the ict service.
education

Cambridgeshire County Council

Support Packages – Annual Signup
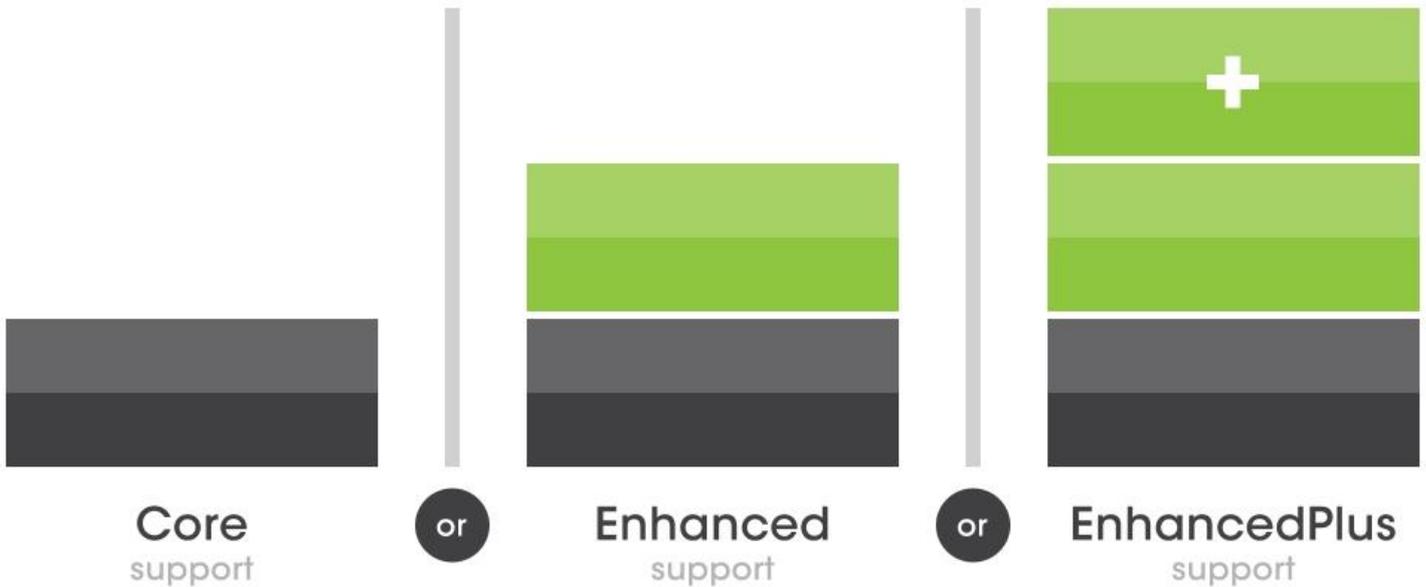## Choose a level of support to suit your school's needs

Talk to us about how our support package options can save you money in the future

Our 2016 – 2017 packages give a clear picture of annual support and service options provided by The ICT Service. We are here to help you ascertain the level of support and the right package to suit your school's requirements.

All schools are required to take up a minimum of the **Core** support package. You can then make an informed choice about adding significant value to your annual subscription by taking either the **Enhanced** or the **EnhancedPlus** package options.

We have described exactly what each support package consists of in the following pages.

Your Annual Support Package options are illustrated for you below:

Core support   or   Enhanced support   or   EnhancedPlus support

A Base Price plus **Price** per pupil

A Base Price plus **Price** per pupil

A Base Price plus **Price** per pupil

Core is our base package which incorporates Entitlement and Essential Support, including access to The ICT Helpline but with limited technical support.

Enhanced is a combination of Core **with** additional Technical support for Admin Users and their equipment (Office/School Admin/ Headteacher PCs, laptops and printers).

EnhancedPlus is a combination of Core **with** additional Technical support for Admin Users and their equipment (Office/School Admin/ Headteacher PCs, laptops and printers) **but also including** Curriculum Users and their equipment.

telephone: **0300 300 0000** email: **support@theictservice.org.uk**   website: **www.theictservice.org.uk**

Core support

Entitlement services

As part of your subscription with The ICT Service we carry out a number of tasks on your behalf to ensure you receive the highest possible standard of support.   The services described below are either funded via a contract with Cambridgeshire County Council or as part of your subscription.

Supporting CPSN (Cambridgeshire Public Services Network). This is the broadband link from your school to ICT Service-hosted private cloud services such as Central Hosting, Central Email, Remote Access etc. It also provides the connection to E2BN, the NEN (National Education Network) and the Internet.	✓
As part of the support for CPSN, Incident Management for key managed customer local area networking equipment ('top switches').	✓
Safeguarding and E-Safety services such as email and basic web filtering.	✓
Provision and support of an antivirus solution.	✓
Support for the LA-provided Education Portal.	✓
Liaison with key CCC teams to produce best practice guidance on the use of MIS (Management Information Systems) including SIMS and FMS.	✓
Regular 'Helplines' Newsletters and other direct email communications produced by The ICT Service, including the Fortnightly Briefing, Events and Training and Technical Services Information.	✓
Access to customer service team for visits, management of complaints, and guidance for new headteachers.	✓
Access to training and consultancy services at preferential rates.	✓
As a member of the LSCB (Cambridgeshire Local Safeguarding Children's Board), The ICT Service provides e-safety advice and support for professionals working with young people in Cambridgeshire.	✓

Core
support

✓

Essential support

Our service desk, The ICT Service Helpline, is the point of entry for any customer request whether it is about buying equipment or services, fixing devices, advising on use of ICT or training requests.

Please note that this service does not include any entitlement to an onsite visit to resolve incidents, which is a separately chargeable service.

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All incidents and service requests are recorded and tracked through to resolution within our call logging system.	✓
First Line Incident management for all office/administrative, staff and student PCs, laptops, tablets and smartphones and ICT peripherals (including curriculum printers and whiteboards etc.). Note that user-owned devices and hardware replacement costs are excluded from this service.	✓
Access to application support specialists for Capita SIMS for: • full SIMS application support on all modules • access to easy-to-use guidance notes on all key processes including Census and year end (academic and financial). • access to the Helplines monthly newsletter • full support for key MIS initiatives such as CSA, Agora, SIMS Learning Gateway • support to an appropriate level for all other MIS applications, including all linked MIS (e.g. IEP writer, CASPA, Schoolcomms, eProfiles, COLLECT, etc.) • support for Microsoft Office in connection with use of SIMS (Assessment Manager, Profiles, etc.) • support for the ICT systems on which the MIS runs, including desktop operating systems and the Windows Server operating system in connection with the running of the SIMS database itself • entitlement to two free places at the Impulse Conferences and User Groups • remote support for monitoring, diagnosis and more in-depth support • database recovery in the event of data corruption (note that the school is responsible for ensuring there are adequate backup systems in place; some problems may require referring to Capita for data correction / patching).	✓
Liaison with key partners and suppliers such as Microsoft, Dell, Capita for escalation of incidents and problem resolution.	✓
Access to staff with extensive experience of classroom teaching who can provide support, advice and resources to help you make the best use of ICT to deliver imaginative and informative learning environments.	✓

Enhanced support	In addition to the Core support as detailed previously you can choose **Enhanced** support	✓
	Second and third line incident/problem resolution for your office/school administration equipment – i.e. school office and Headteacher PC/laptop and printers.	✓
	Includes onsite visits where remote incident resolution methods have proved ineffective.	✓
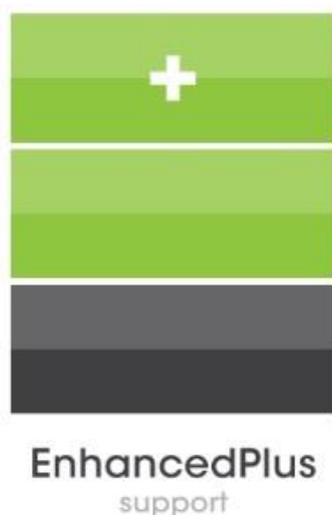
EnhancedPlus support	In addition to the Core support and Enhanced support as detailed previously you can choose **EnhancedPlus** support	✓
	EnhancedPlus Support is the equivalent of an annual 'insurance policy' which covers the majority of ICT related technical incidents that can occur throughout your school. This excludes telephone systems, except VOIP systems that come under separate contracts. ICT environments are increasingly complex, requiring a wide range of technical qualifications and experience to manage and maintain them. It is often difficult for schools to guarantee that they will have qualified technical staff on hand to provide technical support across this environment. The ICT Service will respond to your call or email, prioritising the call according to the level of impact and urgency. We will use all means possible to resolve your incident and restore service quickly and efficiently.	✓
	Second and third line incident/problem resolution for your school-owned ICT equipment, such as: ▪ desktops ▪ printers ▪ interactive whiteboards ▪ laptops ▪ scanners ▪ wireless ▪ mobile devices ▪ projectors ▪ networking	✓
	Site visits as required when unable to resolve the incident remotely	✓
	All labour provided by The ICT Service is covered in this package	✓
	We will manage the whole incident process and act as liaison with any third parties that need to be involved with any repairs of school-owned ICT equipment. Hardware replacement costs are excluded from this service.	✓

EnhancedPlus Bundles

Our most comprehensive support options for schools

By choosing an EnhancedPlus Bundle your school will have all the support it needs

As a direct result of feedback from our customers, we have created four new support bundles. These are built using our best selling and trusted support services from our many years of experience.

Each specifically tailored EnhancedPlus Bundle will provide a saving compared to purchasing services separately. All service requests and incidents will be covered by our Scheduled Technician Visits, EnhancedPlus, File Server, Interactive Whiteboard and Projector Support services. Our experienced technicians will provide support for all your equipment using a combination of remote tools and on-site visits.

All EnhancedPlus Bundles include the following:

Scheduled Technician Visits
Choose a schedule option and your school will be supported by a dedicated, trained and experienced Field Service Technician (see over). All our technicians have a wealth of knowledge and experience to help implement your strategic approach to ICT. (See page 40).

EnhancedPlus Support
To cover incidents that may occur in between scheduled visits, we will provide remote support or, if required, a reactive site visit. This is the equivalent of an annual 'insurance policy' which covers the majority of ICT related technical incidents that can occur throughout your school. EnhancedPlus Support covers unlimited telephone support for both technical issues as well as SIMS and FMS cover*. (See page 32).

File Server Support
An 'active' insurance policy for your critical school server. We use sophisticated monitoring systems to ensure we can manage your server day and night. We ensure your backups are operating correctly, carry out active hardware monitoring, windows updates, user administration, new software installations and, in the event of a failure provide a hot swap server**. (See page 36).

Interactive Whiteboard & Projector Support
Remote and onsite support for your equipment as well as a dedicated annual clean of all filters.***
(See Page 43).

All backed up by the expertise and experience of our office based 1st, 2nd & 3rd Line Support Teams.

*SIMS and FMS cover can be removed on request.
**First server only, bespoke pricing available for multiple servers. Hot swap service subject to availability. Software installs for group policy deployable software only.
***This service includes one annual filter clean during the summer holiday.

Please note installations of new purchased hardware would not be covered outside of the scheduled technician visit. Hardware replacement costs are also excluded from this service and would be subject to warranty status.

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Choose our most comprehensive support with a **NEW EnhancedPlus Bundle**

Bundle costs can be found in the separate 'Price List 2016-17' document.

Bundle 1:
- **1 FULL DAY visit every 2 weeks (term time only)**

  20 visits per year - 7 hours per visit
  - EnhancedPlus Support
  - File Server Support
  - Interactive Whiteboard & Projector Support

Bundle 2:
- **1 HALF DAY visit every 2 weeks (term time only)**

  20 visits per year - 3 hours per visit
  - EnhancedPlus Support
  - File Server Support
  - Interactive Whiteboard & Projector Support

Bundle 3:
- **1 FULL DAY visit every 4 weeks (term time only)**

  10 visits per year - 7 hours per visit
  - EnhancedPlus Support
  - File Server Support
  - Interactive Whiteboard & Projector Support

Bundle 4:
- **1 HALF DAY visit every 4 weeks (term time only)**

  10 visits per year - 3 hours per visit
  - EnhancedPlus Support
  - File Server Support
  - Interactive Whiteboard & Projector Support