

Statement of Services

Created for G Cloud 14



VIRTUALIT
EDUCATION

Outline

Who we are

Support Solutions

Titanium Cloud for Education

Onboarding & Delivery

Who we are

The expert and leader in **cyber security** and **digital transformation** for **schools & MATs**



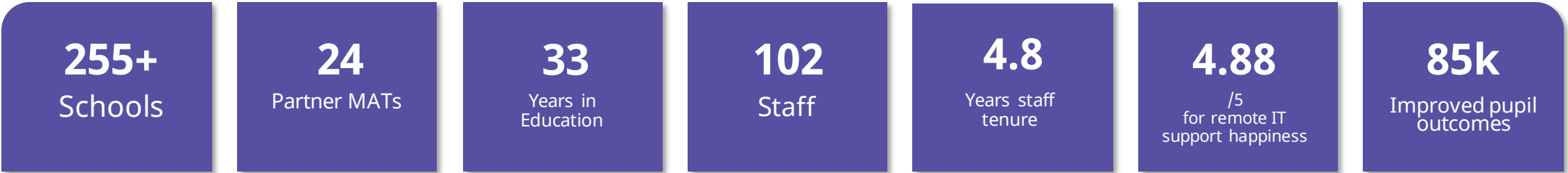
We educate school leaders on the latest regulations and guidance so they can safeguard the pupils and staff in their care.



We are partners in digital transformation, creating a change strategy that is focused on the core of improving pupil outcomes.

Who we are

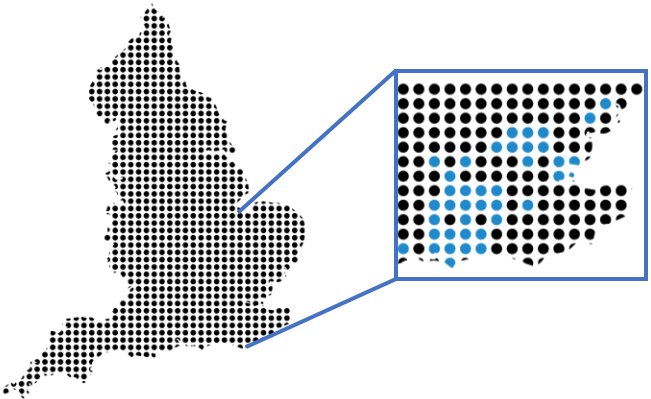
VIT Education



Collaborating with the best service providers



Localised account base



Our commitments

Maximum uptime

We understand that nothing disrupts learning more than technology not working, after all your team should be focused on teaching and not troubleshooting. Our support team are dedicated to minimising disruptions by proactively monitoring and maintaining your IT infrastructure.

Security division

With the online landscape ever-changing, In 2019 Virtual IT set up its own Managed Security Services (MSSP) arm where we've developed deep partnerships with Cybersmart, Exa and the NCSC to name a few. With this dedicated resource at hand, we can support our schools to create robust network security measures, protecting your school against data breaches and cyber threats.

Sustainable growth models

We have developed a scalable model for onboarding new schools to a MAT, and when the time comes for your academy trust to grow, our support services can easily and sustainably scale with you. We help you stay ahead of technology trends, ensuring your IT remains competitive and attractive to joining academies.

Support Solutions



Deskside Services



Unlimited helpdesk support



Consistent on-site support



Monitoring & maintenance



Advisory & consulting

Option A: Regular visits

Under this agreement we offer regular visits by a Virtual IT technician to support the base line contract. Visits are provided during term time only but our helpdesk is available for staff during the holiday periods.

Tasks are to be logged by the customer either manually or electronically and during each visit the technician will carry out those tasks as per the log in the order of priority you assign. At the end of the visit, the technician will compile a detailed email forwarded to your chosen contact listing the work undertaken during the visit, those faults that have been resolved and any faults requiring escalation or further investigation.

Option B: Fully managed service

This level of support outsources the support of IT across the school/Trust offering a managed technician across your schools on a full time basis.

Under this agreement Virtual IT Education will place a technician in the School/Trust under our management, supported by a monthly half day visit from a senior technician and includes an enhanced helpdesk support package from our experienced team.

The on-site technician will behave in the same way as a school employed technician and day to day will work according to the needs of each school and the school/ Trust, responding in accordance to our service level agreement.



Reactive and proactive deskside support

Regular on-site support from our field technicians includes but is not limited to:

- Classroom walks to ensure teachers and learners are set up for success
- Resolution of user support queries
- Checking of server performance and system monitoring
- Monitoring of successful back-ups
- Initial Support for security/CCTV/Telephony/AV
- Windows Updates and Anti-Virus Checks
- Creation of User Accounts and/or Logon Issues
- iPad Support
- Resolution of Hardware Issues
- Introduction/installation of new software
- Server Hardware Monitoring
- Asset Management
- Liaising with 3rd party providers such as broadband, maintenance, MIS
- Rebuild and Image of new PCs and Laptops
- Adding new PC's/Laptops to domain
- Cabling & Infrastructure – Fault diagnosis and advice
- Teaching spaces are set up and ready for teaching and learning. Support inclusive of but not limited to:
interactive Whiteboard/Screen – Fault diagnosis and advice



Remote Support



Unlimited help desk support
by phone and email



Unlimited on-site support
for Critical System Failure



24/7-365 Proactive
Server Monitoring



Access to a defined service
portal and knowledge base

What we offer

Our Core Managed Service sits at the very heart of what we do. Our service provides unlimited access to our dedicated help desk team during the hours of 8am to 5.30pm, Monday to Friday, including both phone and email support.

Once the call is logged, the request is allocated to the next available technician if one is not immediately available. You we will provide a unique call reference number and indicative response time. The Support Agreement is backed by our very knowledgeable in-house Service Management Team and Helpdesk suite, which has been, developed to provide a single service delivery platform for our customers to provide an instant view of support calls assigned to our helpdesk.

Service Level Agreements

Priority	Incident Description	Fix Time	SLA Performance
1 – Critical	Incidents where any element of the Core Service is unavailable for 25% or more of users.	4 Working Hours	A minimum of 90% of tickets closed
2 – Significant (including VIP Users)	Incidents where any element of the Core Service is unavailable for between 5% and 24.99% of users or where the Core Service is unavailable for any VIP User.	8 Working Hours	A minimum of 90% of tickets closed
3 - Standard	Incidents where any element of the Core Service is unavailable for more than one user and up to 4.99% of users.	16 Working Hours	A minimum of 90% of tickets closed
4 – Minor	Incident relating to a single user.	24 Working Hours	A minimum of 90% of tickets closed

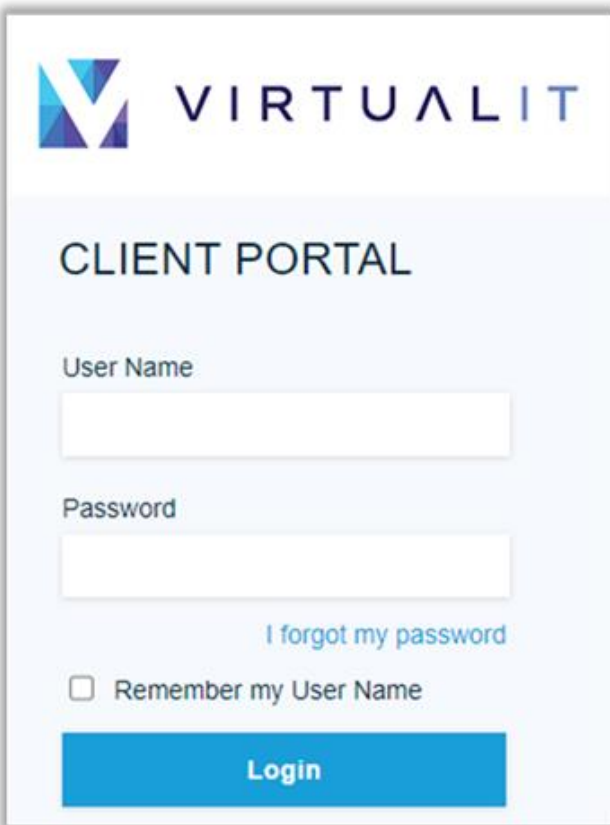
Remote Monitoring | Included with Remote Support

Our remote server-monitoring tool offers the following benefits:

- Monitor the overall performance and availability of your servers.
- Identify other performance issues related to response time and resource utilisation.
- Remotely resolve performance issues, patching and security inclusive, and the rebooting of servers.
- Provide alerts for servers that go offline
- Provide alerts for important services
- High CPU warnings
- High RAM usage warnings
- Disk space alerts
- Stop, start services on servers
- Active Alerts Reporting
- Overall site health

It is worth noting that all of the above tools are installed locally on devices.

Our Service Portal



The login form features the VirtualIT logo at the top, followed by the title 'CLIENT PORTAL'. It includes input fields for 'User Name' and 'Password', a 'Login' button, and a link for 'I forgot my password'. There is also a checkbox for 'Remember my User Name'.

VIRTUALIT

CLIENT PORTAL

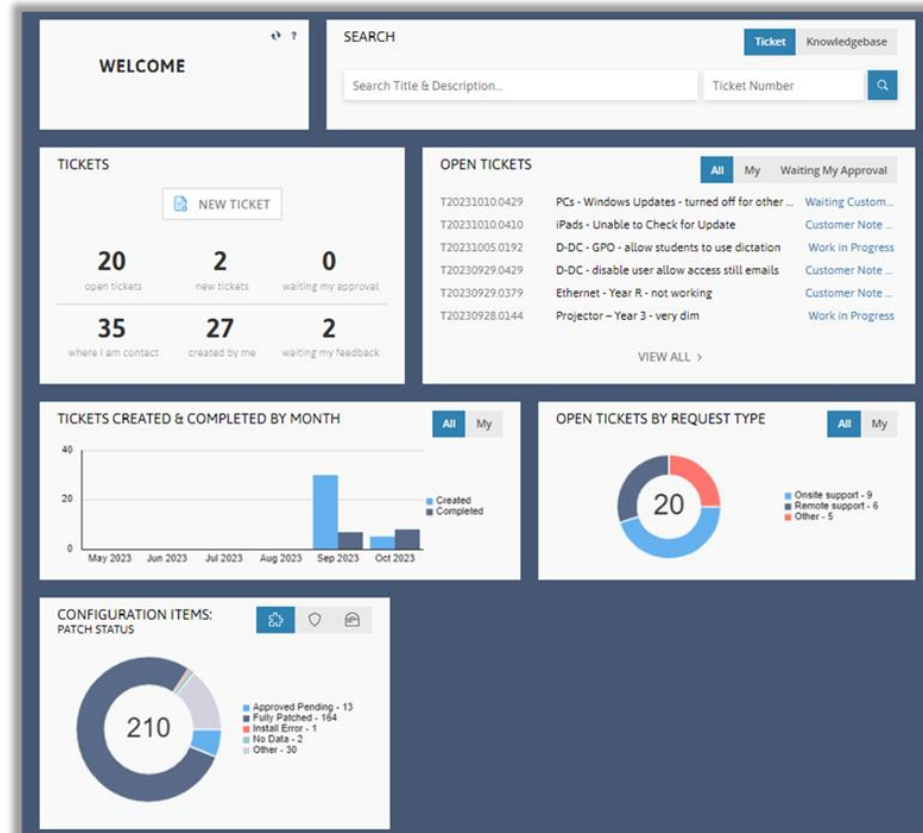
User Name

Password

[I forgot my password](#)

☐ Remember my User Name

Login



Titanium Cloud for Education

Titanium Cloud for Education

We would recommend our Titanium Cloud for Education solution which leverages seven years of experience Virtual IT has in deploying cloud solutions for their business customers. We utilize the Microsoft 365 platform for user authentication, email, messaging and your office suite of products, and this platform also affords secure cloud-based file sharing and collaboration using Microsoft Teams. The solution delivers seamless and integrated access to your files and folders with an internet connection and enables you and your colleagues to collaborate in real time. Titanium Cloud for Education uses the functionality of Office 365, coupled with Azure AD and Intune plus a Virtual IT Education “solution wrapper” to deliver all the convenience, control and security of a server-based environment but with all the benefits of the cloud.

This solution is fully compatible with your existing teaching and learning tools. By moving to the cloud your teachers, faculty and students will benefit from the following features as standard:

Virtual IT Education Software Wrapper

(including remote monitoring and management)

- Licences for Device remote management and monitoring
- GPO management
- End user management
- Further security enhancements

Security and threat protection

- Cloud based antivirus - Webroot
- Device encryption
- Fully managed security updates

Disaster recovery & school continuity

- Individual mailboxes – standard Microsoft retention (as current)
- Full backup of the school's and students' (if applicable) shared data Full backup of everyone's personal (OneDrive) data including students

Microsoft 365 A3 licences

- Includes Intune and Azure AD
- Secures users across multiple devices
- Enables secure authenticated access to all your applications
- Enables the secure management & Compliance of BYOD devices

Safeguarding for students – Quantum Plus

- Deliver a safe online experience
- Ensure student safety on all school devices anywhere they go
- Block inappropriate sites instantly
- Access to reports via web console or emailed directly to you

Onboarding

Timeline

Contract Award



Stakeholder Engagement and Communication

- Initial Meeting
- Establishing key lines of communication
- Agree agenda and frequency of ongoing meetings
- Internal planning mobilisation and transition
- Establishing contact with schools and organise onboarding visit
- Discuss, agree and plan training requirements

Information Gathering

- Roll out RMM and conduct an end-user audit
- Full ICT hardware and software review
- Review of Office 365
- Update all Windows devices to ensure they are running a fully supported version of Windows 10
- Assemble a cross-functional team with the appropriate skills to manage each project.
- Software orders and preparation

Service Commencement

- Provision new delegated access to wider Virtual IT ticket system
- Automation of ticket generation methods
- Guidance for staff on use of new ticketing platform
- Site visits for managed service technicians (If applicable)

Project Management

	Technician	Technical Consultant	
Onboarding	<input checked="" type="checkbox"/>		
Site and system evaluation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Digital transformation roadmap		<input checked="" type="checkbox"/>	*In partnership with your Account Manager
Installation and training	<input checked="" type="checkbox"/>		** Days vary depending on size and scope of project

Example training



With changes comes a need for upskilling all stakeholders so that they can proficiently utilise the tools available to them

We have used our years of experience to provide an outline curriculum that we deem suitable for schools that are transitioning into a cloud environment.

Recommended training

Cloud Concepts 101

- Introduction to Cloud
- Benefits in the education context

Data Management

- Organising data in the cloud; file management, sharing permissions, and MFA

Safeguarding online

- Training for DSL and Deputy Safeguarding Leads in line with the KCSIE and Prevent strategies

Back up and recovery

- Education around what happens to data should it be accidentally deleted

Account Access and Setup

- Overview of the new systems including features, benefits and integrations

Security Awareness

- Best practice in creating passwords, enabling two-factor authentication

Maximising collaborative tools for T&L

- Document sharing, real-time editing and communication tools

Microsoft Innovative Educator

- Developing Ambassadors for MS within the school

Other

- System Orientation
- Data Analytics
- User policies and compliance
- Updates to DfE Guidance
- Data Due Diligence
- AI in Education
- Phishing Simulation & Consultation
- IT Governance
- Penetration Testing

Account Management

- Clearly understanding the culture and values of the school and your optimal educational outcomes
- Ensuring our strategic priorities are aligned with the SIP and SEF
- Aligning teams internally at Virtual IT, aligning resources where it's needed to map to timescales.
- Scheduling regular feedback sessions and review points
- Advising on procurement of hardware and software to best suit the needs of the school/MAT
- Getting to know and building trust with stakeholders at all levels
- Monitoring performance against SLAs, for response and Fix times, and set project KPIs
- Identifying risk and put in place a risk mitigation plan, adding to the risk register where appropriate.
- Evaluating tickets as to identify potential issues and work with the core team to resolve/suggest improvements before they escalate
- Ensuring maximum ROI on technology
- Ensuring the schools infrastructure meets the latest DfE guidance and regulations.
- Updating the monthly asset register update
- Confirming the completion of all backup and patching activities.
- Sharing updates for innovation based on school/trust successes

A woman with blonde hair and glasses, wearing a dark jacket, stands and smiles while talking to a group of people seated at a table. The setting appears to be a library or study area with bookshelves in the background. The image is overlaid with a dark blue filter and geometric purple and blue shapes in the corners.

Thank *you.*



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