



Software Support Service Agreement - CASPA

This Service Level Agreement is supplementary to the IT Services Software Support SLA.

CASPA (Comparison and Analysis of Special Pupil Attainment) has been produced by SGA Systems and attracts an additional licence and support cost.

IT Services will provide first line support to the CASPA software for schools purchasing the CASPA licence via the LA agreement.

All requests for training and support should be logged via the IT Services, Software Support helpdesk on 666 4446.

Installations and upgrades of CASPA will need to be provided from your school technical support agreement. Schools that have the IT Services Computer Support SLA can add the CASPA installation to their Site Technician Work Sheet or log a call on 666 5542. Schools that have an external technical support provider will need to make arrangements with the appropriate technician.

IT Services Computer Support has tested this installations process on CC3, CC4 and Schoolshare networks.

Installation will be dependent on agreement to the licence cost.

Performance Criteria

IT Services will provide support during a standard working week.

Consultations will be arranged in conjunction with the Special Educational Needs and Inclusion Team. Specialist training can be provided by SGA Systems and will attract an additional charge.

Planning, monitoring and evaluation

IT Services will be using a computerised helpdesk for logging calls and a timesheet system to record the time taken. This will be used to continuously monitor the progress of work in hand and ensure that agreed response targets are met. Periodically, information will be provided to show the service's performance against its response targets. Requests for feedback on the perceived quality of service may be made as part of the IT Services commitment to continue to improve its services.

Following installation IT Services Software Support will provide on-site support to populate the CASPA database with pupil data obtained from SIMS. Guidance notes will be provided for a range of other applications that have been identified by SGA Systems as holding compatible data sources.



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IT Services will produce and maintain appropriate documentation, including guidance notes. The Software Support team will research new versions of applications, revise documentation as necessary.

IT Services Software Support will support schools to transfer data from CASPA to SIMS Assessment and to the CASPA LA modules.

Operational procedures and guidelines

The normal hours of the telephone support are from 9.00am until 5.00pm, excluding public holidays and statutory days. To log a call, request information or request consultancy dial 666 4446.

Calls may also be faxed to 666 4205 or emailed to tsshelpdesk@wirral.gov.uk.

Conditions appertaining to the IT Services Service Level Agreement

IT Services reserves the copyright on all of its developed training materials and guidance notes. Acceptance of this service agreement provides a licence to use the core solutions over the term of the agreement.

IT Services or Wirral Council is not responsible for any data loss caused as a result of a virus, misuse or equipment or system failure.

IT Services Software Support does not include installation or upgrade of CASPA or any transferral of programs. This is only included in the IT Services Computer Support Technician agreements.

IT Services is not responsible to undertake, but strongly recommend that a Backup of all systems occur at a regular interval and that a test of its integrity be made.