

Smoothwall Monitor Service Definition Document

What the service is

Smoothwall Monitor is a human moderated digital monitoring solution. It alerts designated school staff to students suspected of becoming vulnerable based on their digital behaviours.

What a child does, says or shares online can, often unknowingly, place them in harm's way. For example, inappropriate online conversations, cyberbullying, sexual grooming, oversharing personal information, racism and more.

A child's behaviour can also reveal concerns in other parts of their lives that they may be unwilling or unable to speak about. These can include suicidal thoughts, eating disorders, radicalisation, self-harm, depression, violence and others.

Now more than ever, schools need help to protect students in their digital lives. Smoothwall Monitor is a virtual assistant that enables school staff to concentrate on supporting and educating their young people safe in the knowledge that should a suspected incident arise, they will be alerted.

Smoothwall Monitor is supported by Human moderators who have extensive experience and work as part of a large team, this leads to market leading response times and peace of mind to our customer base that they are in very good hands.

Features & Benefits summarised

- Human moderation - Alerts moderated by an experienced, large team. Moderators will add a message to provide context for alerts within the portal and will also make a call to the dedicated contact, for a serious incident or threat to life

- Intuitive Portal - Showing all alerts with associated severity level and the accompanying screenshots and the moderators explanation. The alert will also have 6 hours context before and after the capture to provide further context.
- Integration with Record Management Systems - CPOMS, MyConcern & Smoothwall Record Manager
- Online and Offline Monitoring - Captures online and offline activity on device (ipads browser only)
- Powerful Alert Filters - Search by Student, Category, time period plus detailed overview reporting
- Granular Alerting - Alerting Profiles alert Staff to the groups they're responsible for
- Role based access; DSL (dedicated safeguarding lead) has full portal access and ability to add new users in future. The IT contact has a device health view to ensure they are not being presented with sensitive safeguarding data and, reporting only contacts can also be set up for overview roles such as Governors.
- Contextualised alerts - 6 hours activity before and after concern captured gives context
- Multi tenant deployment - Overview and Individual Access & Reporting, designed for MATs
- Fast Notifications - Market-leading Moderation response times, Phone Alerts and configurable notifications
- Support for All Devices - Windows, Mac, Chrome and iPad Support
- No Hardware required - Deploy the agents, full control from the cloud portal
- 24x7 Human Moderation and Alerting - 24x7 Moderation and alerting, including off site reporting
- Powerful Reporting - Granular in-product report templates, reports generated quickly
- Screenshots - All Alerts contain screenshots of the concerning activity
- Integration with Active Directory, Azure and GWS - Use Group Membership to decide which contacts should receive alerts
- Peace of mind meets and exceeds expectations defined by KCSIE and in line with advice published by UKSIC

Real time dashboards show summary information on captures generated and alerts raised. A DSL is then able to drill down into the summary for greater detail including filtering by category, alert level, student and time period, with further click through for detailed human moderated description and context to alert, including a screen shot and 6 hours activity before and after the capture.

Smoothwall

Our purpose

Smoothwall exists to help keep children safe and thriving in their digital lives. We do it by supporting and empowering them, and those who care for them - in school, at home and everywhere in between.

Our digital safety and wellbeing solutions are the most comprehensive in the world. One in three schools rely on them to help safeguard tens of thousands of children in the UK every single day.

Smoothwall are a market leading education specific software vendor who specialise in digital safety solutions, currently supporting over 11,000 schools across the UK.

With safeguarding and compliance (PREVENT, KCSIE) at the heart of what we do, customers can be confident that Smoothwall is protecting users to the highest levels. Working in conjunction with various authorities such as the IWF, Home Office and police forces, Smoothwall is a trusted vendor, supplying leading edge software that you can rely on.

Onboarding and offboarding support

Smoothwall provides a fully hand held onboarding option. A project will be raised to the Project Management team, who will send out a data capture form to the customer, to ensure that we have a full understanding of your environment. A Smoothwall Delivery Engineer will then be assigned to complete planning and architecture. Documentation will then be shared back with the customer for sign off. At this point, the Smoothwall Delivery Engineer will then be booked onto a session with the customer to complete the installation.

An additional two sessions may then be booked in to provide the opportunity to set up additional features such as 'Alerting profiles'. These are not mandatory sessions.

Extensive documentation is provided by way of knowledge based articles.

Once this installation session is complete and the customer environment is live, Smoothwall will hand this project over to BAU and it will move into our support function,

with accompanying documentation detailing the specific configuration, to support future support cases.

The customer will then be entitled to an onboarding training session with their Customer Success Manager, to ensure familiarity with the product and to provide the opportunity to ask any follow up questions.

Should the customer wish to find out any further information or to make any configuration changes throughout the lifetime of the contract, Smoothwall has an extensive Knowledge Base, which can be accessed online to facilitate self service.

Should a customer wish to cease services

The service will cease at the end of the contract on an agreed date. Should you wish for your data we will send this to you, this should be requested via a support ticket, in advance of your contract end date. All data is deleted for out-of-contract customers in line with our data retention policies.

Customisation

Smoothwall Monitor can be customised in a number of ways, to meet with the needs of the customer. These options include customisation of the following:

- Alert Recipients can be chosen by Category, Severity or Group of the User against whom the alert is raised
- Phone Call recipients can be called in a chosen order, and for alerts against chosen Groups and Categories
- Integration Record Management Systems, CPOMS, MyConcern and Smoothwall Record Manager
- Integration with Active Directory, Azure and GWS where group Membership decides who receives alerts
- Role based access set up where DSL has full access, IT is able to view device health only and there is the option to set up reporting only contacts. DSL's have ability to onboard new users post deployment and assign appropriate role.

This list is not exhaustive.

Trials

Smoothwall offer a 4 week free trial which follows the standard onboarding process. We would host regular 'trial success calls' throughout the trial period and at the conclusion of the trial we would host a final call to understand if the customer wishes to migrate the trial to live.

Service Levels

Full t&c's can be found in the accompanying terms and conditions document as part of the main response. An extract relating to SLA's can be found below:

We (or our Partner as applicable) will provide you with Technical Support under these terms.

The objective of Technical Support is to assist Customers to deploy, configure and use the Products and Services and to resolve any questions or issues they have and to escalate and expedite any identified problems.

Technical Support functions may be provided by us or a Subcontractor as agreed with you in your Customer Order.

It is your responsibility to ensure we have access via phone, email or Chat to trained personnel who can provide us with accurate, complete, timely and ongoing support. A failure to provide this will impact our ability to meet the defined Service Level Targets.

Technical Support responsibilities consist of:

- Supporting you and End Users with solving defects and usability problems, plus supplying updates and patches for bugs;
- Fielding your and End User questions and complaints;
- Information/data gathering and initial diagnosis;
- Resolving problems and implementing configuration changes;
- Detailed investigation of escalated problems and calls;
- Where mutually agreed, performing (including the review and testing) configuration changes;
- Identifying known problems and applying the known solutions to those problems; and
- Escalating defaults and complex questions to relevant Third Parties and to Product Support.

Service Level Targets for Technical Support

Times set out below are during Business Hours (at your location).

Level / priority	Technical Support		Notes
	Respo nd	Resolve	
P1 - Critical	<60 min	<1 Bus Day	Examples include: • Reserved for Infrastructure outages/critical systems. Examples include: • A reduction in capacity of traffic handling capability such that a major part of the traffic load cannot be handled by the system. • Significant loss of service in a business critical area. • Loss of safety or emergency capability.
P2 - Major	<2 Bus Hours	<2 Bus Day	Examples include: • Reduction in capacity handling or traffic measurement function. • Repeated short outages greater than 2 minutes every 24 hours or continuing over longer periods. • Degradation or loss of access for operations and maintenance functions or routine admin functions. • Degradation of the system's ability to provide any system notification of critical or major alarms.

P3 - Minor	<2 Bus Hours	<5 Bus Days	Examples include: • Restored SL 1 or 2 calls under observation. • Processor restarts with no traffic impact. • Any small impact on the system that impacts call processing, traffic handling or End User but does not prevent operator delivering service to the End Users. • Serious impact on operations and maintenance functionality. • Any condition that does not impact the functionality of the system or impact service to End Users.
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P4 - Service Request	<2 Bus Hours	<5 Bus Days	Examples include: • Minor change to customer environment • Questions or How to's • Password Resets • Change Requests (AD Groups, Distribution Groups)
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Root Cause Analysis	<2 Bus Hours	<5 to 10 Bus Days	Examples include: • Root cause of P1 issue - Major Incident Report • Root cause of Major incident • High Level Synopsis of the cases from start to finish • Support, Engineers and Product details case management
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Problem Tickets	<2 Bus Hours	No SLA	Examples include: • Bugs - Common system issues • Security - Release • Patch - Release • Major Release • Emergency Change • Major Incidents
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Product Support

Product Support relates to support for our branded Products or Services.

The objective of Product Support is to maintain the Products and Services and to deal with escalated issues and problems.

Product Support is provided by us.

Product Support consists of:

- Ascertaining if a problem is caused by an error in the code or some other component or in system design;
- Applying bug fixes to the code and releasing code revisions containing bug fixes together with appropriate release documentation;
- Investigating problems in Third Party products and identifying any known problems;
- Releasing patches to Technical Support teams for implementation.

Terms of service can be found on the Smoothwall website under 'legal' 'terms of service'

Can third parties engaged by the buyer access the support features of your service

Smoothwall approved partners can raise cases on behalf of their contracted Smoothwall customers. All administrative access rights must be contractually agreed between third party and end user. Smoothwall must have the written consent of the end user/ our customer in order to facilitate this access.

After sales support

As part of the onboarding journey with Smoothwall, as outlined above, the customer will move into the expert care of our Customer Success Team who will be responsible for working with the customer throughout the lifetime of their contract. The Customer Success Manager will act as an escalation manager for any questions or queries, will ensure that the customer has access to all of the latest information in relation to product updates and best practice usage and will be responsible for working with the customer on getting the most from their product. They will be your Smoothwall Champion and collate a team of professionals within the business to best support your personal needs. The Customer Success Manager will also be responsible for supporting you with your renewal journey.

Further Information

Further information is available on request and we would welcome the opportunity to discuss with you in detail.