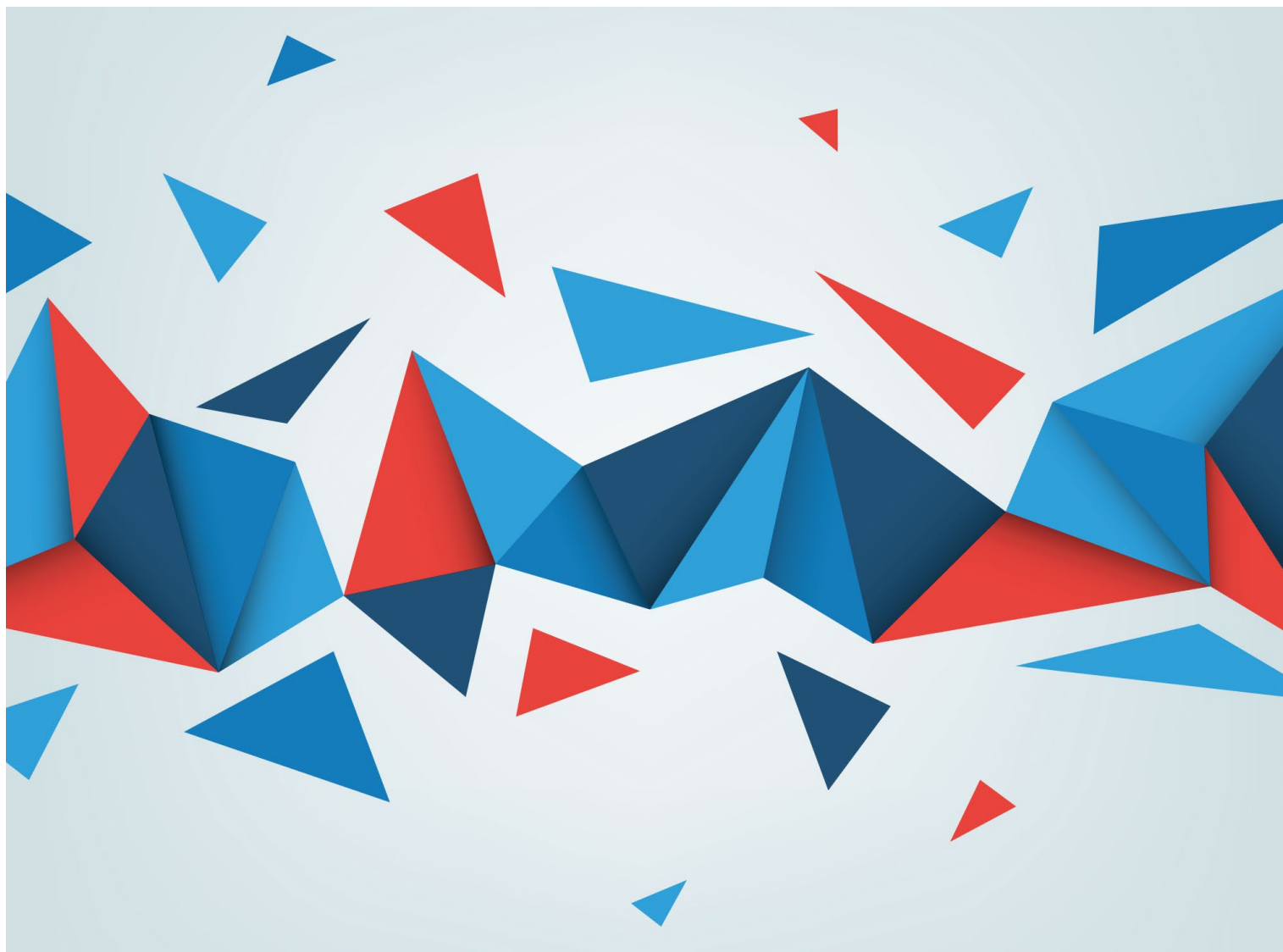




For Schools  
For Learning  
For Support

## **IT Systems & Support Limited Service Provision 2024 to 2025 V1.00**

For Academies, Secondary, Primary, Infant, Junior, Special, Nursery, Independent and Free Schools



# Foreword

Welcome to this provision of services for IT Systems & Support Limited

IT Systems provides a dedicated and high quality service to support school Curriculum and Administration systems. This service is based within the Darlington area and provides on-site, remote and web based support.

To provide first, second and third line technical support to all client schools for administrative and curriculum use computers, including helpdesk, dedicated regular technical support and administration of broadband connectivity.

IT Systems remit is to support schools to raise standards of achievement, improve the quality of teaching and learning, create and share information via digital resources and improve administrative efficiency through the use of ICT. To support schools in implementing issues surrounding workforce reform by working alongside the supported school curriculum team, third party and multi agency departments.

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IT Systems & Support Limited

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# Services Delivered via IT Systems & Support Limited

## Technical Support (Overview)

ICT networks are essential to the successful day-to-day operation of education establishments. In this climate, network reliability and availability become crucial. More and more schools are relying on IT Systems to guarantee continued reliability and network development. IT Systems Technical Support service allows the school staff to get on with the business of Education without having to worry about the technology. Combining the benefits and features of Remote Support and Remote Management, an IT Systems Technical Support Service adds the attendance of an IT Systems Technical Officer to a school site. This Technical Officer can carry out a wide variety of day to day network management responsibilities, freeing school staff for more educationally relevant tasks.

IT Systems attendance on site can be specified by the school to meet their individual requirements. This can range from regular on-site visits and remote support to complete facilities management, IT Systems Technical Support Services are flexible and cost effective, taking into account existing expertise, complexity and future growth. Our experience shows that even on very large and complex networks, an IT Systems Technical Support Service provides an excellent way of managing your school network. Full provision for this service is documented within this IT Systems Service Brochure.

## Helpdesk & Remote Support

IT Systems provides a Service Helpdesk, which is the first point of contact for customer's enquiries and supply / service related issues. Support is available between hours of 08:30 to 16:30 Monday to Friday, excluding all United Kingdom Public Holidays.

This vital basic level of technical support provides telephone and remote access to our experienced engineers during normal office hours. The service is completely unlimited in terms of number or length of the calls. With telephone support our customers can obtain advice on carrying out network management tasks or solving problems that occur in the day to day operation of your network. Our first line support aims to resolve the majority of problems in a single call. For more complex issues our second line support aims to provide access to named engineer for every school. Someone who knows your site and understands the level of support you require. Schools can also access the helpline via phone ,web and email .

- Helpdesk support for curriculum ICT Equipment.
- Dial in remote support via IT Systems Quick Support

## Helpdesk & Remote Support (Inc. Ad HOC site Support)

- As above but includes site visits outside standard SLA
- Repair and update of systems as required (subject to parts or third party repair)

## Remote Support via IT Systems Quick Support

By providing hands-on support for your network directly from our support office add a new dimension to our support capability. With a remote connection we can carry out a wide variety of diagnostic and problem resolution tasks quickly and efficiently. By taking control of an individual workstation on the network we can carry out task local to that workstation or to control tasks on the server. Remote support enables IT Systems to quickly and efficiently tackle problems that would have in the past required personal on site to complete and diagnose any problems. Access to the networks management functions remotely allows schools to gain the additional benefits by enabling us to carry out even more complex tasks.

## IT Systems Technical Support Service (Basic)

IT Systems Technical Support Service Basic provides a cost effective alternative to our Technical Support premium services by providing some elements of our service portfolio to schools. This allows schools to mix and match their required services, however does not include key elements of our proactive and shared services that are provided via our full-Technical Support service provision. Our Technical Support Service (Basic) provides dedicated time on site as per schools requirements within increments of half days per fortnight within term time across an academic year.

Supported:

- A System Support Technician / Officer on site for a specified period every fortnight of the term working under the direction of the school / trust.
- Option of any nursery setting to share a System Support Technician / Officer with a partner.
- Schools with IT Systems Education Networks are covered for software support for their Servers including patches and fixes within school network version.
- Access to hardware and software procurement service by the IT Systems Support Team (Curriculum Software in consultation with Head Teacher or ICT Co-ordinator).
- Access to Basic inventory systems for ICT Hardware and Software.
- Access to project management and consultancy service for major ICT procurement projects within school at preferential rates.
- Where issues arise with cabling infrastructure IT Systems will diagnose network cabling faults and advise the school / Head Teacher accordingly.
- Provision of connection to wired and wireless systems where hardware is covered by this SLA and is included within any lease, prudential borrowing or operating lease.
- IT Systems will provide advice to support the provision of antivirus where staff access school systems via their personal home computers, subject to licencing.
- Planned meetings with Head Teacher or ICT Co-ordinator three times per year on site.
- Support for the purchase of correct software licensing for school networks including the installation on network system and distribution to workstations. This is subject to the service levels as highlighted within this document and the Service Level Agreement as part of any support Schedule.
- Upgrading of school systems due to security patches from Microsoft or part of our cloud network solutions. This is provided to ensure integrity of the network systems.

- Additional support provision during Ofsted visits up a maximum of 2 half days.
- Support for distributed wireless networks including configuration changes and diagnostics.
- Advice for backup systems both Admin and Curriculum, responsibility for backup however remains with the school, where schools have purchased an enterprise backup solution this will be administered by IT Systems as well as liaison with Audit.

## **IT Systems Technical Support Service (Standard)**

IT Systems Technical Support Service Standard provides all the cost effective provision of our Basic service but increases the service provision with additional elements of our service portfolio to schools. This allows schools to add their required services, however as with the basic service does not include key elements of our proactive and shared services provided via our full Technical Support service provision. Our Technical Support Service (Standard) provides 100% additional time (as compared to our Basic service) of on-site support and is provided in increments of half days per week within term time across an academic year.

Supported: as Technical Support Service Basic with the following:

- A System Support Technician / Officer on site for a specified period each week of the term working under the direction of the school.

## **IT Systems Technical Support Service (Enhanced AV)**

IT Systems Technical Support Service Enhanced AV provides a cost effective alternative to our fully Technical Support premium service but includes additional elements of our service portfolio not included in basic or standard. Our Technical Support Service (Enhanced AV) provides dedicated time on site as per schools requirement in increments of half days per week within term time across the academic year. In addition to on-site and reactive support the enhanced element includes, the provision of repair and replacement (subject to T&C) of teacher computer and workstation that is used for the delivery of teaching. This also includes AV Systems including amplifier, projector or LCD Screens as appropriate.

Supported: as Technical Support service Basic with the following:

- A System Support Technician / Officer on site for a specified period each week of the term working under the direction of the school.
- Provision of repair and replacement (subject to T&C) of teacher computer and workstation that are used for the delivery of teaching. This includes AV Systems including amplifier, projector or LCD Screens as appropriate.

## **IT Systems Technical Support Service (Premium)**

IT Systems Technical Support Service Premium provides complete network and systems care for all equipment within a schools network solution. This support is provided as a break-fix on all equipment included within a schools audit and provides complete peace of mind for school. On-site support is

provided each day and on-demand as required when additional support is required and enhanced SLA targets are provided to schools using this service

Supported: as Technical Support Service Enhanced AV with the following:

- A Dedicated IT Systems Support Officer on site for specified periods each day during the school week to support the Technical Support Service provision.
- Dedicated IT Systems Technical Support Service meeting scheduled every fortnight providing targeted dialogue with the Head Teacher, School Business Manager, ICT co-ordinator and Admin Staff as appropriate. ICT changes to be scheduled and agreed as part of change management procedures.
- Single point of contact Helpdesk support for Curriculum and Administration ICT equipment.
- IT Systems Networks are covered for software support for Network Management Tools and include warranties, maintenance provision and any linked support costs as part of the Technical Support Service Premium element.
- Microsoft OVSE licencing including Desktop, Remote Services and Servers.
- Access to hardware and software procurement service by the IT Systems Support Team (Curriculum Software in consultation with Head Teacher or ICT Co-ordinator).
- Access to integrated audit and asset management systems for ICT Hardware and Software.
- Access to project management and consultancy service for major ICT procurement projects within school.
- Maintenance of the schools infrastructure for both Curriculum and Administration systems, including core and edge switching, fibre modules, power supplies and any associated equipment.
- Network and Internet protection including Firewall and Filtering Systems
- Distributed Wireless Systems and Associated Hardware and Software upgrades including licencing and ongoing maintenance.
- Support of network printing and scanning solutions.
- Full automatic cloud backup solution when provisioned in association with IT Systems Remote Backup Service, including all associated licencing and warranties.
- Interactive whiteboards, projectors, speakers and amplifiers subject to item 20.5 within the Managed Service Terms & Conditions.
- Antivirus protection for network workstations, laptops and servers, when applied with IT Systems approved software.
- Provision of MIS and Financial systems including add-ons and banking applications.
- Provision and support of email and scheduling systems including Anti-Spam, Anti-Virus and Mail Security.
- Printer consumables replaced on demand (consumables at cost invoiced to client or establishment)
- Provision and support for broadband connectivity (as per service levels).
- Installation and upgrades for both Curriculum and Admin Software including Network Installer Creation and Deployment.
- Dial in remote support via IT Systems Rescue.
- Procurement of Software and Hardware in conjunction with Technical Support Service Meetings.
- Where issues arise with cabling infrastructure IT Systems will diagnose network cabling faults and advise the school / Head Teacher accordingly minor remedial action is included.

- Provision of connection to wired and wireless systems where hardware is covered by this SLA and is included within any lease or loan.
- IT Systems will provide advice to support the provision antivirus where staff access school systems via their personal home computers subject to licencing.
- Support for the purchase of correct software licensing for school networks including the installation on network system and distribution to workstations. This is subject to the service levels as highlighted as part of this section (costs covered by client or establishment).
- Upgrading of school systems due to security patches from Microsoft or required as IT Systems ongoing monitoring. This is provided to ensure integrity of the network systems.
- Server Care and Support Warranties for Named Servers and associated network hardware.
- Support, Licencing and Warranties for SAN Hosted & Virtualised Systems running VM Ware and Hyper-V environment including Disk Arrays and associated Hardware.
- Support, Licencing and Warranties for Remote Access Systems including IT Systems Access and Remote File Access including SSL Security Certificates and domain integration.
- Streaming Media Support.
- IT Systems Guardian Web Filter (when provided as part of our broadband service).
- Cisco ASA Firewall Support and Warranty (when provide as part of our Technical Support Wireless or broadband service).
- Portable Appliance Testing of all school equipment on each site as per stock or audit list.
- Laptop Battery Replacement is provided for all supported laptops as part of this agreement and are replaced as appropriate subject to item 20.5 within the Technical Support Service Terms & Conditions.
- Repair and replacement of all Technical Support service provided equipment as part of the SLA and or prudential borrowing including parts (not malicious damage)

#### Not Supported:

- Service provided by IT Systems does not include the provision of / or faults relating to hardwired cabling infrastructure or electrical work. Items of this nature are covered by the school and appropriate cabling companies. Basic remedial work will be completed as part of this service however replacement or upgrade can be processed but will be charged to schools as appropriate.
- IT Systems are unable to provide support full support for and is not limited to Standalone Systems, Laptops / Workstations over 4 years old or items purchased outside this SLA.
- The service does not include classroom support for the curriculum.
- Viruses, spy ware or malicious applications that have been introduced onto the schools or IT Systems network by outside actions such as flash pens, floppy disks or emails.
- Cost for additional software or software Licences are to be met by the school and will be invoiced separately.
- Equipment Lease cost is not covered and is provided separately
- Broadband Costs are covered via a separate agreement
- SIMS / MIS Software and costs are covered by a separate SLA
- Consumable items are provided at cost and invoiced accordingly.
- Curriculum software is provided at cost and invoiced accordingly.

Notes – Technical Support Service Basic, Standard, Enhanced AV & Premium

- Where schools are allocated a System Support Technician / Officer this will be a named person but service is not exclusive or limited to the allocated person. IT Systems reserve the right to allocate System Support personnel to cover demand and school provision but this will not detract from the level of service supported under the SLA.
- Major new installations, or re-installations (e.g. networks, servers, wireless networks, project management etc.), which place additional load on the technical team, will be subject to a surcharge and schedule agreed with IT Systems – Support Team. Any additional charges will be advised within the remit of the work / project as required. Agreement from the specific schools will need before work / orders are placed.
- Support for Ofsted / Inspection is provided as an enhanced help desk service and whilst some additional time may be required on-site this is provided as required. Where schools request additional half days exclusively for Ofsted these will be charged at the half day rate as published.
- Where security patches are required IT Systems Support Team will endeavour to provide as much warning of these upgrades as possible. This short time scale will be necessary to maintain the integrity of the school network.
- Software where IT Systems consultation has not taken place for network installation, can affect lead-times for deployment. IT Systems will endeavour to install software onto networks within the published SLA, however some delays may be experienced in some instances and will be provided on a best endeavour basis.
- For security and support requirements IT Systems will administer usernames and passwords for the duration of the SLA

## IT Systems Cloud Services

IT Systems Cloud Services provides a single platform to connect your network to the cloud and when used with our Multi-Site Platform, enables seamless connection to all sites across a school campus or Academy Trust. These services are provided as a Service with all equipment and infrastructure supplied as part of the network solution. Schools or establishments only need to procure client devices and screens as required for classroom teaching (subject to licencing). Our service included the following services:

- IT Systems Cloud Connect.
- VOIP Phone Solution
- Cloud Wireless Solution
- Infrastructure Provision
- IT Systems Curriculum Software Collection (Subject to Licencing)
- Remote Desktop and Multi-Site for Multi-Academy Trust Schools

Supported:

- IT Systems Integrated Cloud Solution provided on a per pupil basis (subject to requirement)
- Cloud Server Solution including remote access services via full client or web based portal.
- On-site Hybrid Solution including local server and associated UPS.
- VOIP Phone Solution based on 10 Devices per Multi-Site or Establishment (Subject to SIP Line Cost).
- Classroom Cloud Wireless Solution (subject to site survey).
- Applications provided via Curriculum Software Solution (Subject to Establishment Licensing).



- Infrastructure Provision (New Cabling at Cost).
- Linking your on-site network to the cloud.
- When provisioned as part of our Multi-Site Network Solution provides a single network across your sites or campus.

## IT Systems Remote Access Services

IT Systems Remote Access Services provides a mechanism to access multi-site network from any location with an Internet connection

- Remote Desktop Access and Licencing for Remote Access Services
- Customised Drive and Site Configuration
- Application Library Site Software for Microsoft and Associated Applications

## IT Systems Google & Microsoft 365 Connect

IT Systems Google & Microsoft 365 Teams Connect provides a mechanism to provision your network directly from your MIS systems and includes seamless integration to either your Google or Office 365 Platform. Changes are replicated across your cloud platform so your pupils and staff are provided with the correct resources automatically.

## IT Systems Broadband Service

Schools' Broadband from IT Systems provides an all-inclusive broadband package that you can trust. We include educational tailored web filtering to keep pupils and staff safe online, fast and reliable broadband, security features and local, friendly support should you need us. Schools' Broadband from IT Systems is fast, reliable, cost-effective and completely safe. We offer a total broadband, web filtering and security service with round-the-clock connection monitoring. Our 100Mbps to 1000Mbps bandwidth is guaranteed, and we consistently achieve 99.9% network availability. Our services can be tailored to meet your needs with fully inclusive packages and no additional costs. Our multi-layered approach to security ensures that your pupils and staff are always safe online while giving you secure, anytime, anywhere access to your school. We will provide your school with its own, dedicated link so you will not have to share your broadband, and we will connect you whatever your location. Your school is fully supported by a friendly, local support team and an onsite response service if required.

### Connectivity

IT Systems Broadband provides you will a secure wide area network that provides broadband services to your school. Our network has a published uptime of 99.9% availability so it's a reliable network that you can trust. Our download and upload speeds are exactly the same ensuring that real-time applications such as video conferencing and instant messaging work as they are supposed to. We do not limit data transfer amounts and no limits are placed on the number of concurrent users. We can even increase your capacity if necessary with up to a 10Gbps circuit, and we will guarantee your bandwidth regardless of your location or your proximity to a BT or Virgin Media exchange. IT Systems Broadband provides a dedicated, un-

contended fibre optic link or proven wireless connection guaranteeing the full purchased bandwidth into your school. Connectivity is provided via either by IT Systems Broadband, a certified partner or dedicated IT Systems Wireless Broadband service.

### **IT Systems Guardian Web Filtering**

IT Systems Broadband has an Internet Watch Foundation approved web filtering service designed to protect your pupils and staff when they are online. The filtering policy is provided with Technical Support and controlled by either your school or via dedicated team if your school is part of IT Systems Technical Support Service. Our filtering system is fully integrated into your school network via MS Active Directory, MS Entra or Google. Our flexible filtering system allows your school to tailor the level of filtering to assigned groups that cover staff, pupils and guest users. This aspect of filtering can also be integrated into our IT Systems Technical Support or Distributed Wireless Systems providing seamless access via mobile devices.

### **Internet Services and Security**

As part of IT Systems Broadband we provide a firewall at the transition point between the broadband and your school network. This firewall enforces our multi-layered security that protects you and your network from virus outbreaks and malware. Our fully managed firewall solution allows you to publish resources such as virtual learning environment, website or Outlook web access if required.

### **Service Levels and Support Service**

At IT Systems our fault diagnosis doesn't just stop at your broadband link but will cover and internet related problems that your school may have. Our expert, friendly and highly responsive engineers are on hand to provide telephone, remote and on-site support at no extra cost. We actively monitor your link round-the-clock to identify and resolve issues as soon as they arise, often working on a problem before you are even aware you have one. If there is a problem, we have a proven track record of fixing most faults same day or next business day, providing you with regular progress updates from our IT Systems Help Desk.

## **IT Systems Remote Backup**

IT Systems remote backup services offers advanced data protection that unifies backup, replication and recovery in one, automated solution. It goes further than simply protecting the data that makes up your digital world, with our ability to provide near continuous access to data after an incident, keeping your school productive. It protects entire physical and virtual environments in minutes, detecting and replicating automatically. IT Systems Cloud Backup provides a fully automated data backup solution for protecting sensitive school data. As standard, if the unthinkable should happen, the recovery and re-provisioning of data onto the school network system is part of our end-to-end process. Our solution supports either full server or single folder / file recovery and stores data within a standard 35 day retention window. Instant recovery is supported within a 24 hour backup period.

Our remote backup service can:

- Protect your systems placed on virtual machines, physical servers, and in the cloud.
- Deliver high speed, storage-thrifty backup / restore for virtual and physical servers.
- Quickly locate and restore individual files from virtual and physical backups.
- Replicate key virtual images for off-site disaster recovery planning.
- Restore operations almost instantly with a recovery time objective of minutes.
- Restore a single file, message, or data object to a complete machine.
- Recover from disasters by creating virtual standby VMs
- Data plans from 500GB to 3Tb to suit a multiple of backup capacities.
- Data retention plans available to support backup requirements

## **Microsoft Licencing based on FTE**

Microsoft Licencing is provided against the school or establishment FTE number as published on the DFE website and is based on Teachers and Support Staff. This includes licencing for Microsoft productivity suite including Office and Server requirement and includes access licences for our cloud solution as required.

- Microsoft licencing provided via FTE
- Licencing for Microsoft Office Tools
- Server Licencing included for Site and Cloud Solutions

## **Microsoft 365 Backup Licencing based FTE**

Microsoft Licencing for Office 365 backup is provided against the school or establishment FTE number as published on the DFE website and is based on Teachers and Support Staff.

- Microsoft Office 365 Mailbox backup licence based on FTE
- Backup licence to support centralised backup of Outlook 365 in line with DFE Requirements
- Backup data included within IT Systems Remote Backup.

## **Anti-Virus & Support**

IT Systems and Support provide a comprehensive Anti-Virus solution which includes complete integration both to your on-site network and any cloud services that are provided. Our pro-active solution is provided to all connected devices and automatic updating and monitoring is provided as standard. This provides peace of mind for both staff and pupils that your network is safe and secure.

- Anti-Virus Support for workstations, servers and cloud components.
- Provided on a per device level including mal-ware

# IT Systems Distributed Wireless System (Cloud Wireless)

IT Systems Distributed Wireless System provides (via the internet) the ability to deploy a fully functional corporate wireless system that is scalable to your establishment's needs. Our system provides the ability to provide wireless access to pupil, staff and visitors to support your curriculum or guest network as required. Using the cloud to support your solution through our data centre, you are able to purchase Wireless Access Points to cover as much or as little of your establishment as you require.

- Distributed Wireless System provided via a cloud based fully managed wireless solution for schools.
- Access for Curriculum Laptops, Staff Laptops and Guest Access.
- Fully Secure Wireless System that provides flexibility within an Educational Environment.
- Integration within School Networks including schools Filtering and Content Caching.
- Centrally Managed via IT Systems providing updates and monitoring for the deployed solution.
- Limited hardware required on site via Network Access Points in key areas.

## Notes – IT Systems Distributed Wireless System (Cloud Wireless)

- Managed Network Infrastructure is required to deploy the solution.
- Broadband provision that allows connectivity to IT Systems Hosted Services.
- Services above included within Managed Service, option with Managed Service Standard.

# IT Systems Distributed Wireless Support

- Wireless system support for schools that have an existing wireless solution, and that is integrated within a single site or establishment.
- Support is provided for pupil, staff and guest access (subject to configuration)
- Support via 3<sup>rd</sup> Party Vendor as required via recognised Hardware

# Portable Appliance Testing

(Included within IT Systems Technical Support Service Premium and cost option with IT Systems Technical Support Service Basic / Standard and Enhanced AV)

- An annual PAT test of all portable equipment that plugs into a 230V or 110V socket
- The replacement of fuses and plugs and a subsequent retest, where necessary
- An online database of portable equipment that has been PAT tested
- A certificate of PAT testing to prove compliance with legislation.
- This service is carried out via an IT Systems approved PAT tester / Testing Company.

Content and specification of service within this document is subject to change without notice please contact IT Systems & Support Limited for clarification on any aspect as required.