Service Level Agreement
For the provision of Administrative Training & Support Services

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Structure of the Service Level Agreement

This SLA is intended as a generic document for all schools. Each subscribing school will have its own schedule to this SLA that identifies: -

- which services are to be provided;
- what equipment will be covered by the agreement;
- the names contact details of authorised school representatives;
- any special conditions applicable to that school.

Contents

1. INTRODUCTION

1.1   ATSS will operate and deliver services to schools in accordance with the Authorities policies and standards, both at LEA level and at a corporate level, in so far as they apply to the activities of ATSS.

1.2   Services delivered to schools will use existing school networks (both Curriculum and Admin) and use the Broadband connection provided by BITC Technical Services under their SLA.

1.3   The quality of service provision will be dependant upon the continuing development of the ICT infrastructure. In order to enable appropriate service quality the Authority and schools will collaboratively plan these infrastructure developments.

1.4   The provision of quality services to schools will also be dependent upon the school meeting its responsibilities as described in Customer Responsibilities.

1.5   The SLA will apply for a period of 3 years but the content will be subject to annual review in light of changing needs and planned infrastructure developments. Minor changes will be accommodated in this agreement by mutual consent of the Authority, subscribing schools and ATSS.

2. SLA PROVIDED SERVICES

2.1 Training and Support of Adopted Capita SIMS modules. (See Appendix A for current adopted modules)

- ATSS will provide schools with formal and informal training on the full adopted range of Capita SIMS modules available. Schools will also be provided with all the training and reference manuals for the courses.

- Support will be provided to schools either via the telephone, a site visit or by use of remote control software. All support calls MUST be logged with BITC service desk before support can be provided.

2.2 Training and Support of Adopted Microsoft Applications. (See Appendix A for current adopted applications)

- ATSS will provide schools with formal and informal training on the full adopted range of Microsoft Applications available. Schools will also be provided with all the training and reference manuals for the courses.

- Support will be provided to schools either via the telephone, a site visit or by use of remote control software. All support calls MUST be logged with BITC service desk before support can be provided.

- ATSS will also as part of the support arrangement assist schools in setting up common template letters i.e. School letter heads.

2.2 Liaison with suppliers in connection with all third party support.

- ATSS will undertake on the schools behalf dialogue with suppliers to assist in the support of supported software related problems.

2.3 Development of Capita SIMS modules

- ATSS will develop new and existing SIMS modules both as a result of changes in legislation or by Capita.

- ATSS will also develop new modules under the direction of LLAN ICT or under the direction of individual schools. Any new developments must be scheduled into the Services Business plan which also reflects work from the Education Strategic Plan and other customers.

- However, ATSS reserves the right to levy an additional charge if the development is of a significant size or requires additional resources. PRINCE II project management may be adopted for significant projects.

- ATSS will ensure that the Capita SIMS modules are upgraded to the required level.

2.4 Development of Microsoft Products

- ATSS will develop new and existing Microsoft products. Where possible ensure that the versions in use in schools are the same in curriculum and administrative systems.

- ATSS will also introduce new applications under the direction of LLAN ICT or under the direction of individual schools. Any new developments must be scheduled into the Services Business plan which also reflects work from the Education Strategic Plan and other customers.

- ATSS reserves the right to levy an additional charge if the development is of a significant size or requires additional resources. PRINCE II project management may be adopted for significant projects.

2.5 Develop training courses and schedules

- ATSS will continue to develop new courses and levels (i.e. Word level 1, 2, 3) as required by schools and other customers. ATSS uses its customer feedback system from courses to develop new and re-develop existing courses.

- ATSS will publish via the Intranet and by direct mailing (by post or email) the schedule of courses for the coming academic year.

2.6 Procure ICT Services and Maintenance

- ATSS will ensure that the relevant services and systems are sourced via BITC Technical Services and other third party suppliers for administrative systems in schools i.e. LAN Cabling in schools.

2.7 General Functions and Services

2.7.1 Service Desk

ATSS will only provide support to schools if a call has been logged via BITC Service Desk. The BITC Service Desk will handle the following requests from schools: -

- General requests for information
- System fault reports
- Ad hoc requests for system changes (i.e. those that do not arise from purchase orders placed with BITC or from formal projects)

However, requests for system changes may only be made by e-mail or the BITC web site using a Request for Change (RfC) form.

All system fault reports received by ATSS will be prioritised according to the following criteria: -

- The impact of the fault in the context of the customer base (i.e. the larger the number of users affected by a fault the higher its priority)

- The urgency of the fault (i.e. complete loss of a service will be given higher priority than the partial loss or impaired use of a service)

- Special customer considerations such as school inspections or special events.

Schools will provide the ATSS/BITC with the names of people authorised to request ATSS services.

ATSS will only action service requests if it is satisfied that the request comes from an authorised source.

ATSS reserves the right to refuse requests for service on items of equipment not contained on a school's ASSYST asset register or which do not have an asset tag.

For each service request, the school must identify the point of contact with which ATSS/BITC staff should liase regarding that request.

ATSS/BITC and schools will agree common procedures for the management of requests to the Service Desk. These procedures will be used by all subscribing schools.

2.7.2 System change management

ATSS will operate using the same procedures as defined by BITC Technical Services.

2.7.3 Asset register maintenance

ATSS will operate using the same procedures as defined by BITC Technical Services.

2.7.4 Requirements Analysis

ATSS will operate using the same procedures as defined by BITC Technical Services.

2.7.5 Project Management

ATSS will operate using the same procedures as defined by BITC Technical Services.

2.7.6 General communications

ATSS will operate using the same procedures as defined by BITC Technical Services.

2.7.7 Service Level Management and Quality Assurance

ATSS will operate using the same procedures as defined by BITC Technical Services, except ATSS will monitor the performance of Administrative ICT functions delegated to BITC service departments against necessary levels of quality.

2.8 Help, Advice and systems development

- ATSS will give general advice and support to schools in administrative matters, except where the advice should be sought from BITC Technical services or ICT Curriculum support.

- ATSS will carry out a systems analysis role for schools to develop new administrative procedures and software.

- ATSS reserves the right to levy an additional charge if the development is of a significant size or requires additional resources. PRINCE II project management may be adopted for significant projects.

3.   LEA PROVIDED SERVICES

3.1 ORACLE Financial applications.

Administrative Training & Support Services will: -

- Train Schools to make effective use of ORACLE Financials;
- Support all aspects of ORACLE Financials;
- Provide representatives to Authority ORACLE working parties to further develop and tailor the application to meet schools needs;
- Carry out all the necessary upgrades for the applications;
- Continue to provide Official Order Stationery to schools.

3.2 Data

Administrative Training & Support Services will: -

- Train all relevant staff in data collection techniques and the software to be used;
- Support the software applications used for data collection;
- Assist schools in the collection of Data for use by the LEA and other external agencies;
- Carry out all the necessary upgrades for the applications.

3.3 Supporting other Authority services

Administrative Training & Support Services will: -

- Provide support for other Authority software packages to be used by schools i.e. Selima Vision Personnel system;
- Provide training for other software applications as required;
- Carry out all the necessary upgrades for the applications.

3.4 Provision of Authority Email and Intranet access

- ATSS will set up email and Intranet access to all administrative staff and teaching staff who have an administrative role in the school.

3.5 Maintenance of LEA provided equipment

Any equipment purchased by the Authority will by default carry a three year warranty. This warranty may be a return to base, or in the case of Desktop PC systems, Servers and printers an on-site warranty.

When the equipment is out of warranty and has not been replaced, the Authority will make provision for the equipment to be covered under annual maintenance. Calls for service of this equipment will be made to the usual BITC service desk facility.

3.6 Working parties

ATSS will provide staff representatives for LLAN ICT and other working parties or steering groups as required.

4. CUSTOMER OBLIGATIONS

4.1 General

Schools will co-operate with all reasonable demands of ATSS or third party service providers for access to ICT facilities within the school grounds. This may include access outside normal school hours in order to repair or upgrade key facilities.

Schools must provide any relevant data (both statutory and non-statutory) to the LEA as required.

Schools will be required to co-operate with ATSS in ensuring compliance with the terms of any corporate license agreements relevant to the delivery of services under this agreement.

Schools will ensure that school use of the internet complies with the Authorities policy for acceptable internet use.

Each school will be responsible for the provision and replacement of computer consumable items.

All support calls MUST be placed with the BITC service desk.

4.2 Hardware Replacement Policy

Schools must ensure that PC systems used for Administrative purposes are replaced at regular intervals (to be agreed) and are of the correct specification to run Capita SIMS, ORACLE and other Administrative software.

Whilst the Authority will provide replacement PC systems for ORACLE and provide Servers, schools must fund all other PC systems and peripherals out of their own school budgets.

Installation of new administrative equipment will be covered by BITC Technical services SLA agreement. Calls MUST be placed to BITC Service Desk to arrange an installation.

4.3 Software Replacement Policy

The Authority will purchase, upgrade and install all ORACLE Financial and Capita SIMS products. However, it will be the schools responsibility to purchase Microsoft Office products upgrades (except those PC provided by the Authority) and any other software that is installed on the administrative PC systems (i.e. Croner's Heads Legal Guide).

The Authority is currently adopting Microsoft Office XP instead of Office 97, it is therefore the responsibility of the school to purchase the upgrade licences before the software can be installed on-site.

It is the Head teachers responsibility to ensure that only legally purchased software is installed on PC systems, not that of the Authority.

5. SERVICE PERFORMANCE REPORTING

ATSS will use the ASSYST helpdesk system used by BITC Service Desk. This system will be programmed to provide all the information regarding service performance. It is therefore crucial that ALL support calls and enquiries are logged on ASSYST either by the school technician on-site or via telephone etc…

ATSS will produce summary reports of service performance based on the key performance metrics identified in this SLA.

The precise format and the distribution/publication method for these reports will be agreed between ATSS and school representatives.

Performance statistics will be produced by ATSS/BITC on a monthly basis.

Where service delays arise from a schools failure to meet its obligations, such delays shall be excluded from measures of ATSS performance.

6. SERVICE PERFORMANCE MEASURES AND TARGETS

The following Draft SLA targets will be used until new ones have been agreed.

Calls placed to the BITC Service Desk will be categorised in order of priority. Each category has set response and fix targets.

Priority	Response Target	Fix Target
Critical i.e. Server down or System printer	4 working hours	1 working day
Urgent i.e. Main PC down	4 working hours	2 working days
Normal i.e. Normal support query	8 working hours	5 working days
Low i.e. Cabling request, PC installation	5 working days	21 working days

Departmental quality procedures provide that:

- In urgent cases, advice will be given over the telephone, or remotely accessing the PC system (via Reachout, VNC or NetMeeting) on the day of calling;

- Correspondence will be acknowledged within 3 working days and a response will be provided within a further 7 working days.

6.1 Customer Satisfaction Surveys

The Authority will be undertaking an independent customer service satisfaction survey as part of its Best Value Action Plan. Because of re-structuring and new working practices, the next survey is not due until 2004, then annually thereafter.

7. SERVICE PERFORMANCE REVIEW

Service performance will be formally reviewed at least once per term by ATSS and school representatives.

In the event of below standard service performance, corrective action plans will be discussed, agreed and monitored by ATSS and school representatives.

Major demands on ATSS arising from unforeseen disasters cannot be met without having a significant impact on the overall quality of ATSS/BITC services. Such disasters may include theft, fire, flood or other acts of God. Subject to any necessary additional funding being made available, ATSS/BITC will respond with appropriate urgency to such events but cannot be bound to sustain the overall quality of services under such circumstances. Such occurrences will be identified as part of the service review.

8. SERVICE HOURS

The service operates using the Local Authority's Flexi-time system and Statutory holidays, therefore the service will normally be available from: -

08:30 - 17:00	Monday to Thursday
08:30 - 16:30	Friday

9. CHARGING FOR ICT SERVICES

Charges for services will be levied in advance at commencement of the SLA, then annually thereafter.

Service	Charging basis	Charging rate
Training & Support of Capita SIMS Products and Microsoft Products	Standard charge for all adopted modules (this charge will vary from year to year depending on maintenance charge levied by Capita)	
Development of Capita SIMS Modules (New and Existing)	Included in the charges for Capita and Microsoft products	
Development of Microsoft Products	Included in the charges for Capita and Microsoft products	
Training course	Included in the charges for Capita	

scheduling	and Microsoft products	
Procurement services	Annual budget to pay for new hardware and software and continued maintenance. Leasing schemes for Admin equipment.	
Systems development and General advice	Included as part of the service	
Training, Development & Support of ORACLE Financial Products	LEA funded service	£0.00
Training, Development & Support of Data & Statistical returns and systems	LEA funded service	£0.00
LEA systems maintenance	LEA funded service	£0.00

10. DAY RATES FOR AD-HOC SERVICES

Service Type	Daily charge rate (inc. Travelling costs)
Systems Development (inc. Requirements Analysis)	
Project Management	As BITC Technical Services SLA
Systems Implementation	

11. CHANGES TO THE SERVICE LEVEL AGREEMENT

This agreement remains valid until superseded by a revised agreement mutually endorsed by all parties. The agreement will be reviewed on an annual basis. Minor changes to the agreement, mutually endorsed by all parties, will be amended in the existing document. Major changes will require re-negotiation and re-issue of the agreement.

12. CONTACT AND ESCALATION POINTS

It is anticipated that the organisational structure of BITC will change substantially as a result of this SLA. This section of the SLA will be populated with the appropriate contact details for key ATSS staff and services once organisational changes have been agreed.

APPENDIX A

A1. Currently adopted Capita SIMS modules

Systems Manager / System Manager for Windows*
STAR (STAR for DOS)
Attendance / Attendance for Windows*
Midas
Assessment Manager (including Reporter, Converter, NFER Test Link)
Profiles (DOS)
Personnel
Launcher
Options
Data Manager (incorporates PLASC & UPNs)
Rep Gen Lite
Performance Indicators (DOS)

*With SQL platform scheduled from Spring 2003.

A2. Currently adopted Microsoft products

Word 97 & XP
Excel 97 & XP
Publisher 98, 2000 and 2002 (XP)
PowerPoint 97 & XP
Internet Explorer
Outlook and Outlook Express
Access (any version) – Installation ONLY support, no on-going support.