



Services for Maintained and Academy Schools



2019-2020

Technical Support Service

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Service Specification

Technical Support Service – Service Specification 2019-2020

Section	Description	Page
Introduction	Purpose of the Specification	3
	Service Aims	4
	Scope of the Specification	5
	Duration of Service	6
Service Desk	Overview	7
	Telephone Support	
	E-mail Support	
	Web Portal	
	Standards and Performance	8
	Contract Information	
Core Services	Overview of the Service	9-10
	E-Safety Monitoring	11
	Microsoft Office 365	12
	Microsoft SharePoint Service	13
	Impero Classroom Management Tools	14
	Management of Apple Devices	15
	Management of Google Chrome Devices	16
	Managed Switches	17
	Business Continuity Measures	18
	Curriculum Network Administration (Remote Services)	19
	On-site Technical Support (Peripatetic Services)	20
	Equipment Procurement Service	21-22
	Equipment Repairs and Maintenance	23
	Warranty Repairs	24
Non Warranty Repairs and Equipment Maintenance	25	
Software Installations to School Locations	26	
Disposal of Redundant ICT Equipment	27	
Standards and Performance	Performance Measurement and Reporting	28-29
Service Terms	Service Availability	30
	Service Resources	31
Rolling contract		32
Service Contact		33

Purpose of the Specification

The purpose of this Specification is to describe the services offered by the Council's Technical Support S within the School ICT Support Service of the Finance and IT Group (the Service) to Maintained and Academy Schools (the School).

The Specification sets out the range and scope of the services offered and the price for both 'Core Services' and any services that may incur an additional service charge, for example, specialist repairs to IT or audio visual equipment.

This Specification also defines standards applied in the provision of the Specification including service availability, performance targets, performance measurement and reporting.

Service Aims

The Service aims:

- To offer best value services, delivering cost effective solutions that are reliable, practical, affordable and sustainable
- To provide service that are focused, accessible, trusted and valued
- To provide business continuity through a commitment to invest in resources, and developing employee skills, experience and knowledge
- To work in partnership with customers to inform and underpin their strategic and operational needs.

Scope of the Specification

The Service aims to provide a coherent and cohesive ICT and audio visual infrastructure support service for the Service described in this Specification.

In this role, the Service offers a providing and enabling role for its customers, proactively leading and working in partnership with both customers and other stakeholders to provide hosted services and other application solutions.

Duration of Service

The Service will be provided from the contract date and will continue until terminated in accordance with the Terms and Conditions for the Provision of Services to Schools and Academies (Rolling Period service).

Service Desk

Overview

The Service may be contacted by customers via telephone, E-mail or the web portal service. (Please refer to sections below for specific service availability).

To improve service efficiency and effectiveness, the Service utilises a computerised Service Desk to manage the high-volume of support calls received and to provide detailed management information for customers regarding call status and service performance.

Service desk - Telephone Support

A telephone support service is available between the hours of 8:30 to 17:00 Monday to Thursday and 8:30 to 16:30 on Friday, excluding bank holidays.

A call management system operates between these hours providing automated call-queuing to alleviate peaks in telephone call traffic that may occasionally occur.

The Service also employs a Voicemail solution to allow customers to report incidents and information requests where the telephone support service is busy or unavailable.

Service Desk - E-Mail Service

Information received by E-mail will be recorded onto the Service Desk application as soon as practicable following receipt by the Service.

Customers may track the progress of individual service requests on the service desk portal.

Service Desk - Web Portal

The web portal offers self-service facilities:

- To log, update or close support incidents to the Service
- To monitor the progress of individual incidents
- To review the history of incidents made to the Service
- To record customer satisfaction

Service Portal -Standards and Performance

Support calls received by the Service will be responded to on a priority / chronological basis.

Service Desk - Contact Information

Customers may contact the Service by the following methods:

- Telephone : 0191 433 8525 (Select: Option 3)
- E-Mail : sis@gatedu.org
- Web portal : <https://172.31.107.34:8443/Assystnet>

The Core Service

Overview

With a specialist focus on the teaching and learning environment, the Service aims to inform and underpin the ICT plans, projects and initiatives of its customers.

The Service offers a dedicated resource to provide a comprehensive consultancy, research and development, implementation services, maintenance and support package for its customers.

The Core Service includes a wide range of services and technical support to ICT and audio-visual equipment in order to develop and maintain effective computer hardware, software and network infrastructure to support management and administrative functions and curricular curriculum solutions including:

- Access to E-Safety software providing active monitoring of computer systems and applications to safeguard pupils and employees.

<http://schoolict.org/impero-software/>

- Access to Microsoft Office 365 and Microsoft SharePoint, a cloud based E-mail and file storage solution that has been designed for education use providing school-based staff and students with collaborative and communication tools including a shared calendar, document storage and retrieval with the ability to work virtually anywhere.

<http://schoolict.org/microsoft-office-365/>

<http://schoolict.org/sharepoint-services/>

- Access to anti-virus, anti-malware and device encryption for all compatible computer devices including Microsoft, Apple and Chrome operating systems that are used for teaching and learning purposes.
- Provision, management and monitoring of managed switches.

<http://schoolict.org/managed-switches/>

- Network administration support providing proactive monitoring and maintenance to ensure the integrity of local area network computer systems, computer applications and other information and data held on the curriculum network.
- Business continuity measures providing remote asset management, equipment audits, system “health checking”, anti-virus monitoring and an off-site central

backup solution to underpin a comprehensive disaster preparation strategy to safeguard customers against any unforeseen event.

- A peripatetic technical support service offering proactive and reactive maintenance to routine on-site support and other specialist support, for example, to support Ofsted inspections, server replacement or whole school equipment replacement programmes.
- An equipment procurement service, offering Best Value for the acquisition of high-quality computer and audio visual equipment, network infrastructure and business application software with options to secure enhanced financial leasing terms and other warranty and insurance services.
- Testing and installation of ICT equipment to ensure compliance with this Specification and to ensure the integrity of the local network infrastructure, for example, ensuring that new equipment will integrate alongside existing infrastructure components.
- An equipment disposal service to ensure compliance with European Union directives and General Data Protection Regulation (GDPR) requirements, as appropriate.
- A consultancy service to support the design of appropriate ICT infrastructure solutions in accordance with the functional and technical requirements of its customers.
- A coordination and liaison role to support customers when third party contractors may be required for outsourced work; to ensure compliance with current Health and Safety legislation and current working practices. (E.g. – Risk assessments and method statements).

E-Safety Monitoring

Forming part of its core service offer, an E-Safety software solution is offered at no additional charge to enable schools to actively monitor their computer systems and applications running on the Microsoft, Apple and Chrome operating systems to safeguard employees and pupils from cyber bullying, harmful influences and computer misuse while offering opportunities to educate them in making sensible choices whilst using on-line services.



The Service offers a proactive response to Ofsted E-Safety guidelines and support schools in managing the balance of risk associated with the use of the internet, to continue to develop the usage of ICT-related technology whilst at the same time, keep children, young people and employees safe.

The software solution is education service focussed and is therefore consistent and compatible with current guidelines to provide active monitoring of IT-resources in schools.

The solution displays an Acceptable Use Policy to remind pupils and staff of the need to stay safe and use ICT appropriately.

There is a comprehensive vocabulary on different themes for

- Subject areas including Sexual Content, Bullying, Drugs and Racism, User-defined/local words, for example, a child's nasty nickname
- User, Computer and time logged for future reference
- Capture information triggered by any application or keyboard entry or anything that appears on screen
- Automatically record information in a simple web based console
- Provide management information directly through a school-based console for viewing and exporting
- Provide for automated alerts and reports schedule alerts directly to a nominated email address
- Provide authorised users with greater control of Internet web filtering at a local level (E.g. – To authorise access at an individual or group level to specific web sites)

Microsoft Office 365

The service offers a non-commercial E-mail service that is designed for education use with access to the Microsoft Office desktop suite providing on-line versions of Microsoft’s communication and collaboration services including, but not limited to, Online Outlook, Online Word, Online Excel, Online PowerPoint and OneNote.

The Service includes the provisioning of end user accounts, routine management of relevant E-mail services and training and support to meet the individual business needs of end users.

School based employees and pupils will receive anytime access to Microsoft E-mails and calendars, Office applications and other relevant services such as online meetings and document sharing.

The service offers the following features:

Personal Storage	OneDrive (cloud) storage on a per user basis
E-mails and calendars	Cloud based E-mail and customisable calendars with additional storage on a per user basis
Web conferencing	Support for distance learning through on-line meeting facilities with audio and video, desktop sharing and virtual whiteboard
Microsoft Web applications	Ability to create and edit Microsoft Word, Excel, PowerPoint and OneNote documents
Team collaborative working	Information and data can be shared according to the individual business needs of users (e.g. – To allow classroom sharing)
Anytime access	Anytime access to hosted services / Mobile devices are supported. For example, access to services via your PC, Apple device or Android device.

User credentials and permissions are managed through current curriculum network infrastructure arrangements and hosted by Microsoft in the cloud.

Microsoft Office 365 – SharePoint Service

A Microsoft SharePoint design service forms part of the core service.

Microsoft SharePoint is a web based content management solution with a broad range of features to support document sharing and collaborative working.

SharePoint is designed to work at an organisational level and it offers anytime / anywhere access to your documents.

SharePoint may also be used on a wide variety of computer workstation and other portable devices.

SharePoint comes with Microsoft's Enterprise grade security and you decide who has access to your most important documents. Subject to your changing business requirements, you can extend or withdraw colleagues or external stakeholders access to SharePoint very easily

Impero Classroom Management Tools

Impero Classroom Management tools provide a live, comprehensive view of all student devices at a glance.



Among many other features, the classroom tools provide:

- Real time monitoring of student activity
- Screen broadcasting to demonstrate tasks, for example, to share resources or broadcast a student's screen to showcase exemplary work
- Remote control of devices to lend teaching assistance or demonstrate tasks
- Enhancing teaching – removing distractions and focussing attention through single-click actions to lock screens, disable internet, restrict printing or mute sound
- Messaging and live chat features

Management of Apple Devices

The service offers a comprehensive support service to Apple devices that are used for teaching and learning purposes.

Working independently under school instruction and/or working collaboratively with nominated users in schools, the service can provide for the remote management of Apple devices, applications and services, for example, support to the procurement and deployment of Apple applications via the Apple Volume Purchase Program.

Where requested, Apple devices utilised for teaching and learning may also be integrated with schools' existing Microsoft devices on the curriculum network. This will allow schools to save and retrieve documents from a common network infrastructure, print to compatible printers on the curriculum network and ensure that all documents generated by Apple devices are included in existing central backup and other business continuity arrangements.

Management of Google Chrome Devices

The service offers a comprehensive support service to Google Chrome devices that are used for teaching and learning purposes.

Working independently under school instruction and/or working collaboratively with nominated users in schools, the service can provide for the remote central management of Google Chrome devices, applications and services including Drive, Docs, Forms, Sheets and Classroom.

Where requested, Google Chrome devices may be integrated with the curriculum network. This allows end users to sign in to the device using their existing curriculum network credentials.

Google apps may be used on any device and as data is stored in the cloud, this provides for the flexibility of anytime / anywhere access.

Managed Switches

Where schools have a current subscription to the Service, schools may receive an upgrade of their unmanaged network switches to managed switches at no additional cost to the school.

The replacement cost of the switches will be fully met by the service and all installation, warranty, maintenance and any replacement costs of the new switches will also be met by the service whilst a current subscription to the Service is in place.

Overall, managed switches will offer greater performance and security but one of the key aims is to enhance the performance of the schools internal network infrastructure.

Unlike the unmanaged switch, the managed switch is configurable and offers greater flexibility and capacity thereby providing greater network control such as remote performance monitoring, the ability to prioritise local network traffic or providing greater control over how data travels over the network and who has access to it.



Important:

Should the School wish to end the contract with the Service at any future time, the Service would seek to recover the full outright purchase costs for the managed switches. Project management and installation charges will not be recovered.

To avoid these buy-out charges, the managed switches may be returned to the Service but to avoid undue disruption, the Service recommends that the unmanaged switches are retained.

Please note that the cost of reinstalling the unmanaged switches must be borne by the school.

Business Continuity Measures

The Council shall ensure back-office business continuity measures are in place to maximise system availability and minimise disruption for the School. The following business continuity measures included within the Core Service are:

- Network policies and procedures are routinely monitored and maintained to ensure a safe and secure environment for curriculum network end users.
- The Service routinely monitors network activity to provide timely resolutions to the computer virus threat and other identified performance or contention issues.
- Critical central servers are hosted and maintained in dual data centres providing an additional layer of resilience should one data centre become inaccessible.
- The curriculum network infrastructure and curriculum domain has been designed and maintained to provide for a layer of resilience to ensure that should an isolated problem manifest itself in one area of the network, this should not unduly affect the rest of the network. (Please note that Service standards and performance is dependent upon wide area network availability that is beyond the management responsibility of the Service).
- Central backup arrangements are in place to safeguard information and data held on school-based curriculum servers attached to the curriculum network.
- Service arrangements provide for both full and incremental backups of the curriculum server and arrange for the secure storage (and retrieval) of information and data from a central location.

The benefits of this centrally managed backup-recovery software solution are:

- The School can rely upon a comprehensive disaster-preparation strategy that safeguards schools against any unforeseen event;
- Information and data are stored in a safe off-site location;
- Faster recovery times can be assured in the event of an identified problem ensuring minimal downtime during the school working day;
- The School can redirect employee resources to more productive activities

Curriculum Network Administration (Remote Services)

The Service operates a central solution to provide for the remote management of network servers, workstation equipment and other computer devices attached to the curriculum network.

This back-office solution provides service efficiencies through the ability to provide proactive remote technical support and routine maintenance of local area network systems at School locations.

Services include:

- The remote updating of operating system and other software package applications to workstation and other computer devices, for example, Microsoft security patches, service Packs and anti-virus updates.
- The remote management of user accounts and resources for all School employees and pupils.
- The remote management of operating systems, software applications, network server, workstation and other computer devices connected to the curriculum network.

To ensure service availability, the School should be aware that the proactive support and routine maintenance arrangements highlighted above typically operate out of normal core hours and or with the prior agreement of the School.

On-Site Technical Support (Peripatetic Services)

To ensure service efficiencies for the School, the Service will continue to employ remote support arrangements, whenever practicable.

- Where peripatetic technical support is deemed to provide the most efficient response to incidents raised by the School to the Service.
- The School will receive an entitlement to onsite support, as may be required, inclusive of school closures.
- The Service will give priority to on-site and other remote support to network failures, pre-Ofsted and Ofsted school inspections.
- Support calls to the School ICT Support Service Desk will be responded to in-line with Service Standards and performance.
- The Service will also provide support to the scheduled filter cleaning maintenance programme for school-based projectors during non-term time, or on demand.

Equipment Procurement Service

To secure Best Value for schools, the Service offers technical and financial advice relating to the procurement of a wide range of ICT and audio-visual equipment.

The Service undertakes to research and source competitive pricing and specifications for computer equipment and other related goods and services to support the individual business needs of the School.

In so doing, the Service operates to the Council's Financial Regulations and Standing Orders and European Union competitive tendering arrangements.

The Service maintains strategic partnership arrangements with specialist framework suppliers through OJEU tender arrangements for the procurement and maintenance of computer hardware, for example, network servers, desktop, laptop and net book computers.

Schools may elect to procure equipment on an outright purchase basis or finance the equipment through enhanced leasing terms with competitive leasing rates, insurance and equipment disposal charges, (return to lender charges).

All equipment secured by the School under these arrangements will also receive an enhanced warranty and support package, where available.



Leasing: As the Council leases equipment on behalf of a School under School instruction, the Service agrees to administer all leasing arrangements (primary and secondary rentals) under these Core Service arrangements at no additional cost to the School. However, where a School does not retain a current subscription to these Core Services, a management fee charge will be payable by the School to the Service on an individual lease basis for administering all outstanding primary lease payment arrangements. The management fee is payable on the 1 April of each financial year. (Current Service charge: £200 / lease / annum).

Where a current subscription to Core Services has lapsed, a School may elect to take assignment of the lease where permitted by the lessor, for example, with a view to entering into a secondary lease arrangement directly with the lessor, (subject to the prevailing terms and conditions of the lessor's contract). A one-off management fee will be payable by the School to the Service for administering the assignment of the lease. (Current Service charge: £200 / lease).

Please note that the lessor may impose an administration charge upon the School for leasing contract changes.

For equipment procured through OJEU tender arrangements, the School will receive:

- A three-year next business day on-site manufacturer's warranty for workstations and a three-year same business day (4-hour response) on-site manufacturer's warranty for network servers.
- A service-led, coordinated response between the School and supplier to provide a timely resolution to equipment warranty arrangements;
- Enhanced service arrangements, (dependent upon the equipment type), including guaranteed remote support to equipment and the retention of network server and workstation images, (to a maximum of two workstation images per establishment for the two most common or school preferred workstation specifications in use). These measures are intended to minimise downtime and ensure a prompt restoration of equipment in the event of hardware component or software failure.
- In relation to the procurement of ad-hoc computer equipment and other miscellaneous goods and services, the Service will continue to research and provide the School with competitive quotations.

Equipment Repairs and Maintenance

The Service offers advice and support to the maintenance and repair of a wide range of ICT and audio-visual equipment.

Important: To avoid any unnecessary future labour cost charges, the School is encouraged to discuss and agree its equipment repair and maintenance requirements for all equipment.

Warranty Repairs

The Service will undertake to confirm the validity of any equipment warranty repairs on behalf of the School and coordinate and liaise with stakeholders to effect any replacement or repair.

For computer equipment procured through the Service under its Hardware Replacement Strategy initiative, the School will receive:

- A three-year next business day on-site manufacturer's warranty, where available;
- A service-led, coordinated response between the School and supplier to provide a timely resolution to equipment warranty arrangements;
- Enhanced service arrangements, (dependent upon the equipment type and extent of network access permissions available to the service), including remote support to equipment and the retention of network server and workstation images, (to a maximum of two workstation images per establishment for the two most common workstation specifications in use). These measures are intended to minimise downtime and ensure a prompt restoration of equipment in the event of hardware component or software failure.

For equipment that has not been procured through the Service but is still subject to a manufacturer's warranty, the Service will continue to liaise with suppliers to effect warranty repairs on behalf of the Schools. However, the Service will not be able to offer any enhanced service arrangements. For example, the Service is unlikely to retain a centrally held workstation image of this equipment specification. As such, in the event of future computer hardware or software failure, the manual rebuild costs for any computer may be chargeable.

Non-Warranty Repairs and other Equipment Maintenance

For equipment that is out of manufacturer's warranty, the Service will liaise with equipment manufacturers and suppliers on behalf of the School to bring about external repairs or to undertake other in-house repairs, as appropriate. On-request, estimates for equipment repairs will be provided in advance of any repair.

Subject to the availability of replacement parts, computer and audio-visual equipment will be repaired and maintained at the School site, whenever practicable.

Equipment requiring off-site repair will be collected by the Service. Alternatively, the School may prefer to rely on independent transport arrangements to return equipment to the Council for repair. Please note, however, that independent arrangements will not be covered by equipment insurance held by the Service for equipment in transit.

Where a repair is delayed, for example, where replacement parts are subject to special order, the School will be advised of the delay and the estimated time for completion of the work.

The School will be recharged for the cost of all replacement parts as these are not included in the price for the Core Service. Under normal circumstances, the Service will not levy a labour rate charge for equipment repairs or equipment maintenance.

However, the Service may levy a charge for labour under the following circumstances:

- Where the Service identifies that a specialist equipment repair is required, (for example, a repair to a digital camera or projector), the repair work may be outsourced to a third party supplier. In such circumstances, the School will be recharged for both replacement parts costs and associated labour charges. However, the School will be offered an estimate of charges, in advance of any work undertaken.
- Where specialist work programmes need to be employed by the Service, for example, a projector dust filter cleaning programme where Health and Safety legislation for working at heights may require the use of specialist platform equipment and vehicle hire. In such circumstances, the School will be advised of any additional charges, in advance of any work undertaken.
- Where the Service identifies a high-cost or financially unviable repair, the Service will discuss the replacement parts costs and labour charges with the School in advance of any work undertaken.
- Where the Service identifies equipment that clearly falls outside of the scope of this Specification, for example, equipment that has been privately purchased

Software Installation to School Locations

The Service will undertake to install all software to the School site for computer equipment that is attached, or to be attached, to the curriculum network.

For other equipment, the Service may charge for any work undertaken. In such circumstances, the School will be advised of any additional charges, in advance of any work undertaken.

Prior to the installation of any software to the curriculum domain, the School must provide the Service with evidence to support the licensing arrangements for the software, for example, software licence key information or a copy invoice confirming ownership. The Service will retain a copy of this evidence together with a schedule of software installed to the customer location(s). Following completion of the software installation, any original software media will be returned to the School to be stored in a safe and secure location. These procedures will ensure compliance with the Federation Against Software Theft (FAST) standards.

Software installation to a range of workstation locations, for example, the ICT suite or all classroom locations, will be subject to a formal project management approach. This will ensure that all necessary testing for performance and contention can be undertaken and to ensure that all business continuity measures can be put in place in advance of any full roll-out of software. (For example, the retention of the network server and workstation images at a central off-site location).

Any specific business requirements and timetable for such work will be agreed with the School in advance of any work undertaken.

For all other ad-hoc software installations, for example, the installation of a single piece of software to an individual workstation or a very small group of workstations, such work will be dealt with on a chronological basis, alongside other support calls to the Service and in accordance with any priority attached to the incident.

Typically, the Service will not undertake a higher level of performance and contention testing or implement its full business continuity measures. (For example, the Service may limit its business continuity measures to the routine backing up of information and data).

Disposal of Redundant ICT Equipment

There are many hazardous substances used in IT and audio visual equipment that pose an environmental threat and the proper disposal of equipment is now a legal requirement.

The European Commission Waste Electrical and Electronic Equipment Directive aims to reduce the waste arising from electrical and electronic equipment. The Directive sets targets for the recycling of IT equipment and materials such as CRT's, LCD displays, printed circuit boards, batteries and flame retardant plastics must be pre-treated before disposal.

To secure Best Value for the School, the Service will routinely undertake to research and source competitive pricing and services for the disposal of redundant ICT and audio visual equipment.

The Service will provide a coordination and liaison role between the School and suppliers to ensure compliance for the transport and safe disposal of equipment they no longer use or require.

The Service will also liaise with the School to ensure that all sensitive information and data is permanently removed from computer storage to Government standards.

Direct disposal charges imposed by the external supplier fall outside the scope of these Core Services and are payable by the School, for example, data erasure of sensitive data. The Service will provide the School with an estimate of these direct charges in advance of any work undertaken.

Leased equipment: Please note that at the end of the 3-year Primary Rental period, computer equipment financed through a leasing arrangement will already include a charge for equipment disposal but not secure data erasure. A separate charge will be levied for secure data erasure.

Standards and Performance

Performance Measurement and Reporting

The Service employs a system of monitoring and evaluation to inform service planning and delivery and to ensure performance standards.

The Service seeks to respond to all incidents and request for help based on the following severity categories as highlighted below:

Severity Category	Description	First Response	Resolution
System Unavailable – Time Critical	Major systems failure across the whole school network, or within a whole school environment, with all work unable to proceed.	Within 3 working hours of the incident or enquiry recorded in the SIS Service Desk.	Within 1 working day of the incident or enquiry recorded in the SIS Service Desk.
System Unavailable – Not Time Critical	System failure – some work unable to proceed.	Within 1 working day of the incident or enquiry recorded in the SIS Service Desk.	Within 3 working days of the incident or enquiry recorded in the SIS Service Desk.
System Unavailable – Workaround	System failure - workaround solution available.	Within 1.5 working days of the incident or enquiry recorded in the SIS Service Desk.	Within 5 working days of the incident or enquiry recorded in the SIS Service Desk.
Limited or No Impact	Systems failure – limited disruption to work activities.	Within 2 working days of the incident or enquiry recorded in the SIS Service Desk.	Within 10 working days of the incident or enquiry recorded in the SIS Service Desk.
<p>First response - initial service feedback to customer regarding actions to be undertaken to resolve each incident.</p> <p>Resolution – service feedback providing information on tasks undertaken to complete the incident or enquiry.</p>			
<p>First Response and Resolution Times above (maximum times) are based upon published operational hours for the service.</p>			
<p>Incidents and enquiries to the service that are received via the web portal or telephone will receive priority over service requests received by E-mail and facsimile. Incidents and enquiries recorded on the SIS Service Desk will be updated as soon as practicable.</p>			

The Service aims to provide first response and resolution times in accordance with, or in advance of the severity category times highlighted above for those areas of work falling directly under its remit.

The School may assign its own severity category for each incident or enquiry raised with the Service. However, the Service reserves the right to review severity levels assigned by the School where this is likely to benefit the provision of services to the broader customer base. In such circumstances, the Service will arrange to inform the School

Schools are encouraged to report their views regarding the quality of service received for each resolved incident or request for information. Any feedback received will inform and direct future service actions.

Service Terms

Service Availability

Service Desk availability, inclusive of school closures, is as follows:

<p>Telephone</p>	<p>0191 433 8525 (Select: Option 3)</p> <p>Service Desk operating times, inclusive of school closures (excluding Bank holidays):</p> <p>8:30 – 17:00 Monday</p> <p>8:30 – 17:00 Tuesday</p> <p>8:30 – 15:00 Wednesday</p> <p>8:30 – 17:00 Thursday</p> <p>8:30 – 16:30 Friday</p>
<p>E-mail</p>	<p>sis@gatedu.org</p>
<p>Web Portal (Curriculum network)</p>	<p>https://172.31.107.34:8443/Assystnet</p>

Service Resources

The Service sets out to provide business continuity for the School and in so doing is committed to investing in resources, providing flexible working practices and solutions and developing employee skills, experience and knowledge to deliver an appropriate level of service for the School.

Rolling Contract

This Service is provided on a rolling contract service basis.

Any planned change in pricing for this Service for the forthcoming financial year will be notified to the School in writing. Notification will be no later than the 30 November for the Service to be provided in the forthcoming financial year commencing 1 April.

If you wish to continue with this Service then you do not need to re-order this Service.

If you no longer wish to buy back this Service, then you must provide a minimum of 3-months' notice prior to the start of the new financial year. The latest date for confirmation is therefore the 31 December to cancel this Service for the forthcoming financial year. Confirmation must be given in writing.

Where written confirmation is given, The Service will work collaboratively with internal stakeholders and customers, as appropriate, to effect the decommissioning of services. The service will provide customers with an estimate of any charges in advance of any work undertaken for this work.

Service Contact Information

School ICT Support

Adrian Armstrong - School ICT Support Manager

Telephone: 0191 433 8503

Email: adrianarmstrong@gateshead.gov.uk