

## Data Network Services - Standard services

IT Services provides data network services for schools. Three services are available;

### 1. Network infrastructure support

 **Green**

This service provides maintenance and support for data cable networks of optical fibre or UTP. Active equipment is covered e.g. hubs, switches and link modules, according to age and standard. Support for non standard cabling, unmanaged wireless hubs or internal bridges is included on a reasonable endeavours basis. The *Managed wireless* agreement is required for managed switched wireless solutions. External bridges are supported on the understanding that both end point sites have this service agreement. A quotation for network infrastructure design, configuration or installation is available on request.

### 2. Internet connectivity and security

 **Purple**

This service is suitable for schools connected to the Council data network. IT Services is a registered Internet Service Provider and is responsible for the management of core services. This includes;

- ✓ Internet connectivity using multiple Internet feeds for resilience (99% uptime)
- ✓ bandwidth monitoring and optimisation
- ✓ service availability monitoring with automatic helpdesk alerts on failure
- ✓ two tier firewall security and intruder detection services
- ✓ hosting of domain names, school web sites, centrally delivered solutions, third party services and shared resources
- ✓ private network links to Wirral Council, Janet and the National Education network
- ✓ hosted E-mail service, Desknow, and managed SMTP forwarding
- ✓ customisable Internet filtering that can be linked to a school active directory

### 3. Managed wireless

 **Yellow**

This service includes an enhanced maintenance and support service for managed wireless switches. Replacement switches are on a next business day response contract. Each access point unit is secured using encryption technology, is network registered and is monitored for failure or attack. Should unauthorised access be recorded, the main contact will be notified and suitable security measures employed.

In case of access point failure the working units will be configured to temporarily increase coverage until a replacement is installed. Access point maintenance can also be included at an additional cost. Alternatively replacements may be ordered from IT Services on a quoted price. Replacement access point installation costs are covered by this agreement.

## IT Services support

Any member of staff may log faults and requests on the helpdesk. It is recommended that a school main contact person be nominated to simplify fault management and feedback. For schools that employ a technician, they are an important link person in the process and may also be the nominated person. The main contact will have a process for the recording of faults in school and agree priorities for visiting IT Services technicians.

## Service monitoring and evaluation

IT Services use a computerised helpdesk for logging calls and detailed records of faults, resolutions and response times. This will be used to continuously monitor the progress of logged work and ensure that agreed response targets are met. On request, information may be provided to show the service's performance against its response targets. IT Services is committed to service improvement.

## Disruption of service

An IT Services senior officer will handle technician sickness and absence monitoring. In exceptional circumstances when technicians are unavailable to meet the performance criteria, the IT Services senior technical officer on duty will negotiate a suitable resolution with the main contact or available authorised person.

## Operational procedures and guidelines

*IT Services will;*

1. Provide computer support help and call logging on 666 4553. The normal hours of the telephone support are from 8:30am until 5.00pm, Monday to Friday, excluding public holidays and statutory days. In the event that a task cannot be completed within the available time an appropriate resolution will be agreed between IT Services officers and the main contact. Calls may also be faxed to 666 4205 or emailed to [schoolsdatacomms@wirral.gov.uk](mailto:schoolsdatacomms@wirral.gov.uk)
2. Provide support, information and communications by telephone, Internet, remote support, e-mail or any other appropriate means. Network wide service announcements will be posted to Chatter at <http://chatter.wirral-education.org.uk/>
3. Conduct support by the performance criteria on a best endeavours basis.
4. Notify the main contact of items that are beyond economic repair due to misuse or age. These may be returned to school or sent for disposal.
5. *As applicable to a service*, provide loan equipment subject to availability.
6. Endeavour to eliminate service disruption in the classroom where possible.
7. Require appropriate site access to perform requested duties.
8. Abide by the Wirral Internet and computer usage policy and security guidelines.
9. Follow Wirral Local Authority, and government guidance as applicable.
10. *As applicable to a service*, repair faulty infrastructure equipment and supported data cable installations.
11. Remove equipment or data from school only with authorisation from school staff. All staff are bound by Data Protection legislation.
12. Retain Administrator privileges on supported units. Designated school staff may also have these with written permission from the head teacher.
13. Obtain required security clearances for staff to work in schools.
14. Advise on the proper use, accommodation required and environmental conditions for supported equipment.
15. Identify restoration costs in cases of accident or wilful damage. This is normally to assist with school insurance claims.
16. Train and develop IT Services technicians to improve support for school ICT.
17. Assist school staff to use supported products or solutions.

## Performance criteria

1. Internet service on alert  
Automatic service monitoring will alert of failures for monitored Internet services. During normal hours the ISP services will operate at 99% efficiency. Loss of service due to school infrastructure issues or school leased circuit failure is not included.
2. Hosted service one hour  
Calls must be logged on the helpdesk during the normal working hours. Faults on Internet filtering are included as a hosted service.
3. Network infrastructure three hours  
Calls logged AM will be handled PM within a normal working day. The senior technical officer on duty will agree the most appropriate response to attend to the fault. Repairs or replacements of faulty items will be supplied, as available, within the support life of the product. A standard economical repair policy is used to determine the viability of network cabling and equipment by its age and condition.
4. Software updates as required  
New software to update services and equipment is periodically provided to improve performance or add new features. IT Services will provide updates to hosted systems and core network equipment when they are beneficial and scheduled to be least disruptive to the school.
5. Firewall change one day  
IT Services manage the corporate network and internet firewalls to ensure the security of schools. Change requests must be logged on the helpdesk with the required detail to complete the change.
6. Filter change one day  
Schools are encouraged to accept the free training to customise their own filter. Alternatively change requests can be logged on the helpdesk with the exact detail required to make the change.
7. Out of hours service as required and upon request  
At times certain tasks will be required to be completed outside of normal working hours or weekends. Scheduled core network maintenance as part of the ISP function is included. Quotations for out of hours school infrastructure support can be provided on request and consideration of requirements.

## 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.

## 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. Monitoring of software licensing. Technicians are not permitted to install software without proof of requisite licences.
3. Provision of consumables required at school for a technician to complete assigned tasks on site.
4. Costs of remedial work as a result of unauthorised access or interference.
5. Caretaker or other costs required for site access as requested.
6. Installation or repair of un-adopted cabling or equipment.
7. Any indirect or consequential loss or damage as a result of misuse or wilful damage of equipment, cabling or computer systems.
8. Telecoms circuit costs or purchase of the Council network school firewall.
9. Additional costs as a result of the school not adhering to the corporate network IP address allocation rules. Use of address translation may cause reduced functionality using Internet services.
10. Physical limitations of networks, computers, peripherals, software and operating systems.

## Contractual

Network infrastructure, School wide wireless support and Internet connectivity subscriptions can be purchased separately or together as required. An annual charge sheet is sent before the end of the current financial year to identify the next year's charges. Changes to currently subscribed services will be acknowledged in writing with an updated charge sheet provided.