Service Level Agreement
For the provision of ICT services to Primary Schools

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STRUCTURE OF THE SERVICE LEVEL AGREEMENT

The main body of this document describes the ICT technical services to be provided by the Baglan IT Centre (BITC) to Primary schools. It is divided into 2 discreet areas of service as follows:

- Core ICT technical services provided to all Primary schools that subscribe to the service level agreement (SLA)
- Optional ICT technical services that schools may subscribe to individually.

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 contact details of authorised school representatives
- any special conditions applicable to that school.

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1   INTRODUCTION AND OVERVIEW

This SLA describes a radical change to the scope and nature of services currently being provided by BITC. The prime driver for this is the need to reduce the occurrence of system failures thereby increasing the availability of systems to their users. This enables schools to focus on the use of the technology for teaching and learning rather than on technological issues.

The SLA assumes that responsibility for the various elements of the technical infrastructure are as previously discussed with school representatives. Namely, that the broadband network, the servers and the local network infrastructure are the responsibility of the LEA and the desktop systems are the responsibility of the school.

The SLA assumes that primary schools will not have an on-site technician. There is thus an emphasis on providing a service delivery which maximises the provision of remote support services via broadband connections to schools. The quality of service provision will therefore be dependent upon the continuing development of this ICT infrastructure. In order to enable appropriate service quality the LEA and schools must collaboratively plan these infrastructure developments.

The provision of quality services to schools will also be dependent upon the school meeting its responsibilities as described throughout the document and in particular, the section on Customer Responsibilities.

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 LEA, subscribing schools and BITC.

The SLA implies a need for the Authority, service providers and schools alike to implement substantial changes and requires significant investment in both the infrastructure and in the service support systems. Whilst it is intended that this new SLA becomes effective in April 2003, it is not realistic to expect an instant transformation: a period of transition will be necessary.

A service transition project, funded by the LEA, will therefore be initiated to run during the first 12 months of the new SLA. This project will follow the PRINCE2 model for project management and will be governed by LEA, BITC and school representatives. It will thus monitor and influence the implementation of the changes necessary to meet the full requirements of this SLA.

BITC will operate and deliver services to schools in accordance with Corporate policies and standards in so far as they apply to the activities of BITC.

2   CORE TECHNICAL SERVICES

2.1   BROADBAND NETWORK CONNECTION

An external broadband line will be provided to each school. This line connects the school to the Local Authority network and to internet services. The capacity of this line will be a minimum of 10 Mbits/sec.

Utilisation of the broadband line will be monitored by BITC in order to predict the need for additional bandwidth. Where the speed of services being delivered to the school by broadband is being impaired due to excessive demand on the line, BITC and schools will collaborate on the implementation of measures to manage the use of network bandwidth (e.g. improved caching measures or data traffic prioritisation) until such time as additional bandwidth can be afforded and provided.

Schools will meet any reasonable demands by BITC or third party support staff for access to broadband networking equipment located within the school.

2.2   INTERNET SERVICES

BITC will provide schools with internet access via the Local Authority connection to the All Wales broadband backbone network. The following internet services will be provided to each school computer that is connected to the broadband line via a point on the schools data network:
- Web site filtering
- Curriculum E-mail
- School web site hosting
- Netmeeting gatekeeper

2.2.1   Web site filtering

Websense filtering software will be used to block access to undesirable web sites. Initially, a single filtering policy will be applied to all primary schools. However, BITC will discuss the implementation and administration of a range of filtering policies from which schools may choose.

Changes to the filtering product or filtering method will only be considered by BITC following consultation with groups representing all users of the filtering service.

Any incidence of a school accessing an inappropriate web site must be reported to the BITC Service Desk for action.

For security purposes, BITC will retain an historical record of all web accesses, or attempted accesses, by all users in all schools. This historical record will be kept for a period of time to be agreed with the Local Authority. BITC will discuss with schools the production of periodic statistical reports on web accesses from computers within the school. However, release of any such information which uniquely identifies a user will need to be requested by the Headteacher and authorised by the Director of Education.

2.2.2 Curriculum E-Mail

BITC will provide, support and administer a curriculum e-mail service for each school. The service will be based upon the provision of 20 pupil group e-mail accounts and 20 staff e-mail accounts. Since the cost of this service provision is directly related to the number of e-mail accounts provided, any increase will need to be negotiated by school representatives and BITC.

Filtering of e-mail for undesirable content is not currently included as part of the service, however, BITC will discuss with schools the need for, and costs of, this service.

2.2.3 Web site hosting

Each school will have a unique internet domain name provided by Government via their chosen agent, Nominet. BITC will provide a hosting service for this domain name, facilities for hosting the school web site, and facilities for managing access to the web site from the internet.

BITC will provide disc capacity for schools web site data and will monitor the overall utilisation of that disc space. Initially, no limit will be placed on the amount of capacity available to each school. However, this may need to be reviewed in light of the cost of such a provision.

Schools will be provided with the means to maintain their own web sites and will be responsible for the content of the Site.

2.2.4 Netmeeting Gatekeeper

This facility will enable all outgoing netmeeting calls and incoming netmeeting calls from trusted parties. The precise operation of this facility will be discussed and agreed with schools.

2.3 SERVER SUPPORT

The provision of these services is predicated on a migration of primary schools server equipment to a common configuration based on the Windows 2000 server operating system (see Server Equipment para 2.3.1). This configuration will be designed in consultation with School representatives.

Server equipment will be provided by the LEA and managed on its behalf by BITC.

BITC and Schools will collaboratively plan the continuing development of server systems in light of:
- The changing needs of schools
- Technological developments
- Availability of funds

2.3.1 Server equipment

There is currently a diverse range and age of server systems in use within the Primary Sector. In some cases equipment is at the end of its serviceable life and requires urgent replacement in order to ensure continuing operation of the school network. In other cases equipment remains serviceable but is under-specified for the demands likely to be placed on it once broadband internet services are implemented at the school.

During the period of this service agreement BITC will therefore provide a new generation of highly resilience file server equipment for use by schools. It is likely that BITC will wish to locate most of this equipment outside school sites and provide schools with access to these facilities via their broadband connection. The need for, and configuration of, additional server equipment e.g. print server, CD server etc. will be discussed with each school individually in light of specific requirements.

The timetable for replacing server equipment at any school will be driven by the availability of funding and the operational needs of the school.

Disc capacity requirements will be discussed with schools prior to installation of these systems as will any need to implement a quota system for user disc space.

Whilst existing server equipment remains located in schools, the schools will ensure that the equipment is kept in a secure area and in an environment that is appropriate for the operation and maintenance of the equipment. In particular to ensure:
- Pupils do not have physical access to the equipment
- The equipment is not exposed to extremes of temperature or humidity
- There is sufficient space for support and maintenance staff to work on the equipment
- That server equipment is not moved or altered in any way by it's staff, pupils, agents or sub-contractor organisations except where permitted by the terms of this SLA. Schools will be liable for any costs arising from a breach of this condition

BITC will maintain an asset register of all server equipment and will record sufficient information regarding the configuration of the equipment to ensure effective control over changes to the equipment.

2.3.2 Support Services

The scope and quality of support services that will be provided is dependent upon the age and specification of the server equipment.

2.3.2.1 Windows NT Internet and e-mail Servers

These are the systems installed prior to Summer 2000 as part of the NGfL internet for schools initiative. The systems are now out of hardware warranty and the system software is largely unsupported by their vendors. However, BITC will continue to provide the following support services on a reasonable endeavours basis:
- Fault diagnosis and rectification
- Hardware repair
- Maintenance of system software.

2.3.2.2 Windows 2000 Servers

These include internet servers installed after Summer 2000 and all managed service file servers but exclude all curriculum e-mail servers (see para 2.3.2.1 above).

The following support services will be provided:
- Fault diagnosis and rectification
- Hardware repair
- Data backup and restore (not internet servers)
- Installation and maintenance of system software
- Installation of application software
- Anti-virus.

BITC will upgrade server system software as necessary to maintain effective operation of the server. Except in an emergency situation this will be managed by BITC through use of formal change control procedures.

BITC will deploy an 'enterprise' anti-virus system on this server equipment. Periodic updates to this software will be automatically downloaded to the server from the software vendor via the schools broadband connection.

2.3.2.3 New servers provided by the LEA under the terms of this SLA

The following support services will be provided:
- Operational monitoring
- Fault diagnosis and rectification
- Hardware repair
- Data backup and restore
- Installation and maintenance of system software
- Installation of application software
- Anti-virus.

BITC will monitor the operational status and utilisation of these server systems in order to pre-empt and minimise service failures.

BITC will monitor the use of server disc capacity and will build any necessary capacity increases into its development plans and budgets. The school will be responsible for ensuring the removal of redundant data from server discs.

Where necessary to ensure continuity and quality of service BITC will provide replacement server equipment.

BITC will discuss and agree with school representatives the method to be used for backing up and restoring schools data held on these server systems.

BITC will upgrade server system software as necessary to maintain effective operation of the server. Except in an emergency situation this will be managed by BITC through use of formal change control procedures.

BITC will deploy an 'enterprise' anti-virus system on this server equipment. Periodic updates to this software will be automatically downloaded to the server from the software vendor via the schools broadband connection.

2.3.2.4 All Servers

Wherever possible BITC will remedy server problems remotely without disrupting use of school networks. However where temporary loss of service is necessary to remedy a fault, BITC will notify authorised school representatives.

Wherever possible BITC will undertake essential work (any necessary configuration changes, upgrades or equipment moves etc.) of a major nature outside normal working hours in order to minimise disruption.

BITC will have sole responsibility for the installation of application software held on, or for distribution from, server equipment.

BITC will respond to school requests for enabling and denying user access to such application software (see Section 2.7.1). Where BITC and schools have agreed a core set of application software that will be available to all users, BITC will take responsibility for licensing that software. Otherwise each school shall remain responsible for ensuring adequate software licenses have been purchased by the school.

2.4   LOCAL NETWORK SERVICES

The scope of these services will include all the data cabling, hubs, switches and routers which distribute the external broadband services through the school. This infrastructure will be provided by BITC on behalf of the LEA.

BITC will provide the following local network services:
* Cabling system design
* Cabling system installation
* Fault diagnosis and rectification

BITC will produce and maintain schematic diagrams of each schools data cabling system. A copy of these diagrams will be provided to an authorised school representative on request.

BITC will provide each school with guidelines regarding the loading capacity of it's local network. Schools will ensure that it does not connect desktop equipment to the network in such a way as to exceed this loading capacity.

Schools must notify BITC in the early planning stage, of any requirement for the connection or use of desktop equipment:
* that is likely to exceed the network loading capacity of the school
* which requires the installation of additional network connection points.
In these circumstances BITC will collaborate with the school on redesign of the local network.

BITC, or it's subcontractors, will undertake all additions or changes to the school data network. A timetable for such work will be agreed by BITC and an authorised school representative. Depending upon the scale of such work it may be controlled through a formal Project managed either by BITC or by the school.

An annual plan for the development of subscribing schools local networks will be agreed by schools, BITC and the LEA. The cost of any substantial work required by a school and not identified in the annual plan may need to be funded by the school. Any such funding requirement will be identified to the school by BITC before any works commence.

Any general works in the school likely to interfere with local network equipment or the routing of the data cabling system must be identified to BITC in the planning stage. BITC will make reasonable efforts to re-route the local network where necessary to accommodate works in the school and ensure continuity of IT services.

Schools will be liable for any damage caused to the local network system by it's staff, pupils, agents or subcontractor organisations. BITC will be liable for any damage caused by it's staff, agents or sub-contractor organisations.

BITC will identify and rectify all faults on the local network system. This will include the repair or replacement of networking equipment as necessary to ensure continuity of services.

2.5   DESKTOP SUPPORT SERVICES

A 'managed' desktop is a computer which is configured to run a standard BITC Windows 2000 or Windows XP desktop environment and which is connected to the schools Windows 2000 file server. Version 1 of this 'managed service' has been installed in many schools since early in 2000. Version 2 of the managed service will be designed and agreed between BITC and school representatives during 2003 and will be implemented at all schools following introduction of new server systems (see para 2.3.1 Server Equipment).

Some service arrangements for desktop equipment defined in this SLA vary depending upon whether a desktop system is 'unmanaged' or is a Version 1 managed service system. Any special arrangements applicable for Version 2 managed service desktops will be agreed in parallel with development of the design and will be incorporated into this SLA at a later stage.

The following support services will be provided:
- Equipment installation
- Fault diagnosis and rectification
- Hardware repair
- Installation and maintenance of system software
- Installation of application software
- Anti-virus.

In order to provide a consistent and controllable level of service it is essential that the services of BITC desktop support staff and third party warranty providers are closely integrated. The school must therefore notify BITC of any new equipment not

procured via BITC that it wishes BITC to support. BITC will not be obliged to support whatever equipment a school wishes to install and schools are advised to confirm support arrangements with BITC prior to purchase or acquisition.

BITC will be responsible for the installation of all networked desktop equipment. This equipment will only be connected to the schools broadband network if:
- it satisfies the minimum technical standards for connection provided by BITC
- BITC is able to support the equipment.

Desktop services will be provided for all such items of ICT equipment that connect to the school broadband line via a point on the school data network. This includes any peripheral equipment that is connected to a networked computer and any laptop computer which has been configured for network connection but is not necessarily permanently connected. This equipment must be included in the school's schedule of SLA equipment and be labelled with a BITC asset tag (this asset tag does not denote ownership of the asset).

All desktop computer and laser printer equipment must be purchased with a three year on-site warranty.

Where the cost of an extended warranty is disproportionately high to the purchase cost, peripheral equipment may be purchased with a standard one year warranty. BITC will provide guidance on the cost effectiveness of extended warranty terms.

Managed service desktop equipment must be purchased from a supplier and to a specification approved by BITC.

BITC will not be responsible for the quality of warranty service provided by equipment suppliers unless the equipment has been procured via BITC.

Stand alone equipment will not be covered by this SLA, however, BITC will provide ad hoc desktop support for such equipment. This support will be provided on the following terms:
- BITC will charge time at rates identified in the Schedule of Charges and will charge materials at cost plus a handling charge
- BITC will only respond to such requests on receipt of an official school order
- BITC will provide a reasonable endeavours service without guarantee of successful outcome or response time
- BITC will not include these support activities within normal service performance reports.

The BITC application software installation service will be limited to the software on the BITC Supported Software list. This list will be maintained in consultation with school representatives.

Schools will be free to self-load and run other application software of their choice on 'unmanaged' desktop equipment only provided that:
- it does not adversely affect the operation of other services for which BITC is responsible
- it does not compromise the security and integrity of the network infrastructure

- the school takes responsibility for the operation and support of that application
- where BITC needs to re-build the operating environment for that desktop system it will be the responsibility of the school to re-install their own application software
- the school holds sufficient software licenses.

Each school will provide BITC with a nominated point of contact for requesting desktop support services. This point of contact will used by BITC for all matters relating to the progress and completion of desktop support service provision in the school.

All faults and service requests must be assigned to the BITC Service Desk.

BITC will be responsible for the unpacking of equipment for installation but the school will be responsible for the disposal of packing materials.

The school will normally be responsible for the safe and secure disposal of redundant desktop equipment. However, where BITC has project responsibility for an equipment replenishment initiative it may include disposal of such equipment within the project scope.

2.6   PROCUREMENT SERVICE

BITC will act as agent for schools wishing to purchase ICT equipment and services. BITC will purchase goods and services only through suppliers approved by the Local Authority.

BITC will comply with Local Authority procurement regulations.

BITC will maintain a monthly price list of commonly required products and will market test this range on a monthly basis.

BITC will provide products to schools priced according to the price list in force at time of receiving the official school order.

BITC will seek to source supply of products that are not on the price list at the most advantageous price obtainable from approved suppliers.

Schools may apply to BITC to have their preferred suppliers included on the approved list. They will be included providing that they satisfy Local Authority criteria and that satisfactory warranty service arrangements can be put in place.

On request, and providing that the school is able to identify the specific products or services it requires, BITC will provide indicative prices for budgetary purposes, or firm quotations against which orders can be raised.

All equipment a school procures via BITC will be added to the schedule of supported equipment for that school unless the school specifies otherwise at the time of ordering.

Equipment ordered via BITC will be delivered direct to schools unless alternative arrangements have been agreed as part of a project.

Desktop computer equipment procured via BITC will be supplied ready loaded with suitable system software. However, the connection of the equipment to the broadband network must be controlled via a Request for Change (see para. 2.7.2).

2.7   GENERAL FUNCTIONS AND SERVICES

2.7.1   Service Desk

BITC will provide schools with a single point of contact service desk for all BITC technical services except procurement for which separate contact arrangements will apply.

The 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) including requests to enable or deny user access to application software on, or distributed from, server equipment
- Restoration of data files from server backup
- Reports of network performance problems
- Requests to reset admin. IT user passwords (only where BITC provides admin support services to the school).

BITC will provide facilities for schools to request services by the following methods:
- Telephone
- e-mail
- BITC web site.

However, requests for system changes may only be made by e-mail or the BITC web site using a Request For Change (RFC) form (see section 2.7.2 on System Change Management)

All system fault reports received by BITC will be prioritised according to the following criteria:
- The impact of the fault in the context of the BITC 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 BITC with the names of people authorised to request BITC services.

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

BITC may 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 whom BITC staff should liase regarding that request.

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

BITC will establish a system to control the introduction of changes to the school ICT infrastructure in order to:

- Ensure that the introduction of the changes are properly planned and authorised
- Minimise disruption to operational services

Except where introduced as part of formal Projects, any change which affects any item of hardware or software that forms part of the broadband ICT infrastructure, will be controlled through formal Request for Change (RFC) procedures.

Requests for Change (RFC) may be triggered for a wide variety of reasons and from a wide variety of sources. These will include:

- a need to physically re-locate equipment
- the installation of new hardware, software, etc.
- a proposed upgrade to some component of the ICT infrastructure
- a new or changed service requirement
- the result of new or changed legislation
- product or service changes by third party software/hardware suppliers

RFCs may be thus be raised by BITC or by school representatives.

All RFCs must be made using the appropriate electronic form and recorded within the ASSYST system. The RFC should provide sufficient detail to enable the request to be completed without the need for further clarification. The RFC must contain the target date for introduction of the change.

Once logged, the Request will be assigned to the relevant service department for action. This service department will confirm the target date with the person who requested the change or will agree a revised target date.

All completed changes must be formally accepted by the person who requested the change.

2.7.3 Asset register maintenance

BITC and each school will collaboratively maintain a register of all equipment covered by this SLA. This asset register will be maintained in the BITC ASSYST system.

All equipment held in the ASSYST asset register for the school must have an appropriate asset tag attached to it.

BITC will asset tag all server and networking equipment that is located at the school.

BITC will asset tag any new desktop equipment that it installs at the school.

The school must notify BITC of the impending disposal of any item of desktop equipment labelled with a BITC asset tag to ensure maintenance of an accurate asset register.

2.7.4 Requirements Analysis

BITC will provide technical assistance to schools wishing to translate perceived needs for technology into a technical specification or statement of technical requirements. This service will be provided in conjunction with the Curriculum Advisory Service or the Administrative Support Service where appropriate. The school must provide a written outline of needs to BITC who will then provide the school with a date by when this work can be started.

Should initial analysis indicate a significant amount of work is required, an outline requirement only will be produced which identifies the need for a formal project to undertake the necessary research and to further develop the requirements.

BITC will undertake such requirements analysis projects under the terms of this SLA only where it is likely to bring significant benefit to the wider school community and is compatible with the existing BITC development programme. In other circumstances BITC reserves to right to charge the school for the project or to decline the work.

All BITC requirements documents will indicate whether or not a formal project is likely to be required to control the procurement and/or implementation of the required technology.

2.7.5 Project Management

BITC will control significant technology implementations through formal project management methods. Where a project requirement is driven by an individual school's need for changes or enhancements to it's desktop environment and the school wishes BITC to undertake the procurement and/or implementation, BITC will charge for the project management. Other project resources will be provided under the terms of this SLA.

BITC will also provide a project management service to control school projects which incorporate technology but have a wider scope, such as the conversion of a classroom to a computer suite. BITC will make an additional charge to the school for this service.

2.7.6 General communications

General communications from BITC relating to its services will be via the BITC web site. This will contain information such as:

- The BITC price list
- ICT policies and guidance materials
- Technical standards
- Updates on key projects
- Dates of key meetings and events

The normal method for distributing personal written communications will be by e-mail. BITC and schools will identify to each other the e-mail addresses of key staff for this purpose.

2.7.7 Service Level Management and Quality Assurance

BITC will establish Service Management and Quality Assurance functions to ensure control over the quality of service it delivers under this SLA. Specifically this will involve:
- Implementing a Quality Management System at BITC and ensuring that all BITC activities are consistent with this through internal audits, regular customer feedback and performance monitoring
- Reviewing service management processes and procedures
- Monitoring the performance of BITC service departments against necessary levels of quality.
- Reporting on overall service level performance and achievements
- Negotiating contracts with external suppliers and monitoring the performance of those suppliers.

3   OPTIONAL TECHNICAL SERVICES

3.1   ICT EQUIPMENT REPAIR

BITC will provide a repair service for out of warranty desktop equipment that is identified on the school's asset inventory.

BITC will collect faulty equipment and deliver repaired equipment back to the school.

BITC will re-install the equipment on the broadband network and demonstrate that the equipment works. The school will be asked to confirm that the repair is effective.

The charge for this service will cover all labour costs. BITC will also cover low cost electrical components within the charge for this service, however the school will be responsible for all significant parts costs.

BITC will seek the schools agreement to fund a repair wherever expenditure on parts is necessary.

Wherever a school agrees to write off equipment as uneconomical to repair, the school remains liable for the safe and secure disposal of the equipment.

The school will remain responsible for the cost of any consumables necessary to effect a repair.

BITC will make reasonable efforts to source spares for equipment but cannot guarantee effecting a repair in all cases. In such cases the school will be advised to write off the equipment.

3.2   AUDIO-VISUAL EQUIPMENT REPAIR

BITC will provide a repair service for out of warranty audio-visual equipment that is identified on the school's asset inventory. All such equipment will be labelled with a BITC asset tag and will be recorded in the ASSYST system.

BITC will agree with schools whether the service is to be based on BITC collecting faulty equipment and delivering repaired equipment back to the school or is based on the schools delivering and collecting to/from BITC.

The charge for this service will cover all labour costs. BITC will also cover low cost electrical components within the charge for this service, however the school will be responsible for all significant parts costs.

BITC will seek the schools agreement to fund a repair wherever expenditure on parts is necessary.

Wherever a school agrees to write off equipment as uneconomical to repair, the school remains liable for the safe and secure disposal of the equipment.

The school will remain responsible for the cost of any consumables necessary to effect a repair.

BITC will make reasonable efforts to source spares for equipment but cannot guarantee effecting a repair in all cases. In such cases the school will be advised to write off the equipment.

4   CUSTOMER OBLIGATIONS

4.1   GENERAL

Schools will co-operate with all reasonable demands of BITC 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 will be required to co-operate with BITC 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 Local Authority policy for acceptable internet use.

Schools will be required to ensure compliance with any standards (technical and procedural) necessary to ensure the security and integrity of the broadband network infrastructure.

Schools will comply with any reasonable request to disconnect equipment from the broadband network where there is evidence that the use of that equipment impairs the quality of service to other broadband users or where such use jeopardises the security of the network.

Each subscribing school will provide BITC with the names of staff at the schools who are authorised to request services from the BITC Service Desk and who will formally accept completed installations on behalf of the school.

Each school is responsible for the provision of:
- a suitable electricity supply to ICT equipment in the school
- a suitable environment for the operation and use of ICT equipment.

BITC will not be responsible for a loss or degradation of service arising from a schools failure in these respects except where BITC has agreed to ensure these needs are met within a project for which it is responsible.

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

All subscribing Primary Schools will identify representative individuals or bodies with whom BITC can jointly administer and develop this SLA. Specific matters to be addressed are:
- Representation on the Service Transition Project Board
- Proposing and agreeing changes to the SLA
- Agreeing standards
- Agreeing operating procedures (e.g. for the interface between schools and the BITC Service Desk)
- Reviewing service performance

5   SERVICE PERFORMANCE REPORTING

BITC 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 BITC and school representatives.

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

All measures of service time will be made using BITC working hours rather than elapsed time.

Where service delays arise from a schools failure to meet it's obligations, such delays shall be excluded from measures of BITC performance.

6 SERVICE PERFORMANCE MEASURES AND TARGETS

6.1 Broadband network services

A key aim of BITC technical services is to maximise the availability of services delivered across the broadband network during normal working hours. In other words, to reduce the number of times and the length of time that the following services cannot be accessed by the schools desktop equipment:
- Internet services (as described in Section 2.2)
- Administrative applications (where applicable)
- File and Print services (the ability to access server based software, data, and other shared resources such as printing)

High availability of services is achieved through:
- Good infrastructure design
- The use of high quality infrastructure products
- Proactive system management

Unfortunately, service availability is very difficult and expensive to measure accurately. Therefore BITC will implement the following measures to assess the quality of these services:
- The total number of broadband service failures reported across the customer base
- The average time taken to restore normal service

These measures will be reported as trends across reporting periods. Targets will not be set as part of this SLA but may be agreed between BITC and school representatives where trends indicate that corrective action is necessary.

6.2 Desktop support

Whilst it is also important to minimise the number of faults on desktop equipment it is also practicable and meaningful to assess the volume of faults and how quickly individual faults are rectified. The quality of Desktop Equipment faults will therefore be measured as follows:
- Number of desktop faults received during the period
- Number of desktop faults resolved during the period
- Failure rate (this is the total number of desktop equipment faults reported during the period divided by the total number of desktop equipment assets)
- Average time to restore normal operation

These measures will also be reported as trends across reporting periods. Except for managed desktop equipment (see below), targets will not be set as part of this SLA but may be agreed between BITC and school representatives where trends indicate that corrective action is necessary.

Where installed, managed desktop equipment will be subject to a target of 2 working days to restore normal operation. Performance against this target will be reported as

the %age of faults restored inside target and will be reported as an aggregate figure for the reporting period.

Desktop support performance will normally be reported as composite figures for the whole BITC customer base and separately for the primary sector. Ad hoc reporting for individual schools will be produced in response to any specific service quality concerns raised by those schools.

Desktop support metrics identify the overall performance of BITC and third party warranty service providers. Where this overall level of performance is giving cause for concern, BITC will produce statistics to identify the specific performance of each service provider as follows:
- Number of incidents assigned to the service provider during reporting period
- Number of incidents resolved by the service provider during reporting period
- Average time taken for service provider to resolve faults assigned to them

6.3   Requests for Change

These requests will be measured as follows:
- Number of RFCs received during period
- Number of RFCs completed during period
- %age of RFCs completed by target date

6.4   Service requests

Service requests are those demands for BITC services made by schools which do not relate to either service faults or requests for change. These may include requests for:
- passwords resets
- information
- restoration of data from backup

Requests to the Service Desk for these services will be measured as follows:
- Number of requests received during period
- Number of requests satisfied during period
- Average time to satisfy request

These measures will also be reported as trends across reporting periods and shown as composite figures for the whole BITC customer base and separately for the primary sector. Due to the variable nature and complexity of these requests, targets will not be set as part of this SLA but may be agreed between BITC and school representatives where trends indicate that corrective action is necessary.

6.5   ICT Equipment and Audio-Visual Equipment Repair

The following measures will apply to the BITC out of warranty equipment repair and audio-visual equipment repair services:
- Number of faults reported during the period
- Number of repairs completed during the period
- Number of equipment write-offs during the period

- %age of responses within target (response = time from receipt of call to arriving at school)
- Average time to fix (time from receipt of call to either the return of repaired equipment or to agreeing an equipment write-off)

The measures will be reported separately for ICT and audio-visual equipment and will be reported as trends across reporting periods, showing as composite figures for the whole BITC customer base and separately for the primary sector. Since the ability of BITC to repair an item will depend upon the availability of suitable spares, target 'fix' times cannot be provided. However BITC will seek to respond to all requests within 2 working days.

6.6   Customer Satisfaction

BITC will commission an annual customer satisfaction survey of it's customer base. The format and the process for this survey will be constructed in consultation with customer representatives. The analysis of this survey will be reported as composite figures for the whole customer base and for the primary sector as a whole and will include an overall measure of customer satisfaction.

7   SERVICE PERFORMANCE REVIEW

Service performance will be formally reviewed once per term initially by BITC and school representatives. Changes to the frequency of reviews may be agreed by both parties.

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

Major demands on BITC arising from unforeseen disasters cannot be met without having a significant impact on the overall quality of BITC services. Such disasters may include theft, fire, flood or other acts of God. Subject to any necessary additional funding being made available, 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

Normal working hours for BITC staff will be:
08:00 – 17:00 Monday – Thursday
08:00 – 16:30 Friday
excepting Local Authority statutory holidays.

All services provided under this SLA will be available to schools during these hours.

Whilst the broadband network is intended to be constantly available for use, this cannot be guaranteed and its operation may be suspended due to planned maintenance or to system failures occurring outside normal working hours.

BITC may temporarily extend it's hours of service provision in response to particular needs of individual schools. The cost and feasibility of such a service extension must be agreed between the BITC Service Manager and the Headteacher of the School. Activities outside normal working hours will be excluded from normal service performance statistics.

9   CHARGING FOR I.T. SERVICES

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

9.1   CORE TECHNICAL SERVICES

Service	Charging basis	Charging rate
Broadband network connection	Flat rate charge for a single 10 Mbit/sec circuit	
Internet services	LEA funded service	£0
Server Support	LEA funded service	£0
Local Network Services	LEA funded service	£0
Desktop Support	Per item charge for all network enabled computer equipment identified on the school asset register at commencement of this Agreement and annually thereafter.	Unit charges will be calculated annually based on the total equipment inventory of schools subscribing to BITC services.
Procurement Service	Included within charge for Desktop Support	
General Functions and Services	Included within charge for Desktop Support	

9.2   OPTIONAL TECHNICAL SERVICES

Service	Charging basis	Charging rate
ICT equipment Repair	There will be two charging elements. A fixed charge for each school plus a unit charge for each item of equipment that is on the school asset register and is out of warranty at the commencement of the SLA (and annually thereafter).	
Audio-visual equipment repair	There will be two charging elements. A fixed charge for each school plus a unit charge for each item of equipment that is on the school asset register	

	and is out of warranty at the commencement of the SLA (and annually thereafter).	

9.3 DAY RATES FOR AD HOC SERVICES

Service Type	Daily charge rate (incl. travelling costs)
Technical support	
Requirements Analysis	
Project Management	

10 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.

11 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 BITC staff and services once organisational changes have been agreed.