



# WIRRAL

## IT Services

### Data Network Services

This service has been supporting schools networks and their connections to the Internet since it was first introduced a decade ago.

#### **What do we do?**

The technician team, as an internationally registered Internet Services Provider, centrally manages and proactively monitors schools links to the Council, the UK and the world. Security is a key part of this and intruders are prevented from accessing school systems by multiple firewalls and detection systems. Internet access is filtered centrally and each school can customise this to suit their e-safety policy. The team can also support a schools network cable system and wireless infrastructure. A full design and installation service is also available. The goal is to provide a safe, secure and reliable resource for staff and pupils.

#### **What do we support?**

Schools Internet connectivity – The connections from school to the outside world.

Network infrastructure support – The network cabling and switches within supported schools.

Managed wireless network service – For high capacity managed switched wireless systems.

All of the secure ways to link all of the above.

#### **What does the school need to do?**

The team proactively monitors adopted networks which means they respond to faults as the automated system alerts them. For fault reporting, support or advice just contact the helpdesk.

#### **Are there any hidden extras?**

The network design and installation service is an additional cost and a quote is provided for each commission. Some items may not be repairable due to age or circumstances but we endeavour to fix everything and inform you what the options are. The managed wireless networks service can be enhanced to include the access points at an additional charge. Our promise is to provide the best advice and service to save schools money.

#### **What extra services are included?**

A comprehensive list of all the main services is overleaf but if something is not listed or you have any ICT issue or question, please call the team via the helpdesk.

#### **What does IT Services offer above other ICT providers?**

We have a highly experienced team of technicians who collectively understand all aspects of ICT and work together to provide a unique local resource for schools.

We develop solutions centrally to provide solutions to secure and improve ICT for schools.

We support the connections to the UK academic networks and the Council.

We have high level access with colleagues in Council teams.

We have support agreements with partner organisations and businesses.

We provide a consistently high quality of service focused on school needs.

You have our guarantee to stick with any support matter until it is satisfactorily resolved.

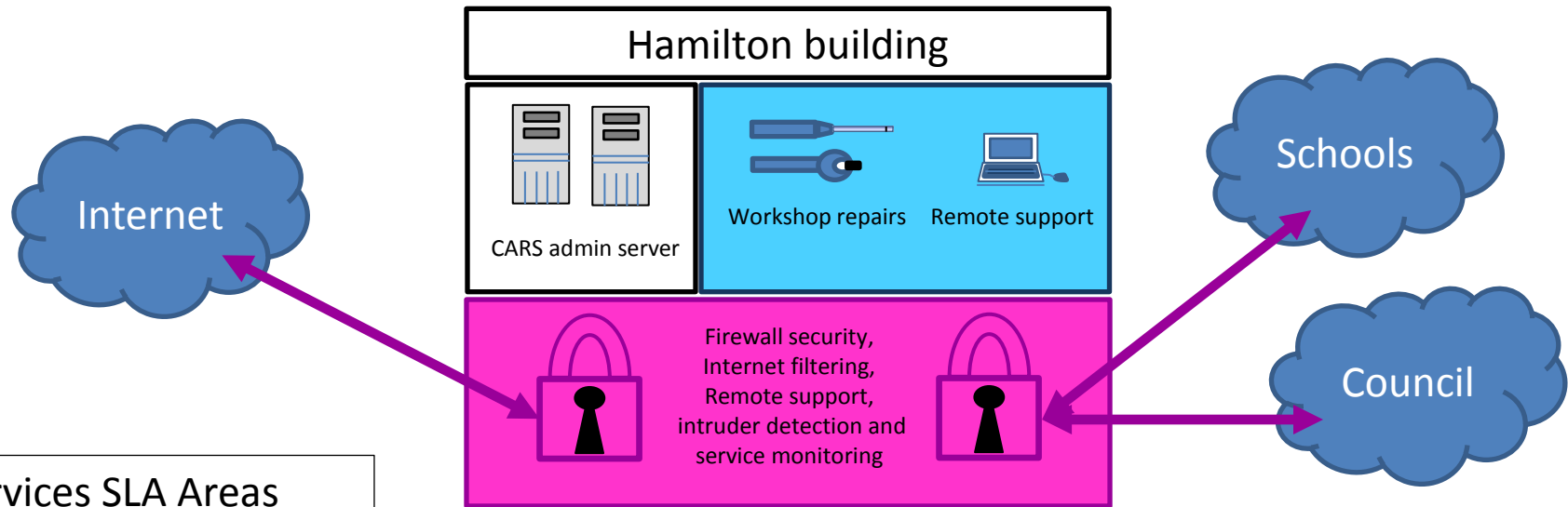
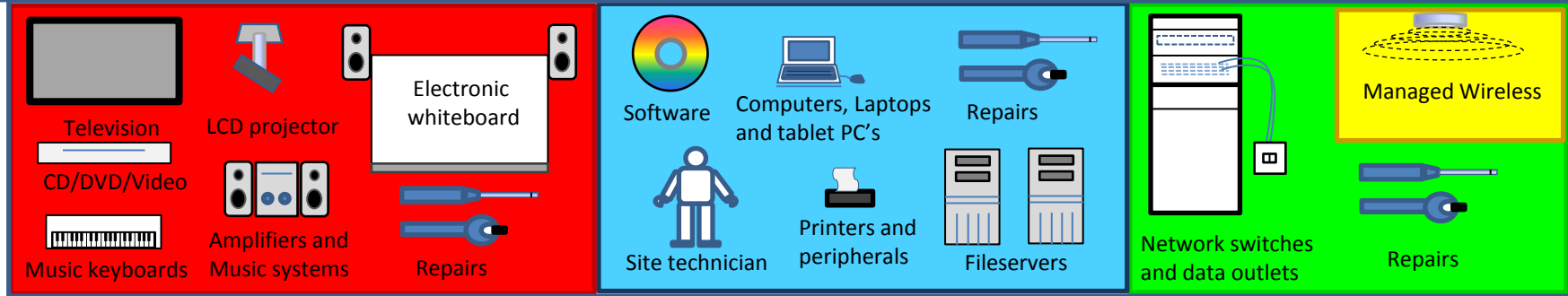
#### **What does it cost?**

Every school is quoted an individual cost of the standard service.

To arrange a consultation visit or have to any of the services explained please speak with the group leader overleaf.



# Summary of maintenance services for Schools



## IT Services SLA Areas

- Multimedia
- Managed wireless
- Network Infrastructure support
- Computer support
- CARS admin server
- Internet connectivity and security



Data Network Services.	SLA	
Council network link management, repair and private circuit billing assistance	■	
DeskNow encrypted administration email service management	■	
Domain Name Services registration, hosting and management	■	
Encryption and network security solutions, support and advice	■	
Email flow management (SMTP forwarder servers)	■	
Firewall security and Intruder Detection between school, Council and the world	■	
ICT Consultancy for BSF, Capital build and other projects	■ ■	
Infrastructure health checks for school networks	■ ■	
Internet filtering management, support and training	■	
Internet Service Provision via multiple managed circuits	■	
Manage links to North West Learning Grid, National Education Network and JANET	■	
Monitoring and performance management of schools Internet bandwidth	■ ■	
Network cabling design and installation services (quotation)		■
Network infrastructure support and repair		■
Procurement advice for network equipment		■
Proactive network monitoring, alerts and reporting	■ ■	
Public and private IP address management and support	■	
Research & development of network communications solutions for schools	■ ■	
School firewall policy customisation and management	■	
School hosted systems connectivity support and advice	■	
Website and service hosting e.g. via subscription, Espresso and Knowledgebox	■	
Wireless networking installation (quotation), support and management		■
Warranty management services		■
WEEE disposal and recycling advice		■

**Data Network Support**

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