (eCAB) for further consideration, depending upon the scope and impact of the request for change.

Change Prioritisation

Each request for change logged will be assigned a level according to the responses logged to the following 'impact on the business' questions:

- number of customers
- financial Implications
- impact of not implementing the change

The level assigned will be based upon the 'impact on the business' and 'urgency' of the change request. Both the Change Manager and the customer must agree on the 'impact' and 'urgency'

There is also an emergency priority level. This priority is reserved for emergency changes. Emergency changes involve complete loss of service or severe usability problems to a large number of customers, a mission-critical system, or some equally serious problem causing significant impact. Only CSS (ICT) specialists can raise emergency changes.

The Change Manager or the electronic Change Advisory Board (eCAB) will decide if a change should be implemented, with advice from CSS (ICT) Specialists and if appropriate other service users connected to the Schools Network.

Change Approved

A CSS (ICT) specialist will contact the customer to discuss the proposed change and negotiate a deadline.

Change Withdrawn

The customer can ask for the change to be withdrawn, because it is no longer needed, because it is impractical or costly to implement. The Change Manager may also withdraw a change if it is deemed to be a duplicate change.

Change Rejected

The Change Manager will contact the customer stating the reasons why the change was rejected. The customer will have the right to appeal against this rejection.

Change Boards**Electronic Change Advisory Board**

The e-CAB is initiated and maintained via e-mails to a selected group of people. These include the Change Manager, Change Advisory Board members and IT Specialists. If the change is approved by the group it is forwarded to the appropriate Schools Support/Specialist Team to implement.

Emergency Change Advisory Board

The Emergency change process may be followed where the change is necessary to resolve a critical incident or problem. The Emergency change process will not be used to circumvent the standard process due to lack of planning or consultation. An Emergency change is something that needs implementing with the minimum of delay. If the change can wait until lunch time or evening then it is classed as a high priority change.

An Emergency Change Advisory Board (Emergency CAB) will meet when required. The Emergency CAB will comprise of one or more e-CAB members and representatives for the technical areas affected by the proposed changes. The Emergency CAB will make a recommendation as to the progress of the requested change and the timescales. The Emergency CAB will also ensure that interested parties are notified of the emergency change.

Internal Escalation Procedures

E-mail notification will be sent to relevant parties within CSS (ICT) at key stages of the incident/service request lifecycle. The purpose of the e-mails is to ensure that every effort is made to resolve the incident within the agreed deadline. Where this is not possible a revised deadline will be agreed with the customer. There are currently two levels of escalation:

Level 1 - e-mail sent to the assigned support officer.

This is a reminder that the call has passed 65% of its agreed completion time.

Level 2 - e-mail sent to the support officer and their line manager.

This is to notify the officer and line manager that the call has passed 85% of its agreed completion time.

This should act as a final trigger to ensure that every effort is placed upon resolving the service call within the agreed deadline. The line manager and assigned support officer should review the team's workflow and dedicate resource to this service call if required.

Complaints Procedure

CSS (ICT) Schools Complaint Process

The complaints process should be used if schools wish to escalate an incident, change or service request that has been logged with ICT Schools Support which they feel has not been dealt with in a timely or professional manner or if a school wishes to lodge a complaint for any aspect of the overall service received or in the way that they have been treated by a CSS (ICT) member of staff. This should initially be reported to the Schools ICT Project Manager in writing.

If you wish to report any abuse please email ictschools.support@stockport.gov.uk.

Customer Satisfaction

Customer satisfaction will be discussed at the service review meetings.

Reporting

Customer Reports

Standard reports showing the number of each type of call logged for schools will be produced monthly on request.

Requests for reports, including bespoke reports, should be made to the CSS (ICT) Schools ICT Project Manager.

Review Meetings

Service/SLA Reviews

Service reviews are to be undertaken termly. The reviews will be scheduled by the ICS Schools Project Manager. The ICS Schools Project Manager and an ICS Schools Technical representative will attend the meetings. Other representatives from ICS may be invited to the meetings as required.

The meeting will be with Headteacher/School Bursar/Network Manager/ICT Co-ordinator as required by the school.

The meeting will provide an opportunity to review the service delivered, the SLA, and to discuss future expectations and assess required changes to the service delivered.

ICS Schools Project Manager will invite agenda items prior to the meeting. The finalised agenda will be distributed prior to the meeting.

Incidental Meetings

Requests for incidental meetings should be formally requested through CSS (ICT) Schools ICT Project Manager, and will be scheduled as soon as the required attendees are available.

Service Performance

Security

All possible precautions must be taken to ensure the security of the Stockport Schools Network.

Users must follow the ICT Security Policy when appropriate and adhere to the principals at all times.

For advice or guidance on the ICT Security Policy contact the CSS (ICT) Schools Support Team or e-mail to securitypolicyadvice@stockport.gov.uk.

We operate in accordance with the standards determined by Becta. Schools must use the services provided in this SLA in accordance with their own Acceptable/Responsible Use Policy, accepted by all staff and pupils (a copy of this must be provided to Schools ICT Project Manager), by accepting this SLA you agree to accept CSS - ICT Security Standards and the Stockport Council Acceptable Use and Personal Use Statements.

Nominet provide the Domain Name Registration service to view Nominet terms and conditions please go to www.nominet.org.uk.

Service Availability

CSS (ICT) will ensure that the Schools Network is available on average 99.5% of the time between 08.00 & 18.00 hours Monday to Friday during term time (excluding public holidays) and Monday to Friday during school holidays between 09.00 and 16.00. This metric excludes any time spent on agreed planned outages/system upgrades.

Whilst business may operate outside of these service level periods, availability cannot be guaranteed or monitored.

Monthly Availability Monitoring Reports will be provided to schools if required.

Any unplanned non availability of systems will be investigated and recorded through the Incident Management process via the Service Desk tool. If a first line fix is not possible it will be assigned to a specialist technical support group.

The root cause of any unplanned non availability will be recorded through the Problem Management process and will be analysed, investigated and appropriately actioned.

CSS (ICT) will monitor IT changes for any impact on systems availability via the Change Management process.

Changes that effect systems or service availability will be carried out outside of school core time, with as much notice as possible and agreement between CSS (ICT) and Schools.

Capacity Management

The object of Capacity Management is to provide, at all times, sufficient capacity to meet the current and future demands of the customer's business needs.

CSS (ICT) will meet with the School at their review meeting to discuss the current and potential future service workloads. This will help predict current and future capacity requirements.

CSS (ICT) will ensure they meet the capacity requirements of each critical service through proactive service monitoring.

A process is in place to collect capacity data from critical IT components.

CSS (ICT) will examine the data documented within the Capacity database to make predictions as to when more capacity will be required or if excess capacity will be made available.

Server's disk space utilisation is monitored on critical systems by CSS (ICT) Specialist Support Team, and threshold breaches are notified to Schools so that schools can perform housekeeping if applicable to avoid potential problems.

Thresholds recommended by the supplier will be used for components such as Disk, CPU and memory usage. If there are no recommendations from the supplier available, the industry standard will be used.

Additional disk space can be made available by CSS (ICT), should housekeeping activities fail to resolve disk space capacity issues or where a new requirement exists. Requests should be submitted to the CSS (ICT) Schools Support Team by the school.

This service extension may be subject to an additional charge.

Any capacity or performance issues will be investigated and recorded through the Incident Management process. If a first line fix is not possible, it will be assigned to a specialist technical support team.

The root cause of any capacity or performance issues will be recorded through the Problem Management process and will be analysed, investigated and appropriately actioned.

Advice and guidance will be provided for new acquisitions and extensions to service.

Guidance will be sought from vendors so that capacity requirements for new applications are identified and catered for.

The Change Process will monitor all changes for any impact on capacity.

Standard email Service Limits

The following standard limits have been set on the E-mail service.

Standard email box size for Class and staff email accounts = 100MB. (However this has been re-distributed as agreed between CSS ICT Schools Support team and individual schools)

Microsoft Outlook/Exchange

- user receives a warning if their mailbox exceeds 80 MB
- user cannot send if their mailbox exceeds 90 MB
- user cannot send or receive if their mailbox exceeds 100MB
- the maximum message size that user can send or receive is now 15MB

These will vary if the school has chosen to re-distribute their capacity.

Customer Responsibilities

Any issues with Local Area Network or on site IT equipment will be checked before the fault is reported to CSS – ICT Schools Support..

Consideration will need to be given when any new IT equipment or IT service is procured by the schools to ensure that the equipment/service is compatible with this service.

Notification of any work in schools that could affect the provision of the service – i.e. Power work etc...

System User Training

The School must ensure that any user of the services detailed in this agreement has been adequately trained on these services. Where the ICT Problem Management Process has identified training as the underlying cause of repeat incidents, the School must organise delivery of the required training to address the problem.

Project Management

All new developments and major changes are to be planned, controlled and reviewed using a recognised Project Management framework. The School must follow the process for planning and implementing new and changed services. All changes or amendments to ICT services and systems must be formally requested. This applies even if CSS (ICT) is not directly involved with the project as control of the ICT environment must be maintained at all times.

Configuration Items

Equipment supplied by CSS (ICT) or one of its third party suppliers must not be altered or amended unless explicitly requested to do so by a member of CSS (ICT) staff.

Virus Protection

The School must ensure all PC's, laptops etc. connected to the Schools Network have appropriate current anti-virus software installed.

CSS (ICT) reserves the right to request disconnection of any equipment that indicates there may be a virus present.

Failure to do so will result in withdrawal of service until the issues are resolved.