ICT Services

THE BUSINESS OF EDUCATION

Herts for Learning

ICT Services

Service Catalogue - 2018/2019

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Overview of ICT Services

ICT Services is a one-stop shop delivering a range of solutions and support for Windows, Apple iOS, Managed Wireless, Google for Education and Cloud Backup. The team can provide regular onsite technical visits to support staff with their day-to-day IT in the classroom or in the office.

Some of the services that our Technical team offer include:

Network design and commissioning

- Design and commission of a Windows network RM's CC4 system and our own K8 Vanilla solution are offered
- All networks are consistent to make ongoing support easier, more efficient and cost effective

Account management

- A dedicated Account Manager is provided for each school to make sure that issues can be quickly discussed and resolved
- 5-year procurement plan is provided to deter unexpected costs a meeting is held at least once a year to discuss current work and to discuss upcoming changes you need to be aware of, for example we are currently working with many of our schools to help them transition from Windows 7 to 10 before official support stops

Technician visits

- One-off technician visits or regular visits to suit your needs and budget
- Our team can accommodate anywhere - from permanent on site representatives to half a day once a term
- All of our technicians are DBS checked and fully trained

Antivirus

We currently provide McAfee Endpoint Security 10.5 for Windows and Mac to approximately 30,000 machines

Google for Education

We offer G Suite for Education, designed by Google. G Suite is designed with education in mind and is changing the learning experience in schools across all phases, around the world. We can help with initial setup, integration of a current school's network, the supply of the Chromebooks, training and on-going support with guidance from Google for Education Certified Trainers.

Apple device management

This service is for all educational settings needing help with managing school iPads. Using proven Lightspeed technology allows schools and academies to effectively manage devices.

Managed wireless

We work with Aruba to provide best-in-class wireless solutions using the latest 802.11ac technology.

Aruba's scalable networks are ideal for all educational settings, whether a single form entry primary school or a secondary school of 1,500 pupils. Aruba can include Guest access and Bring Your Own Device (BYOD) solutions.

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Network backups and disaster recovery

To ensure that schools are secure in the event of a hardware failure, we offer an on-site and cloud backup solution so that restoring all work and SIMS is guaranteed should the worst happen.

Remote monitoring and maintenance

Our automated systems will monitor a network and often resolve issues before they can become a problem, preventing interruptions to teaching and learning.

Service Desk support

All the above is underpinned by our Service Desk giving you access to Technical (ICT), Hertfordshire Internet Connectivity Services (HICS) and Data Management Services (DMS) consultants and curriculum advisors.

Accreditations

- **Accredited SIMS Support Team** - proven quality of SIMS Support.

- **Approved RM Premier Service Partner –** ICT Services is an RM Premier Service Partner (RM PSP) giving schools the confidence that we are fully trained, certified and monitored by RM to offer CC4 administration services. (Schools have the added advantage that being supported by an RM PSP they do not require their own support contract with RM Education. If necessary, the PSP is able to escalate issues direct to RM's Enterprise Support team). In addition, you are supported by a team that fully understands your SIMS and Dinner Money software and can consult with our DMS consultants to support any DMS issues you may encounter.

- **Google for Education Partners** – trained Google for Education consultants.

Network and Technical solutions

ICT Services offer a range of solutions to help you manage and get the best from your technology, whilst supporting your individual priorities. We provide nationally acclaimed, educationally driven guidance which enables schools and academies to get support for day-to-day ICT technical issues. We provide independent advice and support to help you get best value on IT procurement, system installations and upgrades. In addition professional and affordable Google, Apple iOS/OSX and Wireless solutions are offered to cater for your establishment's specific requirements. ICT Services support is enhanced by curriculum advisors who are driven by sound and current educational practises.

Let ICT Services bring IT back to life in your establishment by allowing you to benefit from:

- a pedagogical approach to ensure the best use of IT
- free network health checks - a review of current equipment and then outlining immediate and future recommendations
- easy to follow guidance and advice - translating your technical requirements into affordable solutions
- network design and commissioning services tailored to meet your individual needs
- a robust and scalable managed wireless solution
- our popular Apple iOS and OSX management solution which will integrate into your current network
- flexible support models from fully managed network support with routine or adhoc visits by an ICT consultant aiding your ICT coordinator to basic service desk support
- flexible support model for Office 365 email
- 5 year IT procurement plan to aid with budget setting
- guidance on AV systems, printing solutions, IT requirements for new builds or extensions

Contract Options

ICT Services is able to offer differentiated support packages (Entry level and Managed services) to assist schools who do not have the level of expertise or the time to carry out complex or time consuming procedures. All our contract options include access to our Telephone & Remote service. ICT technical support staff can visit the school on a regular basis to maintain, add to and enhance your system.

Our technical consultants are certified in a range of Microsoft, RM CC4, CISCO, Google and Apple systems having passed the relevant examinations.

There are four types of ICT contracts available: -

Telephone & Remote (T&R)

Entry Level Support (includes T&R).

ICT Services Fully Managed (includes T&R).

Bespoke support package tailored to your school needs.

Telephone & Remote (T&R)

The ICT Service Desk is staffed throughout the year between 8:15am and 5:00pm (4pm on Friday). You can have confidence in easy access to a range of knowledgeable staff dedicated to answering your questions and resolving any issues. Refer to the section on the Service Desk for full details.

This is the basic level of network support that ICT provide, we will guide and assist the school network manager in resolving Hardware, Operating System or ICT Supported Software issues on the curriculum server. The network manager may be referred to technical articles and be expected to carry out the tasks as detailed where this is considered appropriate. Telephone & Remote Support also gives the school access to our ICT Service Desk Online logging system.

- **Curriculum Servers**

  The school must have a <u>full time</u> network manager who has had the benefit of RM CC4 training or relevant Microsoft training if it is a "raw" Microsoft system and virtual server.

Entry Level Support includes T&R

The school needs to have, a network manager/technician who:

- has attended the relevant training; e.g. RM CC4 and/or Microsoft training

- is available 0.5 FTE to deal with network support issues - **Primary** schools

- full time network manager and additional technical support – **Secondary** schools

The entry level service is designed to assist and support the school based technician/network manager in the day to day management of the network and to carry out some of the more complex tasks as well as providing advice on future developments.
The tasks we expect the local technician to carry out are detailed in the 'Network Tasks – Curriculum document'. http://www.thegrid.org.uk/info/traded/ICT/services/catalogue/

The school technician may be referred to Microsoft, RM or ICT technical articles and be expected to carry out the tasks detailed where this is considered appropriate. The completion of complex and time consuming tasks (e.g. software requiring local web services) can be scheduled for a planned maintenance visit, ad-hoc visit or an additional chargeable site visit (as required by the school).

Entry Level service provides:

- Server system checks by way of AMI and maintenance visits. (See AMI details for more information).

- Infrastructure system checks.

- Installation of Microsoft patches as appropriate.

- Installation of RM Updates as available during maintenance visits or automatic installation of updates on the School's preferred day.

- Package creation, charges may apply.

  (See the ICT website http://www.thegrid.org.uk/info/traded/ICT/services/catalogue/ - additional information tab- for currently available packages).

ICT Services Fully Managed includes T&R

This option aims to be flexible to accommodate / match the needs of individual schools and can be designed to carry out **most of the tasks** of a network manager, occasionally with assistance from the school.

We anticipate a school using this service may have very limited technical support, possibly a classroom teacher with ICT responsibility or have some in-house technical support whilst delegating network management to ICT.

Dependant on the level of support from ICT Services the benefits of a managed support service are:

- The school does not have to employ its own network and technical support staff.

- No concern regarding staff not being available e.g. in times of sickness or holiday, to manage and support the school network, as the running of the school network is delegated to the responsibility of ICT Services,

- No need to be concerned about continuity of support in the event of resignation of key network and technical staff.

- All our consultants have achieved RM's technician certification with the majority achieving RM's network manager certification on CC4 - ensuring that they are able to resolve any network issues quickly and effectively.

- Considerable experience and knowledge of "raw" Microsoft server operating systems.

- Experience and knowledge of ICT Services K8 network system.

What is included when you purchase an ICT Services Managed Network support contract?

- Fully integrated pedagogical approach ensuring our advice is based on educational outcomes and best practice, not just technology

- Where we support a school's Curriculum network and SIMS database server we are able to offer a significant discount on the SIMS server support charge
- Proactive support without any inconvenience to the school - many tasks completed over night: routine updates, hardware checks monitored daily, etc – see AMI description below

- We use *AMI (Automated Management Infrastructure)* to perform remote tasks to keep your system healthy and performing to its maximum capacity
  ✓ Daily remote monitoring for service releases, and application of relevant hot fixes, updates, etc
  ✓ Daily remote monitoring of the server 'event log' for potential network issues leading to either:
    o ICT consultant resolving remotely or
    o ICT consultant visiting to resolve ('ad-hoc' visit arranged where necessary)
  ✓ Some tasks will be completed outside normal hours (where possible); for example applying some Service Releases, rebooting the file server, etc.
  ✓ A more pro-active support service from ICT, often we will find and fix issues before you become aware of them

AMI enables ICT to monitor your network daily where previously you have had to wait for a visit from our network consultant or make a call to our Service Desk in the event of any difficulties arising. Through the deployment of AMI at your school we will be able to deliver an improved network support service to you. In summary AMI gives your school an improved, more responsive and pro-active

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network support service with clear escalation procedures and the flexibility of receiving unplanned visits from our consultants when needed.

- Access to the ICT Service Desk which is staffed throughout the year between 8:15 am and 5:00pm (4pm on Friday). You can have confidence in easy access to a range of knowledgeable staff dedicated to answering your questions and resolving any issues.

- ITIL Service Desk including 1st, 2nd and 3rd tier support staff at all times.

- Access to our Service Desk online so you can always see what is happening with your support cases.

- Network and technical consultant visits at a frequency & duration to meet your individual needs.

- Access to the ICT "Plug-in" packages, (Flash, Shockwave, Adobe Reader, any other "freebies" the ICT advisors recommend) at no additional charge – See ICT website for list of available packages.
- Immediate access to our DMS SIMS consultants.

- Access to Herts for Learning specialist curriculum advisors to ensure a holistic view of ICT use and performance in your school.

- Technical telephone support for any workstations and peripherals that are part of the school network.

- We test and approve all Microsoft updates before transmitting automatically to Office Masters and DB servers to ensure compatibility with HCC specific systems.

- Daily backup checking, essential in case of network disaster.

- ICT Services will, at the start of the academic year, setup the new pupils and staff using electronic data supplied by the school from their DMS system.

- Where ICT Services holds the Mail Administrator password, Standard email support for Office 365 or Gmail will be available.

- Extensive experience supporting and integrating admin systems.

- Extensive experience in managing large and complex secondary school networks.

- ICT Services will inform your school's nominated contact and school 'admin' email accounts of updates and changes which could affect school staff and cases assigned to the school for action.

- Account Manager assigned to your school with an annual planned visit to advise on performance, future development & investment opportunities. Someone for you to contact at any time for escalation, etc. (should you feel the need).

- We have direct and instant access to RM's Enterprise team (in the event we cannot resolve your issue).

- Fully evaluated Managed Wireless solution supporting the latest standards. Chosen for security, reliability, ease of management, future proofing, scalability and value for money.

- The administration password will not be disclosed to the school. Do we need to say why????

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Change control

Any changes, additions, etc. to the system will be discussed at the Account Manager meetings and implemented in a controlled manner. Any changes may be at an additional cost to the school and will be agreed beforehand during the scoping discussion.

What do we, ICT, need from your school to deliver this service?

- All issues and concerns reported to ICT Service Desk either through Service Desk on-line, email or telephone. **Please do not store up issues for an impending visit, report them as soon as they are found**.

- Senior member(s) of staff (preferably head, School Business Manager and ICT coordinator) available once a year to meet with Account Manager

- Single person in school nominated as Service Desk on-line administrator

- The school are fully responsible for changing, storing and (regularly testing – really?) the server backup tapes.

Bespoke support package tailored to your school needs.

ICT Services will endeavour to assist the school with their request and ensure it provides a support package which is tailored to your specific needs.. This can vary from monthly technical visits to a fully managed support package with Service Desk and weekly onsite support. Please contact our service desk to discuss options.

Technical Support Visits

ICT Services can offer onsite technical support to suit your needs. These regular visits can be set at an interval that suits your school or setting. The consultant is at your disposal for all aspects of ICT technical support.

ICT Services recommend that you use our online Service Desk Portal to log any issues you have before your consultant visits; this will enable them to look into any complex issues before visiting and prioritise any issues.

To enable us to offer our basic technical support, other ICT Services support contracts must be in place. You must have a contract with ICT Services for Technical Telephone Support and have anti-virus installed on all computers, this can be organised when arranging your Basic Technical Support Visits.

All Contracts – Backup and Restore

In the rare event of a very serious issue occurring that cannot be resolved which causes the system to completely crash then ICT Services may elect to restore the server from the most recent backup available.

The school is responsible for managing the backup tapes and agreeing with their support technician a regime for testing the validity of these.

Where a good backup is not available then the system will need to be returned back to the 'factory' delivered state and fully re-commissioned with the assistance of the support technician. This may be chargeable.

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Network Support Contract Entitlement Matrix

ICT Services network support contracts are based upon the following components

	Telephone & Remote	Entry Level	ICT Managed	ICT Service Description
Technical Service Desk	✓	✓	✓	Schools can telephone or e-mail the Service Desk as 1st point of call for any IT related issues. Technical and Network problem solving will be via telephone, email or remote access. *
Service Desk Online	✓	✓	✓	Schools can create their own Incidents to report issues or monitor, update and review the progress of Incidents on-line
RM Hot fixes & Patches	✓	✓	✓	This provides flexibility of being able to download and install updates yourself, (For a Managed Support contract ICT will be responsible for all updates). Secondary schools are responsible for checking the available updates on the RM site and ensuring these are applied to their network, at least monthly.
RM Knowledge Base	✓	✓	✓	This provides access to the RM Support web area to view articles on both hardware and software
Standard Remote Support	✓	✓	✓	Allowing ICT consultants to work remotely with school staff for the resolution of issues
Enhanced Remote Support			✓	For managed schools ICT staff will use this to monitor and manage the system without school intervention
AMI		✓	✓	ICT in-house system which proactively informs us of any issues on your servers so we can anticipate and apply a fix before a major disaster. Also used to push out updates, e.g. Microsoft patches and apply RM updates/hot fixes. See Appendix 4 for details
Anti-Virus Maintenance		✓	✓	Check of the status of McAfee anti-virus software on stations and servers (subject to your school purchasing the ICT anti-virus package).

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	Telephone & Remote	Entry Level	ICT Managed	ICT Service Description
Network Maintenance		✓	✓	ICT Services will remotely maintain your schools network, examples of this are maintaining firmware, proactive server patching, setting changes etc.
Account Manager		✓	✓	Allocation of an Account manager for one scheduled visit per year to discuss present and future requirements and new technologies to move the School forward with its ICT planning. The account manager can always be contacted to discuss changes and developments between planned meetings
Support for DMS Installation		✓	✓	ICT Services will arrange for the DMS application to be installed on admin and staff workstations as requested.
Plug-in Packages		✓	✓	ICT will provide free Plug-in packages (e.g. Acrobat Reader, Flash, Shockwave etc). See the grid for an up to date list of available packages. http://www.thegrid.org.uk/info/traded/ICT/services/catalogue/
Major Service Release Server Installation			✓	Microsoft and RM occasionally produce Service Release/Pack upgrades to roll out security hot fixes and enhancements in their products. Where a major installation task is required for these releases, ICT will complete the server side installation on our ICT Fully Managed networks. Schools on our other contracts will be given a quotation for ICT to carry out this work as and when necessary.
Ad-hoc Visits Option Number of hours agreed with individual school		✓	✓	An ICT consultant will visit school to undertake tasks/issues logged on the service desk that cannot be resolved remotely*. A school will get their visit within 48 hours, benefiting with an onsite ICT technician within a week, only when necessary. The school ad-hoc hour's entitlement will be based on individual contract details. Additional ad-hoc hours can be purchased if required and can also be used for other ICT services.

	Telephone & Remote	Entry Level	ICT Fully Managed	ICT Service Description
Routine Visits Option Frequency agreed with individual school			✓	Based on individual contract details, a school with an ICT Fully Managed Support contract may have Routine Visits instead of, as well as 4 hours ad-hoc visits. An ICT technician will visit the school for a set period of time (recommended minimum 3 hours) on a regular basis, normally weekly or fortnightly and the additional Ad-hoc hours can be used at any time at the schools request.
Office 365 – Email and Google's GMail				Support for Office 365 / Google's Gmail is now a separate service with both Standard and Advanced support options available. There are additional commissioning services available at a one off charge. See the separate Office 365 support catalogue.

All issues should be logged as soon as possible on the Service Desk via telephone, email or online. **Do not store up issues for an impending visit**. If the issue cannot be resolved via the service desk, or through remote access, it will be allocated to the relevant technician for on-site resolution.

* (Remote Access) ICT Services technical staff may use this without reference to the school, in the rare occasion where the school technician is unavailable and the school have given ICT Services the necessary security credentials, where the solution to a problem has been found or needs further investigation.

SIMS Database Server Support Options

Grid of support options

Support Level	AMI Infrastructure Updates	AMI Checking	Disaster Recovery	Remote/ Phone Support	Sims Solus 3 Support	3rd Party Software support**
Basic	✔	✔	✔	✔	✔	✘
Enhanced	✔	✔	✔	✔	✔	✔
Hardware *	✔	**Master PC**	✔	**On PC**	✔	✘

* Enhanced Hardware Contract options on PCs are available, see page 42 for details.

** The school must have an active support contract with the software provider in case issues arise.

Basic SIMS Database Telephone & Remote support

AMI Infrastructure Updates:

- Make the necessary pre-checks before important upgrades to SIMS are rolled out.
- Where SIMS has been setup to ICT Services standard configuration, AMI deploys changes to the SIMS 'setup files' and keeps them up to date.
- Assist in the installation of significant SIMS infrastructure updates, such as Microsoft .Net updates & SQL migrations. Where schools do not have AMI then an additional charge may be made.

AMI Overnight System Check:

- Checks installation of important Microsoft security and critical updates and applies Microsoft updates & patches as necessary (school may need to reboot the server to complete the installation of some updates). AMI will not carry out this task where a school has a local WSUS server.
- Checks event logs to identify potential issues e.g. DMS-configured software, lack of disk space, potential hardware failure. Where possible we will fix the issue or inform the school.
- Checks success of SIMS backups.

Disaster Recovery:

- If the server suffers a failure and loss of data ICT will restore the server to a fully operational state. This would include reinstalling the Operating System, software and data such as SIMS.

    o It is recommended that you have hardware warranty cover for your database server.
    o The restoration of data would be done using the latest successful backup, so it is imperative that backups are checked regularly.
    o Where a school's database server is supported by a 3rd party, or a virtual server hosted on a 3rd party server, then the database server will need to be configured to a working Operating System before ICT Services can restore data.

Remote Support:

- ICT Services can access the Server and Workstations via Teamviewer or Remote Desktop if the school request assistance
- Access to the Technical Telephone Support Service Desks and Service Desk Online
-

<u>Enhanced</u> SIMS Database Server Support

The Enhanced Support includes all of the above (as detailed in the Basic Support), and in addition, ICT Services will carry out the tasks below.

Please be aware that if the Enhanced Support contract is <u>not</u> selected then the following tasks are the responsibility of the school.

ICT Services will complete the upgrade and / or installation of other third party applications such as:

- HCC Exclusions sender.
- WisePay Sync Tool.
- Financial Planning tools.

Schools choosing to use Third Party support providers for their database servers.

Schools using 'Third Party' support providers to support their **Database Servers** will only receive SIMS software support and will **not be entitled to any of the above services.** ICT support for SIMS will start at the Login screen and any functions of the SIMS software thereafter. ICT will advise schools how to update their SIMS system, resolve their problem if possible, or may ask for certain investigations to be carried out, but ICT will not carry out any tasks outside of the SIMS software.

Hardware and Technical Support Services

The cover available is provided for schools that **do not** have any other technical network support services with ICT Services and require some basic telephone support for their PCs, Microsoft products (excluding Office 365) and technical support for the installation of applications. Also available is our equipment repair services, see details below.

(This support is included in our Managed Network Support contracts at no extra cost).

ICT Services Technical Telephone Support - Service Description

ICT Services Technical Telephone Support comes with unlimited access to our comprehensive Service Desk. Our highly trained and knowledgeable technical consultants will assist you with your technical support needs.

Technical Telephone Support covers your school for technical queries communicated to us by telephone, email or our Service Desk Portal. Your query will be raised using our Incident logging system and responded to in line with our Service Level Agreements (SLA) details can be found here. All Incidents are assigned a unique case reference number which you should

quote when contacting the Service Desk. For every Incident raised the Service Desk needs a certain amount of information before they can begin troubleshooting. Please ensure you have as much detail as possible when contacting the Service Desk including any error messages you may have received.

In the unlikely event we cannot resolve the technical issue remotely we will be happy to arrange for one of our Technical Consultants to visit and provide an on-site resolution, detailed quotes available upon request.

Where NO existing contract covers the work required, e.g. hardware failure without an equipment repair contract then the consultant can provide an estimate of cost for an on-site visit.

The Technical Telephone Support contract is a service that provides telephone support for:-

- **Technical queries** - with computers, laptops, printers, whiteboards, projectors, un managed wireless connectivity, infrastructure issues with cabling and switches, peer to peer networking for the school office, curriculum and backup systems.

- *Technical support for Microsoft Operating Systems*

Platforms Supported	Not supported
Windows 7 Professional, Ultimate, and Enterprise, 32 and 64 bit, with a minimum of Service Pack 1	Windows XP or below, Windows Vista, Windows 8 and 8.1.
Windows 10 Professional and Education in line with Microsoft's life cycle.	Any non-professional editions of Windows, including Home, Home Starter, Premium, and RT
Internet Explorer 11, Microsoft Edge and Google Chrome (Latest release).	

- *Technical support for Microsoft Applications*

Platforms Supported	Not supported
Word/Excel/PowerPoint/Publisher 2013 and 2016.

Microsoft Office 365 – E-Mail Only | Microsoft Applications not listed

Outlook users Pre 2010 are advised to use the web interface. |

Please note: -
Additional support packages may be needed, for example:
- SIMS support.
- Network contract.
- Managed wireless contract.
- Apple iOS services iPad support.
- Google support
- Office 365 e-mail support

Technical visits are dependent on your support needs and complexity. For quotations and to discuss your technical support needs, please call our Service Desk on 01438 844777 option 1 then option 3. Alternatively, you can email help@sd.hertsforlearning.co.uk with your query.

Equipment Repair Service

We offer an **equipment repair service** based on a '1 day' response service. The 1 day response is aimed at essential PCs, providing a rapid response service for those computers you deem to be essential for running school administration systems (SIMS, Finance, Dinner Money, etc).

Unique to ICT Services, is the provision of a loan PC if your PC cannot be repaired within the service level time or in the event of insurance claims such as theft, flood, damage, etc.

Any new computer you purchase through ICT Services will include at least a 3year warranty with the computer manufacturer.

Please note that if you choose to have your office computer maintained by an alternative IT support company, you should be aware that any on-site visits by an ICT technician to undertake such tasks as re-install SIMS or Finance onto a replacement hard disk, or new computer, <u>will incur a charge</u>.

Repair service - 1 day response

This service provides loan equipment, at no extra charge, in the event of an insurance claim e.g. flood damage or theft where you will be making an insurance claim.

ICT will use reasonable endeavours to respond to calls placed by the customer to the technical service desk, by the arrival of an engineer at the school by the end of the next working day. Calls placed after 16:00pm may not receive a response until the following working day.

Where a fault does not impact on the everyday running of the PC and is not system critical, ICT Services may delay an engineer visit based on call priorities at that time. System critical issues will always take priority.Pro-active checking of your Office master with AMI

ICT Services uses an automated tool which runs on file servers and SIMS master machines. Called 'Automated Management Infrastructure' (**AMI**) it is installed on Office Master Machines with an ICT support contract.

AMI runs automatically at a scheduled time in the early hours of every morning and performs different tasks, it automatically reports back to the ICT service desk and any remedial action required is taken as soon as possible. This makes the service pro-active and not re-active and potential problems can be fixed before they cause unnecessary downtime of your system.

Office Master Machines

The following checks <u>can only be made if the PC is switched on overnight</u>: -

- Check event logs to identify potential issues e.g. DMS-configured software, lack of disk space, potential hardware failure.

- Check installation of important Microsoft security and critical updates.

- Check success of SIMS backup.

Make the necessary pre-checks before important upgrades are rolled out e.g. SIMS upgrade.

Additional contract options

Apple iOS support

This service is an additional service add-on to the technical support service.

With the additional contract add-on for Apple iOS Support, the Service Desk Support Team will be able to support the school with advice, problem solving and basic instructions on how to operate an Apple Device. (*See table 1.1 for more detail of the service desk and on-site support available*).

ICT Services have 2 offerings which are designed to meet the needs of the schools:

1. **Standard** Apple Support

   - Telephone and remote support via the ICT service desk.
   - Apple support offering for your Lightspeed or Apple Device Management System (ADMS). **Please note we will be discontinuing support for ADMS systems from April 2019.**
   - Software support for your Apple devices (iPads, iPods, Apple TVs, iMACs, MAC books) – reconfiguration, re-imaging, re-deploying, etc
   - Support for ICT installed software (Presto print(still a think?), Air Server)
   - Supporting your devices on wireless and proxy settings
   - Software support for the MAC server and installed management tools
   - Advise on iOS upgrades.*
   - Assistance with warranty and non-warranty repairs
   - Backup issues
   - Disaster recovery of the MAC server

2. **Enhanced** Apple Support

   - Includes all aspects of the Basic Apple support
   - Remote App deployment via the ICT service desk**

* iOS upgrades are not undertaken remotely and advised that these are done onsite at a time when all devices can be updated together. This will incur an additional cost.

** The school must ensure the iPads are connected (either wired in or wirelessly) and ready for Apps to be deployed. If remote App deployment is unsuccessful then an onsite visit may be required which may be chargeable.

The table below outlines what you can expect from the Standard and Enhanced Apple support offerings. **Incidents** will be actioned via the service desk while **request/s** can be instigated via the service desk, but work will be outside the remit of the service desk.

Table 1.1

Below outlines the services offered with the Standard Apple Service.

Task	Support	Service Desk	Onsite
Incident	Issues with Apple devices (IPAds/Trolleys/IPod/Apple TV/ MAC books,MAC servers/ Presto/Finger print/Air server, wireless connectivity, proxy settings)	●	●
	Disaster recovery of the Apple system	●	●
	Amendments of standard config	●	●
	Re-commission of IPad/s/IPods due to corrupt iOS or reset of device	●	●
	Register Warranty repairs	●	●
	Non-warranty advise	●	●
	Corruption of OSX	●	●
	Failure of Apple Configurator or server app	●	●
	Backup failures	●	●
Request	App deployment – update existing and new apps	●	●
	Amendments to standard config – bespoke .e.g. folder, conversion of files	●	
	Changing students IPad to a staff ipad	●	
	Changing proxy settings & restrictions	●	
	Create new image		●
	Assist customer with use and purchase through VPP	●	●
	Update of iOS/OSX including server OS upgrades		●
	Setup of new/ additional IPads/devices		●
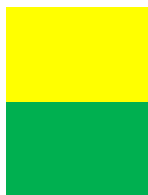
<table>
<tr><td style="background:yellow"> </td><td>These will be included in the Enhanced Apple support</td></tr>
<tr><td style="background:green"> </td><td>These will be quoted for separately and not included in the Standard or Advanced support offerings</td></tr>
</table>

If the school has not had their Apple Devices setup by ICT Services, a Consultant will need to be sent out to the school to configure the Apple Devices to ICT Services Standards. The

Consultants support visit will incur an additional charge which will be quoted by an Account Manager.

The installation of future iOS updates are not included in this service but are available at an additional cost. Please contact the Service desk for further information.

Google for Education

Herts for Learning are a Google for Education Partner giving us direct access to Googles training and CPD resources. All of our high-level support and training will be carried out by our Google Certified and highly experienced staff.

We are able to offer the following services:

- Full GSuite setup and deployment.
- Bespoke training sessions for staff and students.
- GSuite security audits.
- 1:1 device rollout.
- Hardware procurement and setup including leasing options.
- Data migration from Microsoft Windows networks to Google.
- Email migration from Office 365 to Gmail.

What's included in Google for Education Support:

- Unlimited access to the ICT Service Desk (Online, Email and Telephone)
- Support for all GSuite apps.
- Assistance with user synchronisation (AD Sync & RM Unify).
- Application deployment (Subject to the school accepting any 3rd party T&C's)
- OS changes regularly reviewed and new settings applied.
- Curriculum software advice and guidance.

For more information please contact the ICT Service desk using 01438 844777 Opt.1 then Opt.2. Or by using help@sd.hertsforlearning.co.uk.

Aruba Wireless Network Support

With the additional contract add-on for Aruba networks wireless system support, the Service Desk Support Team will be able to support the school with advice, problem solving and basic instructions on how to operate an Aruba wireless system.

As part of Aruba wireless system support you will have: -

- A fully managed system including:
  o Annual firmware upgrades (Installed our of hours)
  o Troubleshooting
  o General maintenance.
  o BYOD support.
  o RADIUS.

- Telephone and Remote support via our dedicated service desk.

- Assistance with warranty repairs.

McAfee AntiVirus Support

Your ICT system is key to the effective operation of your school. Viruses are a nuisance and even if you have not been affected in the past, it is very important to have reliable and up to date protection in place. Viruses are more and more sophisticated, and the protection systems need to be continually developed to address the new methods the virus writers use to attempt to circumvent them.

One of the largest areas of concern today is that of Ransomware which encrypts files and asks for payment to restore access. We have now provided access to McAfee Global Threat Intelligence (GTI), which constantly monitors for new virus outbreaks and Endpoint Security Web Control, which protects the end user from visiting or downloading files from malicious web sites.

We have worked closely with McAfee in the UK to develop a fully automated installation and configuration process meaning that once an agent is installed on a server or workstation, no further action will be required to keep the system fully up to date. This service is available to schools inside or outside of the HICS network.

Benefits of the Service

ICT are able to provide McAfee Endpoint Security 10.5 which supports Windows 7, Windows 8, and Windows 10 computers, Windows 2008 R2 to Server 2016 and Apple Mac OSX.

The benefits of this service are as follows:

- Simple installation via a single agent to all workstations and servers (RM CC4 packages can be supplied).

- Automatic online updates for virus definitions and program software.

- Centralised control by ICT to rapidly address virus issues should they occur.

- Ability to host a local repository so stations can update from one of your local servers rather than on-line. This can be configured on request.

- For schools with a valid ICT network support contract, the detection of workstations and laptops that are not protected or up to date.

- Assistance with virus cleaning where workstations/servers were running the latest version of the AV software and Microsoft Updates are current at the time of infection.

- Automated reports to school nominated contact when problems are identified. This can be configured on request.

- School login to the ICT ePO system to monitor status of AV software in their school. This can be configured on request.

Please note the following:

- It is the responsibility of the school to ensure all stations are kept up to date with both McAfee and Microsoft updates, patches, etc.

- Schools must be connected to the Hertfordshire Internet Connectivity Services (HICS) to login to the ICT ePO system. (However updates are delivered outside of the HICS network)

- Schools with complex network installations will be responsible for the configuration of firewalls and routers upstream of the HICS managed router or web filtering device(s).

- It is the responsibility of the school or its support provider to correctly install and configure the software on supported machines. ICT will provide full installation notes and limited telephone support for installation. If the configuration of a school network may be preventing installation, ICT will show that the software will install on a 'vanilla' Microsoft OS installation on the school site at the schools expense.

- It is the schools responsibility to ensure that all machines are licensed correctly.

Microsoft Office 365 - E-mail services

ICT Services offer two levels of Office 365 email support, standard and advanced. See below for a description of what's included in both. We also offer Office 365 consultancy and commissioning services, examples of this are the setup of new/additional Office 365 tenancy's.

Standard Support

OWA user interface and features:
Description: Resolve questions about how to use various features, where they are found in the user interface etc.
Scope: Limited to the default e-mail features and functionality Microsoft have made available.

Generic "break-fix" issues:
Description: Resolve issues where normal Microsoft default functionality and features are broken e.g. users can't access their e-mail, no new mail is arriving etc.
Scope: Limited to the e-mail features and functionality Microsoft make available by default. Please note that although ICT have considerable technical expertise with Office365 E-mail, there may be cases where we have insufficient access to the system and are dependent on pursuing a support case with Microsoft.

Password resets:
Description: Reset on or more passwords. All temporary passwords will be e-mailed to the school *admin@* account.
Pre-requisites: Requires a clear list of mail addresses and suitable authorisation e.g. Headteacher to reset password a staff account in a primary school, ICT co-ordinator or admin@ account to reset student accounts in a primary school.

Account creation/deletion:
Description: Create or delete one or more accounts.
Pre-requisites: Requires clear list of users and for several that must be in CSV form. We need: First Name, Last Name, Display Name, e-mail address. Any required membership of existing global distribution groups must be clearly conveyed.

Account disable/enable:
Description: Disable one or more accounts.
Pre-requisites: Requires a clear list of mail addresses and suitable authorisation e.g. Headteacher to disable/enable a staff account in a primary school, ICT co-ordinator or admin@ account to disable/enable student accounts in a primary school.

Account modifications
Description: Amend/correct display names, or rename an account and e-mail address e.g. just married.
Pre-requisites: Requires a clear list of mail addresses and required changes. Note changes to e-mail address will make the new one the primary e-mail address and the old one a secondary so they will still receive mail sent to the old address.

Account aliases
Description: Add one or more additional e-mail addresses to an account
Pre-requisites: Requires a clear list of e-mail address for the mailbox and the additional e-mail addresses. We need to know the rationale for additional e-mail addresses because this may not always be the most effective solution to the problem e.g. in some cases a separate mailbox is a better solution.

User Management Rights:
Description: Give one or more existing accounts User Management rights and direct towards guidance document.
Pre-requisites: Requires a clear list of relevant mail addresses and suitable authorisation e.g. Headteacher in a primary school.

Create/Manage Global Distribution List
Description: Amend users belonging to an existing global distribution list or create and populate a new global distribution list e.g. "All Staff", "SLT"
Pre-requisites: Requires a clear list of relevant mail addresses and suitable authorisation for potentially sensitive groups e.g. SLT would need to sanction membership of an SLT group.

Calendar Sharing (within organisation only)
Description: Supply guidance for user interface method or configure ability to access a calendar belonging to another mailbox.
Pre-requisites: Clear information on which mail addresses should have access to which calendars and whether the access should be Reviewer (read-only), Author (add and subsequently amend their own entries), or Editor (add and subsequently amend any entries). Authorisation for access to potentially sensitive calendars should be given by their owner e.g. Headteacher should sanction access to their calendar.

E-mail attachment issues
Description: Advise on issues concerning e-mail attachments, failure to open etc.
Pre-requisites: Clear description of the attachment type e.g. Word *.docx file.

SPAM/security concerns
Description: Any SPAM/security concerns
Pre-requisites: Clear description of the issue and where relevant, permission for us to view the specific e-mails.

Junk E-mail false positives
Description: Advise on use of individualised mail rules to prevent mail being directed to Junk E-mail. Implement rules at an organizational level if that seems appropriate to ICT.
Pre-requisites: Clear description of the issue and where relevant, permission for us to view the specific e-mails.

Advanced email support

Delegate Access
Description: Grant a user rights to more than one mailbox and explain how to access in Outlook Web Access.
Pre-requisites: Clear description of which user needs access to which mailbox(es) in terms of e-mail addresses. Suitable permission from SLT or the owner of additional mailbox that will be accessed.

Deleted mailbox recovery
Description: Recover a mailbox accidently deleted by a user with User Management rights.
Pre-requisites: We MUST be notified well within 30 days and need a clear description of what happened and the e-mail address and display names for the affected mailbox.

Mail routing and delivery issues
Description: Investigate issues where mail has apparently failed to arrive from or be sent to an external address.
Pre-requisites: Clear description of the issue and permission for us to view the specific e-mails.

Forwarding
Description: Configure forwarding or advise on archival when member of staff leaves school
Pre-requisites: Relevant e-mail address.

Bad Word Mail blocking
Description: Configure organisational rules to prevent transmission of e-mail containing prohibited words.
Pre-requisites: School must understand risks of false positives and provide a list of words.

Restrict send/receive targets for pupils
Description: Configure organisational rules to limit pupils to receiving mail from, or sending mail to a limited set of external addresses.
Pre-requisites: School to provide a clear list of source and target domains. These can be wildcards e.g. "*.sch.uk" for any address ending sch.uk.

Disclaimers
Description: Configure system to add a 'disclaimer' to all outbound e-mail
Pre-requisites: School must agree and supply the text for the disclaimer.

For the cost of the Standard and Advanced email support see our service prices catalogue for 2018/19.

Additional Commissioning services

As well as the standard and advanced services we have a range of commissioning services designed to be taken as a one off service, examples below:-

- Creating a new Office 365 tenancy.

- Creating a restricted address list for students and Governors.

Enquiries should be made via the ICT service desk option 1 then option 3 or email
help@sd.hertsforlearning.co.uk

School Website Creation & Support

The school website support service has been building and developing school websites in Hertfordshire for more than ten years. The team is experienced in building clear and concise websites specifically designed for schools, in partnership with the schools. They work mainly on the school premises, saving time and ensuring the website meets individual needs.

A school's existing website can be simplified, to make it easier for users to navigate and simpler for administrators to maintain. New websites are built using WordPress, unless the school specifically requests an alternative method.

Telephone and email support can be provided in addition to one-to-one training, so school personnel have the skills to handle ongoing updates in school.

We can also provide a website audit service, to make sure a school's site is ready for Ofsted inspections, as well as suggesting additions or improvements.

There is a choice of support packages to meet individual requirements.

1. Website telephone and remote support contract

   £POA

   Includes telephone helpline and email support for troubleshooting and advice

   Please note: this option is for day-to-day support issues, not for school website maintenance or for website redevelopment, for which a school will be advised to book a support visit.

2. Website telephone, email and on-site support contract

   £POA

   Includes two half-day visits (each approximately three hours) a year, with telephone helpline and email support with:

   - advanced troubleshooting
   - enhancing a website by using videos, sound, photo gallery, Facebook and Twitter
   - website spring cleaning – restructuring the website, tidying up files
   - one-to-one training
   - website audit, including preparing website for Ofsted inspections
   - applying WordPress updates ** and monitoring backups

3. Brand-new website contract

   £POA

Includes a new website, telephone helpline and email support. New websites are built using WordPress, mainly on site in collaboration with the person responsible for maintenance. The price is based on 5 half day visits*.

Typically, visits will be broken down into:

- a half-day initial visit to discuss requirements, structure, look and feel

- a full day to build the site from content collected

- a half-day to complete the website, make it live, and provide training

- a half-day to provide extra training and help with problems encountered with maintaining the website

To make best use of the visits, the school should ensure enough time is allocated between the first two visits, to enable all required information to be collected. Ideally, the person responsible for updating the site should be available for the whole visit as this improves the training process.

Wordpress updates will also be applied for the duration of this contract ** and scheduled backups will be checked to ensure they have completed successfully.

* Please note that extra payment may be required if the website takes significantly more than the allocated days due to lack of preparation or changes in requirements. At the end of the contract, a school will automatically be moved onto contract 2.

4. Website telephone and email support contract, including WordPress updates**

£POA

This is intended for schools with Wordpress websites. Includes telephone helpline and email support for troubleshooting and advice (as for option 1) but also includes applying Wordpress updates ** and monitoring backups.

** Wordpress updates ensure that the software is up to date. This is important to maintain the security of your website. Most of the time this is straightforward, but on rare occasions you may be required to book an extra visit for updates to be applied.

5. Half-day visits on a pay-as-you-use basis

£POA per half-day

One-off or additional half-day visits can be purchased on a pay-as-you-use basis

6. Website maintenance

£POA per hour

This service can be provided for schools that don't have a dedicated member of their personnel team to update the school website. The service is offered either as a one-off or on a regular basis. The updates will be done off-site. If a school requires a regular updating service, e.g. for school newsletters, please contact us to discuss costs and timescales.

7. One-off telephone support

£POA per ¼ hour – minimum charge applies

If a school hasn't subscribed to this service and requires telephone support, they can call the school website service team. From here, the caller will be asked to do one of the following:

- buy into annual contract 1, 2 or 4

- access support on a pay-as-you-use basis

Contact Alison Bellerby, Web Publisher Tel: 01438 844777 Opt.1

Email: alison.bellerby@hertsforlearning.co.uk

Further information can also be found on:

www.hertsforlearning.co.uk/team/school-website-support

ICT Service Desk

Telephone: 01438 844777

Email: help@sd.hertsforlearning.co.uk

Online Service Desk Portal: https://support.hertsforlearning.co.uk

Website

https://www.hertsforlearning.co.uk/business-services/ict-services

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