Service Portfolio 2018

ICT Services 4 Education

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Contents

Introduction

Whether a School, an Academy or Free School, our mission is to provide ICT Services and Products that are up to date, current and comply with best practice. We are very proud of our knowledge and experience, and strive to give the best advice and support available whilst providing our customers excellent value for money.

Our vision is to continue to provide excellent customer service in an ever evolving technological environment. We will research, develop and promote the latest innovation to enable our schools learners to grow in a very diverse environment.

We provide essential ICT services to all educational establishments and work with leading education manufacturers and suppliers to deliver a range of service to our customers.

- ✓ Bespoke ICT Maintenance and Support Visits
- ✓ ICT Equipment/Software Procurement and Installation
- ✓ ICT Refresh Program
- ✓ New for 2018 – A GDPR Compliance and Data Protection Officer Service with our Partner DPE
- ✓ New for 2018 - 5 different School Information Management Systems
- ✓ Email for Departments or Staff and Students
- ✓ Google and Microsoft Applications for Education
- ✓ Secure Data Transfer Application
- ✓ Single Sign on Services
- ✓ Anti-virus software solutions
- ✓ Online Back-up solutions
- ✓ Broadband services via our partner Updata
- ✓ Website Filtering

Please contact our Customer Relationship Team on 0845 303 3003 (Option 2) or email ictcontractsteam@norfolk.gov.uk for more information about our core Services and Solutions

Benefits

1) Wide range of end to end services and solutions to meet your requirements with added options from our ICT partners

2) A service that is professional, reliable, flexible and provides excellent value for money provided by a non-profit making organisation

3) By working with our selected ICT partners, our buying power keeps our costs low and these prices are pushed out to you, our customers

4) Access to friendly, highly experienced and knowledgeable staff via our service desk and technicians.

5) All our support staff are DBS checked, trained and experienced, and committed to delivering to the highest standards

6) Access via our website ict.norfolk.gov.uk to a range of support guides

7) Year-round guaranteed technician support even when your designated technician is off sick or on holiday including school holidays

8) A single point of contact for purchasing equipment and licences across the main ICT suppliers and resellers in the education sector using the ICT procurement frameworks

9) A service that is fully compliant with new legislation including GDPR and performs due diligence so our customers can be sure that our service partners are also compliant.

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ICT Basic Support Package

Our Basic Package incorporates **essential** ICT support and access to our dedicated schools' ICT Service Desk.

Proactive preventative maintenance
Our support team uses sophisticated monitoring systems to proactively monitor your school server and network behind the scenes and to carry out preventative maintenance remotely from our offices.

Service Desk with online, remote and telephone support
Our Basic ICT Support Contract gives you access to our Service Desk where all incidents and service requests are logged and tracked through to resolution. Our ICT specialists will support you by telephone, email or use remote tools to resolve any ICT issues within an agreed Service Level.

Cloud back up service
Our cloud backup service provided by Redstor automatically protects data residing on desktops, laptops, servers and network attached storage devices according to your school's retention policies and schedules. This means that you do not have to worry about data being lost or having to perform back up procedures in school. Data is encrypted and is stored off site in high security datacentres with rapid data recovery available when you need it.

Additional storage is available in 50 or 100 GB bundles.

Managed Anti-Virus Protection
An essential part securing your school is to ensure your computers and network are protected by Anti-Virus and Anti-Spyware software. Using Symantec Endpoint Protection, we will install this on to your server and devices which in turn talks to the management console where we can monitor and distribute updates on a regular basis.

Procurement guidance
Our team are available to work with you on any requirement you may have regarding the purchase, installation or upgrade of your ICT infrastructure. Regardless of whether you simply require one device or have a larger scale requirement we can offer value for money based on bulk purchasing.

IT Disposal and recycling
We can arrange recycling and disposal of your redundant ICT equipment.

Optional Bolt-On Services for Basic ICT Support Contract

Customer Support Visit
Our Basic support package offers an optional annual bookable customer support visit providing you with a high level ICT equipment report for your School or Academy. Our team will discuss the status of your ICT equipment in addition to a review of our services and how best to support you now and in the future.

ICT Enhanced Support Package

Our Enhanced ICT package incorporates all of the **essential** ICT support included within the ICT Basic Support package with the **additional benefits** of a designated ICT Technician offering hands on support in your school or Academy.

Scheduled Support Visits

Providing an inspiring and educational ICT teaching and learning environment demands a well maintained, functional and secure ICT set up. Our ICT technicians can help you get the best use of your available technology and provide advice and guidance on general ICT issues. In addition to dealing with any logged or requested tasks your ICT technician will also complete a range of standard checks to ensure your systems are running smoothly.

Available from:

- Half day per month
- Half day per fortnight
- Half day per week
- One full day per week

Depending on the school year the number of visits may fluctuate, however we will provide no less than the following:

- 10 monthly visits
- 19 fortnightly visits
- 27 weekly visits

Flexibility

We offer a Technician who attends for an agreed slot but with the flexibility of adjusting time on site to support you in school when you need it.

Optional Bolt-On Services for Enhanced ICT Support Contract

Customer Support Visit

Our enhanced support package offers an optional annual bookable customer support visit providing you with a high level ICT equipment report for your School or Academy. Our team will discuss the status of your ICT equipment in addition to a review of our services and how best to support you now and in the future.

Summer Support Visits

If you would like to request additional technician visits during the summer holidays for any work that is not possible whilst the school is fully occupied, such as classroom moves, user rollover or software installations, you can now purchase additional visits without impacting your term time support.

ICT Refresh Programme

The main objective of the ICT Refresh Programme is to ensure that your school's ICT underpins your vision and supports your school's plans for pupil achievement through effective planning and budgeting over a 4 year period.

The key aims of Refresh are to:

- Plan for sustainable ICT to meet your objectives for learning and teaching
- Support the Computing Curriculum
- Review the value of your ICT assets and maximise their usage
- Plan the financial spend to deliver your priorities and make the most of available funds
- Keep you up to date with emerging technologies to inform future planning
- Enable you to develop the solution over the period of the Refresh cycle as your requirements change and technologies emerge
- Provide a project managed service which delivers all the above and saves you the time in ICT management
- Offer professional advice to support the creation of your school's vision and support your school's planning

In conjunction with your Project Manager, you decide the ICT provision required to meet the school's vision, within your available budget. This ensures that your ICT provision is consistently updated to maintain a high standard of ICT support across the school.

We will take care of the administration and tailor the solution to suit your four year business planning, saving you time and money.

Your personal Project Manager, in consultation with you and our other partners will plan and define the ICT to support your school's vision and objectives.

Our industry experts will offer a wide choice of exciting and innovative technologies to support the computing curriculum as well as enhance the overall teaching and learning experience in school to make sure you have the right tools to do the job in school.

Our global partners, HP, Microsoft, Google, Apple Education, Capita and XMA are working with us, bringing to our Refresh community their professional expertise to develop solutions which deliver excellence in education. Their skills will support schools to get the most from their investment.

We can offer a solution to all schools, academies, partnerships and trusts.

What we Offer	How its Delivered	Why it's important to you
Four year sustainable ICT planning cycle	Project Manager works with you to plan the available budget and programme of work to replace the current ICT.	The approach of having a managed planning cycle sustains the level of ICT provision to deliver the curriculum and business needs, and avoids unplanned expenditure and ICT failure.
Sustainable ICT	Planning ICT in line with your vision and taking account of the total cost of ownership.	All standard equipment is evaluated by our technicians to ensure their suitability for a school environment. Installations are completed by our own fully trained technicians.
Total school ICT solution	Your project manager liaises with you to • Agree the replacement and innovation programme. • Project manage the scope of work, order and schedule work delivery. • Provide annual accounts of the monies committed and spent on your behalf.	We will take care of the administration and tailor the solution to suit your 4-year business planning. Assurance that the school is receiving best value for their money. Saving the school time on administration and 3rd party co-ordination. Peace of mind provided by yearly reconciled accounts.

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

GDPR Solutions

The General Data Protection Regulation (GDPR) came into enforcement on 25 May 2018.

The GDPR (General Data Protection Regulation) was adopted in the UK from 25th May 2018, changing the way schools manage and look after data and information; from paper in filing cabinets, through to the retention of student/staff records to monitoring day-to-day activities and security.

It is important that schools are aware of the changes and plan their approach to GDPR compliance. Failure to comply with GDPR could see large fines issued for your school data controller.

ICT Services 4 Education and Data Protection Education (DPE) have formed a partnership to provide an Information Management and Data Protection Officer Service to Schools, Academies and Trusts.

There are different service levels available to accommodate all your requirements from advice and guidance, training and Data Protection Officer services.

This service can be purchased directly from DPE with the initial contract being for 1 year. They can be contacted on info@dataprotectioneducation.com or 0800 0862018. Please state NCC partnership to get the correct pricing.

To give you an indication you may find the following link useful - https://drive.google.com/file/d/1GMqr4OIbH1lzRIMfwMXA3G99o5eOnqE4/view

To enable DPE to remotely manage your School / Academy / Trust, there is a requirement for you to purchase GDPRis compliance portal from ICT Services on SLA online. Pricing for this is available at http://s4s.norfolk.gov.uk/

For further background Statement of Intent

Please visit our GDPR Support pages for additional guides and useful information

Bromcom MIS Support Services

ICT Services 4 Education is delighted to have formed a partnership with Bromcom under our new Norfolk MIS Framework. This enables us to provide the Bromcom MIS to Schools and Academies in Norfolk and surrounding areas with additional expert support from our teams.

Bromcom and ICT Services 4 Education are committed to providing a variety of support options to help your School or Academy meet the demands for anywhere, anytime access to your data, thus enabling real time information sharing in the local community for the benefit of all.

With over 30 years' experience in the Education sector, Bromcom used their customers feedback to develop a MIS that would exploit the emerging technology for your benefit and give you the opportunity to help achieve better results for your pupils. The Bromcom cloud offers a true Software as a Service (SaaS) MIS, where the entire application is operated by Bromcom and is accessible using a web browser giving it that anywhere, anytime, anyplace option.

Benefits of the Bromcom MIS Support Package

• Access to Bromcoms' MIS from any device anywhere using a web browser only.
• Uses an encrypted log in service that is commonly used with internet banking, the system can be accessed using PC's, Laptops, Notebooks, Tablets and Smart Phones.
• No additional server is required in school as the solution is Cloud based
• Automatic upgrades are applied by Bromcom directly, which negates the need for local/manual upgrade within school systems this includes Census filesets

• Compatible with 3rd party software

What is included in the Bromcom Support Package?

• Quality first and second line telephone and email product support by ICT Services 4 Education, this service is available between the hours: 08.00 to 17.00 - Monday to Friday (excluding NCC, Statutory and Bank Holidays)

• The Bromcom MIS which consists of 6 core modules; Administration, Attendance, Curriculum, Reporting, Census and Setup (all covered in the Norfolk MIS Framework)

• There an additional 12 optional modules; Analysis, Assessment, Behaviour, Communication, Cover, Diary, Dinner, Examination, MyChildAtSchool/Parent Portal, Student Portal, Support and Timetable

• Resources and Support Guides

Optional Extras

Support

- Half Day Support Session

- New Administrator Support Session

- End of Year Support Session

MIS Modules

- Behaviour Module

- Diary Module

- IEP Writer

- Data Analysis Module

- Dinner Module

- Communication - Email and SMS

- Parent Portal

- Pupil Progress Tracking

- Pupil Portal

- Multi School View - for MATs and Federations

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Capita SIMS MIS Support Services

ICT Services 4 Education is delighted to have formed a partnership with Capita SIMS under our new Norfolk MIS Framework. This enables us to provide the Hosted SIMS MIS to the Schools and Academies in the Norfolk area with expert support from our teams.

Capita and ICT Services 4 Education are committed to providing a variety of support options to help your school exploit your investment in SIMS so you can use meaningful, real-time information to manage your school or Academy. We have worked with other LA teams to create templates in SIMS to make your life easier to process data to the LA as well as to avoid the need to purchase additional software tools.

With Hosted SIMS your SIMS database will be securely hosted at a Microsoft Azure hosting centre, removing the need for a dedicated SIMS server in school. As part of this fully-managed service all upgrades and backups will be carried-out by us to ensure that your system is working at optimum efficiency. This flexible approach to the management of your MIS gives you the freedom to focus on improving outcomes across your school.

Benefits of the Capita SIMS MIS Support Package

• Remote access to SIMS from any internet connected device, supporting flexible working for teaching and non-teaching staff
• Securely hosted SIMS solution in Capita's servers – so all your data is securely hosted, meaning all authorised users can access and securely update the information from any computer, anywhere, anytime (except during planned maintenance)
• No additional server is required in school as the solution is Cloud based
• The Norfolk solution automatically generates new user IDs and passwords in other systems, such as Google, supporting single sign on. This saves administration time in school for creating user accounts and passwords for other supported systems
• Automatic upgrades are applied by Capita directly, which negates the need for local/manual upgrade within school systems
• Compatible with 3rd party software

What is included in the Hosted SIMS Support Package?

• Quality first and second line telephone and email product support by ICT Services 4 Education, this service is available between the hours:
08.00 to 17.00 - Monday to Friday (excluding NCC, Statutory and Bank Holidays)
• Continual feature developments with Capita in order to enhance the system and develop reports to meet new statutory requirements
• User friendly interface, accessible anytime, anywhere via an Internet connection for authorised users

• Pupil and staff data in one location providing centralised management information
• Password protected access to MIS
• Resources and support guides

Optional Extras

Support
- Half Day Support Session

- New Administrator Support Session

- End of Year Support Session

MIS Modules
- SIMS Dinner Money

- Photo License

- SIMS In Touch - Text Message and Email

- SIMS Agora - Online Payments

- SIMS Activities - School Clubs

- Staff Performance (One off)

- Multi School View - optional for MAT's/Federations

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Pupil Asset MIS Support Services

ICT Services 4 Education is delighted to have formed a partnership with Pupil Asset under our new Norfolk MIS Framework. This enables us to provide the Pupil Asset MIS to the Schools and Academies in the Norfolk area with expert support from our teams.

In an educational landscape full of uncertainty and change Pupil Asset is one system which gives you ultimate control. With our expert support ICT Services 4 Education and Pupil Asset are committed to providing a variety of support options to tailor a School or Academy system that provides all of your MIS needs - student records, staff management, online registration, parent messaging/payments - plus PA Tracker, the UK's most advanced assessment system; all in one online cost-efficient package.

Benefits of the Pupil Asset MIS Support Package

• Manage your entire student data system, school attendance, and assessment from one visual, informative dashboard across your school, MAT or cluster
• The fastest growing MIS in the UK
• No additional server is required in school as the solution is Cloud based
• Free apps for Teachers and Parents
• Free annual SMS allowance
• Free unlimited parent email

What is included in the Pupil Asset Support Package?

• Quality first and second line telephone and email product support by ICT Services 4 Education, this service is available between the hours: 08.00 to 17.00 - Monday to Friday (excluding NCC, Statutory and Bank Holidays)
• The Pupil Asset Tracker which features; Achievement tracking, Result tracking, Behaviour tracking, Cohort comparisons and Analysis, Assessment and progress reports
• The Pupil Asset MIS which features Online registration, DfE census returns, Dinner money and meal choice, Office reports and print-outs, Parental reporting, Advanced data analysis and Online payments
• Resources and Support Guides

Optional Extras

Support
- Half Day Support Session
- New Administrator Support Session
- End of Year Support Session

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

RM Integris MIS Support Services

ICT Services 4 Education is delighted to have formed a partnership with RM Integris under our new Norfolk MIS Framework. This enables us to provide the RM Integris MIS to the Schools and Academies in the Norfolk area with expert support from our teams.

ICT Services 4 Education and RM Integris are committed to providing a variety of support options to allow your school to meet your individual needs and to support you in achieving your goals.

RM Integris is one home for all your data with unprecedented simplicity - incorporating everything you need into one package. It is a powerful yet easy to use solution for all schools regardless of size or setup.

RM Integris enables you to easily record pupil progress, set targets and analyse all assessment, attendance and behaviour across individuals, groups, classes and years. All in one place. So you can quickly identify any barriers to attainment and achievement.

Benefits of the RM Integris MIS Support Package

• One home for all your data, an efficient way to input and capture all, attendance behaviour and performance data in one central system
• One solution to many challenges whether that is to easily interrogate pupils' current and past progress, identify trends to inform timely intervention activities or narrow the achievement gap
• No additional server is required in school as the solution is Cloud based

What is included in the RM Integris Support Package?

• Quality first and second line telephone and email product support by ICT Services 4 Education, this service is available between the hours:
08.00 to 17.00 - Monday to Friday (excluding NCC, Statutory and Bank Holidays)
• Staff and Student Details - A comprehensive area for storing, editing and using a wide range of staff and pupil data
• Behaviour Management - A positive, negative and neutral behaviour tracking system.
• Reports - The reporting system consists of template reports and three methods of bespoke report creation covering areas including attendance, behaviour, cover and reports
• RM Intelligence Dashboard - An automatic dashboard that surfaces MIS Data into graphical analysis
• Resources and Support Guides

Optional Extras

Support

- Half Day Support Session

- New Administrator Support Session

- End of Year Support Session

MIS Modules

- Assessment Module

- Communications Module

- Multi School view - optional for MAT's / Federations

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

ScholarPack MIS Support Services

ICT Services 4 Education is delighted to have formed a partnership with Scholarpack under our new Norfolk MIS Framework. This enables us to provide the Scholarpack MIS to the Schools and Academies in the Norfolk area with expert support from our teams.

ICT Services 4 Education and Scholarpack are committed to providing a variety of support options to allow your school to maximise the potential of your data. Scholarpack has been designed from the ground up to be used by the whole school, not just the office.

Scholarpack is hosted in the cloud, meaning your school has no hardware to buy and maintain, and all updates are handled by Scholarpack. The MIS has been designed to be simple to use meaning all staff can benefit from its features.

Benefits of the Scholarpack MIS Support Package

• Scholarpack can be used on any device, including tablets and netbooks, from any location that has an internet connection
• No updates required, you will never need to install a patch, update your version or install census updates
• No additional server is required in school as the solution is Cloud based

What is included in the Scholarpack Support Package?

• Quality first and second line telephone and email product support by ICT Services 4 Education, this service is available between the hours:
08.00 to 17.00 - Monday to Friday (excluding NCC, Statutory and Bank Holidays)
• The Administration module - which includes over one hundred 'out of the box' reports, attendance management and pre-admissions
• The Teachers module - which includes Markbooks, Registers, Tracking, Target Setting and Behaviour Management
• The Senior Leaders module for attendance reports, group management and data digging
• Resources and Support Guides

Optional Extras

Support

- Half Day Support Session

- New Administrator Support Session

- End of Year Support Session

MIS Modules

- Assessment Module

- Communications Module

- Multi School view - optional for MAT's / Federations

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Generic Email Accounts

Office 365 is our email service using Microsoft cloud technology to provide a modern, configurable service for your generic accounts (i.e. head@, office@). The email accounts are hosted on Norfolk's education Office 365 tenant and are available regardless of your broadband provider.

Your Office 365 email account package covers 20 email accounts for your school and includes: (additional email accounts can be purchased)

- Email, including contact management, personal and shared calendars
- Office Online (Word, Excel, PowerPoint)
- OneDrive Online- Personal cloud storage
- SharePoint Online - Collaboration, shared online storage and other web services
- Skype for Business - instant messaging and web conferencing
- Sway - Digital storytelling
- Email Encryption
- Account Management
- SPAM and Malware Filtering

The Generic email service offers the following benefits:

- No onsite email server for your school to manage
- Increased mailbox storage - every generic account in your school will includes up to 50GB of free mailbox storage space and up to 1TB of data storage space for documents, files and media
- Office Online is included as part of your education licence, which consists of lighter versions of the full Windows desktop Office applications with fewer of the functions, but they do give you access to everything you will need to work:
    o Work on your Office Word documents, Excel spreadsheets, PowerPoint presentations and OneNote workbooks anywhere you have internet access
    o Share Office files with other Office 365 users
    o Instant messaging via Skype for Business
- Flexible working - Ability to access your emails, documents and contact other users from any device, desktop, tablet or phone
- Service is secure and compliant with GDPR - click here for further details
- Fully managed service for account management

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Staff and Student Email Accounts

ICT Services 4 Education have partnered with Google to provide all staff and pupils in Norfolk schools with a safe Norfolk Schools Internet Exchange (NSIX) Google email account. This service is provided free as part of the Updata Broadband contract or on a contract for non-Updata broadband customers.

Benefits of the NSIX Email Accounts

- NSIX Email Accounts are provided 24/7, 365 days a year except when undertaking planned maintenance
- Email Accounts are in line with E-Safety so that a students' gender, school, or name is not displayed
- Emails are filtered
- Support by ICT between the hours of 08:00 and 17:00 Monday to Friday (excluding bank holidays)
- Supports Single Sign On – your Norfolk ID is your login to the Norfolk Cloud Portal
- Continually increasing mailbox size in line with Google upgrades
- Accounts are automatically generated from your MIS either via a SIF agent or tab file

What is included in the NSIX Email Accounts package

- The Google email provision provides access to Google Apps for Education
- Anti-spam is provided by Google and each school is provided with their own individual e-safety mailbox. This allows review of inappropriate emails captured by the solution. A copy will automatically go into this inbox as well as the recipient's inbox
- A cloud service that is fully compliant with GDPR - click here for more details

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Secure File Transfer

ICT Services 4 Education and AVCO Systems Ltd have formed a partnership which delivers a facility to transfer confidential data via the AnyComms secure file data transfer portal. This service is provided free by Children Services to all education establishments in the Norfolk and is hosted by Norfolk County Council on a dedicated secure server at County Hall.

Anycomms Plus allows the secure transfer of data and is used for a variety of reasons, i.e. staff and student information, NSIX email account lists, HR or Finance data.

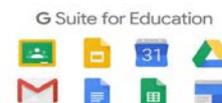## Benefits of the Secure File Transfer Package

- File Transfer is provided 24/7, 365 days a year except when undertaking planned maintenance

- Support by ICT between the hours of 08:00 and 17:00 Monday to Friday (excluding bank holidays)

- Negates the need for USB Sticks or SD Cards as you are able to transfer securely to team members

- More secure than sending emails and allows the transfer of larger files

- Send files to the local authority and other schools securely

What is included in the Secure File Transfer Package

- Individual and unique accounts for members of the school, typically this will be for the Head Teacher, Administrators, Finance and Business Managers and also ICT Support Staff

- Cloud service that is fully compliant with GDPR - click here for further details

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

G Suite for Education

G-Suite for Education provides users with access to a suite of online software applications to support the learning experience in education. The Google Apps include spreadsheet, word processing, presentation tools as well as a range of Apps designed specifically for education.

Google Apps Support is available from ICT Services 4 Education to help you get the most out of Google Apps. Now including half day on-site support to help you get the most from Google Apps or set up a new Google App such as Google Classroom.

Benefits of the G Suite for Education Support

- G Suite for Education is provided 24/7, 365 days a year except when undertaking planned maintenance
- Support by ICT between the hours of 08:00 and 17:00 Monday to Friday (excluding bank holidays)
- Supports collaboration through the real-time ability to share and edit documents, calendars and sites as well as social networking tools such as Google blogs
- Google continually add new tools to this service for users to innovate
- The variety and range of Google Apps for Education offer a vast choice of products for schools to use innovatively to support effective learning as well as the flexibility to try different tools for different purposes

What is included in the G Suite for Education Package

- Support for the following Google packages
    - Google Mail
    - Google Calendar
    - Google Drive
    - Google Docs, Sheets and Slides
    - Google Sites
    - Google Groups
    - Google Classroom
- Google Play for Education is an extension of Google Play designed for schools. Here educators can discover Android and Chrome apps approved by teachers for teachers, as well as educational videos and a collection of classic books for their classroom
- Access to Google and support guides geared to using Google in the school environment
- A ½ day on-site support training session to get the most out of G Suite for Education
- A cloud service that is fully compliant with GDPR - click here for more details

Updata Broadband Services

With over 30 years' experience in the education sector, Updata understand how to make IT work for schools.

Following an IT procurement, Norfolk County Council awarded the contract to Updata, part of Capita, to be the provider of IT services to Norfolk Schools, working collectively with Capita Managed IT Solutions. The service has been carefully designed to meet schools' requirements, based on guidance from NEN (www.nen.gov.uk).

Schools Connectivity

Schools today are using increasing amounts of online resources and applications to support teaching and learning. With students and teachers using the internet on a daily basis and relying on it to support learning, it is vital that schools have access to secure and reliable Connectivity in order to meet their demands.

Our service will provide fast, secure and reliable Broadband Connectivity which will include your schools WAN Connection, Internet Access, DNS, Web Filtering and Firewall services.

Solution Overview

WAN Connection

As a result of the significant BDUK Better Broadband for Norfolk Investment, schools will be provided with a Next Generation Access (NGA) fttC connection, providing higher bandwidths. With our Schools Connectivity Service, connections will be 80Mbps or 40Mbps versions of the fttC service depending on your school's location and size.

A number of schools will be provided a higher bandwidth connection using fibre technology, providing bandwidth at 100Mbps and 1Gbps. Included within the WAN connection, is access to the internet through the Updata network and a DNS hosting service.

Web Filtering – Netsweeper

Schools need fast and safe access to educational resources, whilst preventing access to inappropriate content. The system offers flexibility by enabling internet access to be tailored by class, role and department or for specific periods of time. As new websites appear, the filtering services will automatically block sites that are inappropriate. Reports can be produced automatically based on filtering exceptions and user activity.

Firewall Service

The firewall service ensures your school network is protected, with updates taking place each hour to ensure you are protected against the latest threats at all times. The firewall service combines firewall, intrusion prevention, antivirus, antimalware and antispam into a single system. The network will be monitored 24x7 for any potential threats.

Internet Access and DNS

Included within the WAN connection, is access to the internet through the Updata network. This will also provide a DNS hosting service, where {schoolname.norfolk.sch.uk} domains will be migrated over to Updata's DNS hosting service from the current supplier.

Benefits

Schools in Norfolk will benefit from a secure and highly resilient authority Wide Area Network which has been designed and built specifically for the region by an IT partner who is a specialist in the education sector.

Why should you choose Updata as your Connectivity provider?

Updata will work with you to ensure the transition from your previous provider to our service is smooth. Our education technical specialists will take care of all your installation requirements ensuring existing connections are retained to your school systems and applications, with no disruption to teaching and learning. On-going support will be provided, delivering a consistent and reliable broadband connection to your school.

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Netsweeper Filtering

Internet filtering is provided by Netsweeper, which is a global product that filters using a list to ensure that unsuitable websites are blocked automatically and is constantly updating itself to ensure any new sites which are unsuitable are categorized and blocked. However, there will be occasions when users may discover unsuitable or inappropriate material originating from unblocked sites.

What are the benefits in using the Netsweeper Internet filtering solution?

- Internet filtering is provided 24/7, 365 days a year except when undertaking planned maintenance
- Support by ICT between the hours of 08:00 and 17:00 Monday to Friday (excluding bank holidays)
- Responsibility to manage the filtering at your premises
- The ability to change your own filtering or get ICT to make changes on your behalf
- Allowing and Blocking websites quickly
- Selecting a schedule to change the filtering out of school hours

What is included in the Netsweeper Internet Filtering Solution?

- Individual and unique accounts for up to 3 members of staff within the school (if you have chosen to be school managed)
- Access to real time log files
- Access to reporting tools
- Optional policies for Staff and Students
- Optional Policies for Active Directory integration

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Remote Access

Would your teachers like to be able to get to their files at school when they are not in the building? Do your support staff need to get to some IT in the school building when they are at home? Perhaps you already do this via an existing remote access capability. Are you happy with the way this functions, or do you get frustrated with slow performance, and sessions that constantly time out on you?

The good news is that Updata, has designed a brand new service for you, on a new infrastructure. We know how critical a good service is in today's mobile, flexible and security conscious world. So we have listened to what you said and based our solution directly on Norfolk schools' feedback.

'Simple, fast and reliable' is the key message we are hearing for our new RAS solution. So these are the 'must haves' we are designing our solution around.

'**Simple**' means no tokens to worry about or lose. There will be only a single sign-on, so you won't have to authenticate a second time. Your school's designated authentication service will deal with checking you in to the VPN (remote connection).

'**Fast**' means being able to log on quickly, whether it's to your PC at work, or your files, or a server your technical team need to support. You should then be able to work as fast and seamlessly as your local internet connection permits - whether you are at home or even on holiday.

'**Reliable**' means you can count on your connection staying up while you want it. We will not be enabling any arbitrary timeouts, which will cut you off without warning and cause you to lose your work. Reliable also means resilient, and we are designing our solution to achieve the highest possible availability.

Security is also important, so we will be offering to create up to 4 groups for each school (for example, Teachers, Students, Support staff) and you can choose the areas that each group will be able to see on their home page.

What will it look like?

In the interests of simplicity, the portal you see will not be very different from the one you currently log into.

The user may access their School's VPN service using their Web Browser and entering either the Generic URL or Specific URL.

Schools Generic URL (e.g. *https://schoolsRAS/*)

School Specific URL (e.g. *https://schoolsRAS/sunny01*)

A school's Generic URL provides a Welcome screen containing school dropdown, username and password fields. This is useful for a user who accesses different schools, for example in a Trust. The Specific URL Welcome screen contains just user and password fields, avoiding the need to select the school from a list.

The Gateway will authenticate the user with the school's authentication service. If successful, the user is presented with their Group Portal page.
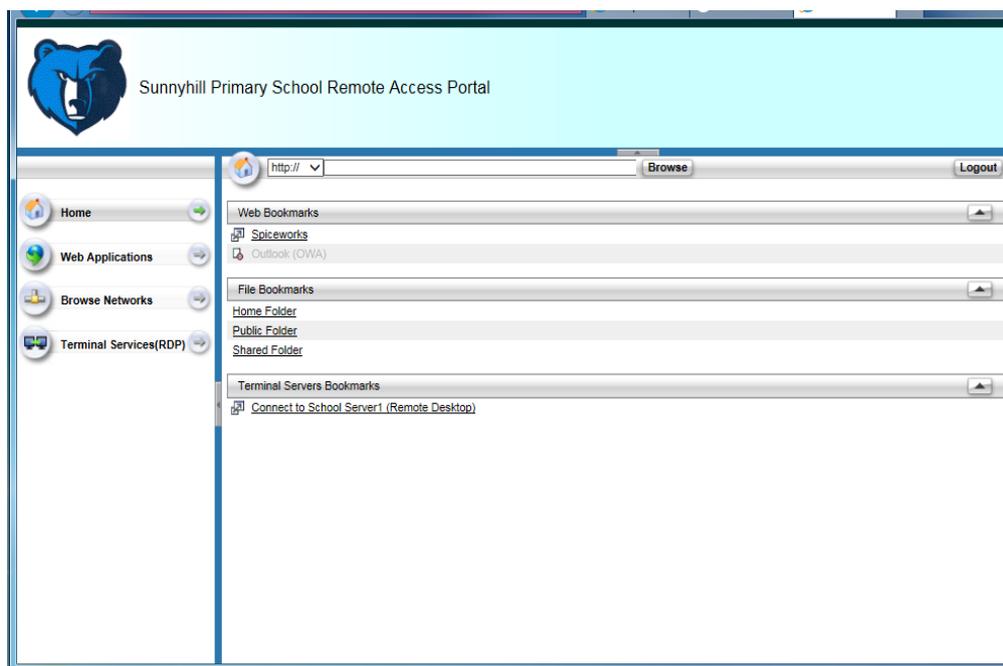
If you decide you want anything changed, there will be a simple online process to request changes.

We are confident that the Updata service will be a huge improvement on your old system, and at a reasonable cost.

To get the ball rolling for this service please email your request to quotations@updata.net stating the number of teaching staff you have.

Please contact the ICT Service Desk on 0845 303 3003 (Option 2) or email our Customer Relationship Team at ictcontractsteam@norfolk.gov.uk if you wish to discuss your school's requirements for tailored solutions.

Terms and Conditions

		ICT Basic Support	ICT Enhanced Support with scheduled visits	MIS, Email, Application Support Contract	No ICT contract
1.	Supply the selected service during the period of 08:00 Hrs to 17:00 Hrs Monday to Friday inclusive but excluding statutory holidays.	✓	✓	✓	✓
2.	Respond to Incidents within agreed Service Level Agreements (see below)	✓	✓	✓	
2.1.	For technical services on–site response time will be within a further 3 working days from when the call was placed.		✓		
3.	Install a maximum of 2 new devices per term. Additional devices subject to installation quotation	Ask for Quote	✓ for up to 2 devices Ask for Quote for additional	Ask for Quote	Ask for Quote
4.	Charge labour at an hourly rate.	£65	✓ for scheduled visits £65 for additional work	✓	£99
5.	Remote support assistance at an hourly rate. Subject to our remote tool being deployed at your site.	✓	✓	✓	£99
6.	Not guarantee a fix time for any work carried out at the customer's site or our workshop.	✓	✓	✓	✓
7.	Not accept responsibility for inherent defects existing in any software.	✓	✓	✓	✓
8.	Reserves the right to refuse equipment for repair.	✓	✓	✓	✓

9.	Recycle/dispose of IT equipment – subject to quotation.	✓	✓		
10.	Provide additional services on an ad hoc basis as per contract or published price for the service.	£65 per hour	£65 per hour	£65 per hour	£99 per hour
11.	Support software, to the function of the application software and does not include any macros or other user defined enhancements.	✓	✓	✓	
12.	Not be responsible for ensuring systems are backed up regularly if the user does not use the contract provided remote back-up solution.	✓	✓		
13.	Contract period, cancellation during this period will occur the full contract charge.	12 months	12 months	Email/Apps Support – 12 month	

Exceptions

14.	All consumables i.e. ribbons, ink cartridges, toners, drums, PC connecting cables (to the mains or otherwise), mice, keyboards, batteries, print heads, cathode ray tubes, LCD screens, memory keys, items with defined life span, and other items classed as consumables in the manufacturers user guide are not covered.
15.	If a printer is brought into ICT Services 4 Education workshop for repair and requires consumables to complete a repair, these will be charged to the customer. All printer consumables are chargeable to the customer regardless of contract type.
16.	Non–repairable items i.e. headphones, mice, keyboards, external speakers, and items costing under £40.
17.	If the repair cost comes to more than 50% of its value it will be deemed Beyond Economic Repair (BER) – all replacements will then be at the customer's expense. Workshop evaluation may be chargeable subject to contract.
18.	Viruses, Ad Ware, Spy Ware, user damage (dropped, spillage), lightening, floods, power failure etc. are not covered.
19.	Where it is found that the problem is down to a third-party installation, negligence on the user's part or failure to follow instructions from ICT Services 4 Education support teams a charge will be made.
20.	Routine tasks, such as network user administration year–end data transfer etc. and network printer administration are not covered. Routine tasks can, however, be incorporated into a bespoke contract.
21.	Excludes all cabling, data outlets, patch panels and cabinets.

22.	Upgrades on ICT equipment and software, quotes available on ad hoc basis.
23.	ICT Services 4 Education will not be responsible for web based applications (such as SIMS, G-suite) not functioning correctly on users' own devices

The Customer's Obligation

25.	Permit ICT Services 4 Education full and free access to the equipment and reasonable assistance to diagnose faults – equipment not on site at agreed time of call will be charged.
26.	Notify ICT Services 4 Education immediately if equipment fails.
27.	Notify our Service Desk immediately if you no longer require a visit to your site, which you have requested (charges will be incurred to you for non-cancellation of call if a request for cancellation is not received before ICT Services 4 Education personnel attend your site).
28.	Take all reasonable care to locate the equipment within a suitable environment.
29.	Use the equipment in accordance with manufacturer's documentation.
30.	Will have the correct licence details for all software installed on any equipment, to correspond with the software type, revision, and quantity installed at the customer's site.
31.	Customers are responsible for ensuring that printer consumables have been replaced according to manufacturer's recommendations, when encountering print quality problems.
32.	Notify ICT Services 4 Education Customer Relationship team of any faults, shortages or non–suitability, within seven working days of delivery. On orders placed for goods/services on behalf of your school or Academy.
33.	Equipment repairs – if the same fault re occurs on the same machine this must be notified to ICT Services 4 Education within seven working days.
34.	Use of NSIX and Microsoft Office 365 NSIX Accounts – https://ict.norfolk.gov.uk/page.aspx?id=1298 O365 Accounts -- https://ict.norfolk.gov.uk/page.aspx?ID=1306
35.	Updata Broadband - Schools that wish to leave their broadband contract need to inform us immediately. There will be termination fees upon doing so which you will be notified of.
36.	MIS - Schools that wish to leave their MIS contract during their contract period or on academy conversion need to inform us immediately. In addition, schools leaving the contract during the period or on academy conversion may be liable for decommissioning fees/the recovery of the full charges for the duration of the contract.

37.	The School has an obligation to ensure that all devices (desktops, laptops, tablets etc.) connecting to the network, regardless if they are School issued are not, do not compromise the security or functionality of the network. All devices should be running up to date Anti-Virus on them to prevent the introduction of viruses/ransomware etc. Likewise, any device that is known to have a virus should not be connected to the network or, upon realisation, disconnected immediately.
38.	If using a School application on a personal device, such as email or MIS, the device is password/passcode/fingerprint protected and the account is logged out after use

Glossary

NON–CONTRACT WORK – AD HOC rate: Minimum charge £99 up to and including first hour of a call, and includes telephone support or site visits. Charges thereafter, £99 per hour in half hour increments.

INCIDENT RESPONSE TIME – Calculated from the time the customer's call is logged in conjunction with item 2. ICT Services will respond within the below Service Level Agreements for Incidents.
ict@norfolk.gov.uk

INCIDENT PRIORITY	RESOLUTION TARGET
Priority 1	4 hours
Priority 2	1 working day (9 Hours)
Priority 3	2 working days (18 Hours)

INSTALLATION – is classed as all hardware and software which has never been assembled or set up on a piece of equipment on site before and does not cover transference of existing applications or data between PCs.

HARDWARE – All ICT equipment excluding Audio Visual equipment.

LABOUR – Work required for the repair of reported fault either on site or in the workshop. Excludes all installation and upgrades of ICT equipment, and software. Please read in conjunction with item 3.

NETWORK – Includes all hardware attached to the LAN or WAN and its associated networking operating system. Excludes all cabling, data outlets, patch panels and cabinets.

SERVICE REQUEST – A request for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service.

SYSTEM – Consists of a PC, Network Server, Operating Systems, Applications and any Data files, or any combination of the above.

SYSTEM REBUILD – Restoring the System back to its original configuration, including all operating systems, applications, and data subject to the school having adequate backups. Schools are responsible for making available appropriate software and licences, and for ensuring the system is backed up regularly. Please read in conjunction with item 12.

WORKING HOURS – 0800 – 1700 Monday to Friday excluding bank holidays. For further information about other services available please phone our Service Desk on 0845 303 3003 or view our web site: http://www.ict.norfolk.gov.ukunty Co