

Computer support services - CARS administration fileserver agreement

IT Services provides a managed centralised administration solution for schools. This is known as the **C**omputerised **A**dministration **R**eplacement **S**ystem or CARS for short. This replaces the school administration fileserver and permits a saving on purchase of computer equipment, staff time, electricity and consumables. It also helps schools in compliance with disaster recovery and business continuity planning.

*To qualify for this service a school must subscribe to the service agreements ;
IT Services computer support, Software support and Data Network service: Internet connectivity and security.*

Operational procedures and guidelines

IT Services will ;

1. Provide school workstation access to a centralised administration fileserver that is connected to the Council network.
2. Supply up to 20Gb of data storage in the form of SIMS data and files.
3. Provide telephone support during normal hours of operation via the contacts listed in each service agreement for the area of support required.
4. Provide support, information and communications by telephone, Internet, remote support, e-mail or any other appropriate means.
5. Conduct support by the performance criteria on a best endeavours basis.
6. Abide by the Wirral Internet and computer usage policy and security guidelines.
7. Follow Wirral Local Authority, and government guidance as applicable.
8. Limit access to school data to each school and will not share data unless given express permission by the school headteacher.
9. Obtain required security clearances for staff to work in schools.
10. Abide by Data Protection legislation.
11. Retain Administrator privileges.
12. Install licensed applications onto administration computers that have been certified by IT Services as compatible.
13. Secure data and subject it to daily backup.

Disruption of service

The risk of the service being unavailable is low due to the design of the system and the connections to it. Under normal operation the service is available all day every day. In the event of any failure during a normal working day the performance criteria to restore the service will apply.

It is recommended that each school maintains a paper copy of their pupil emergency contacts list. This is usually a SIMS report and normally part of the school emergency and evacuation policy to produce a current list.

As with any computer system periodic downtime will be required. Outside of emergencies, schools will be notified of planned downtime by means of email to the school office account and by logon message. Downtime will be limited to times of least disruption with as much notice as possible, according to circumstances, but normally with two weeks notice.

Conditions appertaining to the service agreement

IT Services or Wirral Council is not responsible for ;

1. Any data loss caused as a result of malware, equipment or system failure.
2. Costs of remedial work as a result of unauthorised access or interference.
3. Costs for connectivity between the school to the CARS file servers.
4. Any indirect or consequential loss or damage as a result of misuse or wilful damage of equipment, cabling or computer systems.
5. Physical limitations of networks, computers, peripherals, software and operating systems.
6. Supply of administration computers at the current equipment specification required to access the service.

Performance criteria

1. Emergency response one hour

Due to the nature of the service logged calls will normally be responded to within the hour with the goal of resolution in the shortest possible time frame.

2. Software updates as required

New software updates for the central system are periodically provided by the manufacturer to improve performance or add new features. IT Services will provide updates when they are beneficial and to be least disruptive to the school.

3. Remote support same day service

This service will be utilised as deemed appropriate to resolve faults, update configurations, provide updates and administrative functions e.g. password reset.

4. New applications scheduled work request

Applications for use on the administration system must be first checked for compatibility. Programs that require development work to function will take longer to research. Contact with IT Services before purchase is recommended.

Complaints

All complaints received will be reviewed to improve the service where possible. Formal complaints will be responded to by the IT Services manager who will investigate the matter and provide an appropriate response for the complainant.

After any investigation the outcome can be discussed with the complainant, their management and IT Services representatives. The goal is to achieve an agreeable resolution of the matter and improve services as appropriate.

Contractual

This agreement is on the basis of a five year subscription to cover the costs of equipment, infrastructure, additional staffing costs and consumables.

Any additional storage requirements above the standard supplied may be subject to an additional quoted cost on an individual school basis.