

A Service Level Agreement Offer

for

Technical Support in Education



For Schools in London

as provided by

**Trusol Limited in partnership with the
Hammersmith and Fulham LA School
Management Support Department**

Financial Year 2009-2010



education tel: **08456 121222**
technical tel: **08456 121223**
email: **info@trusol.com**

Trusol Ltd
Unit 3 Mill Farm Business Park, Millfield Road, Hanworth, Hounslow, Middlesex, TW4 5PY
Tel: 08456 121301 Fax: 08456 121302 www.trusol.com

Please note that depending on your school's licensing arrangements with the Local Authority and Capita, it may not be possible for Trusol to provide your school with Admin (SIMS) support.

Schools within Hammersmith & Fulham can only be supported with our Curriculum support packages as their SIMS support is provided by the Local Authority as standard.

Terms and Conditions of this Contractual Service Level Agreement (SLA)

This contractual SLA has been made between the Governing Body of the School (the Client) and Trusol Limited (the Service Provider).

The term of this contract will cover all or part of the period from April 1st 2009 through March 31st 2010. The full cover period and associated costs are listed in this document and ad-hoc pricing is listed in the attached appendix.

This Service Level Agreement has been offered in order that the school may request technical support (both on and off site) with associated advice and consultancy through a single point of contact.

Similar SLAs offered to schools in neighbouring Boroughs have proved invaluable to each and every client and have ensured that maximum efficiency is obtained from both the Administration & Curriculum ICT systems implemented in each of the respective schools.

Services Provided as Part of the SLA.

There are multiple SLA offers based on the size of each school, their general needs and demands in ICT over previous months and future expansion plans in ICT for each establishment.

As part of any SLA, each school gets a set amount of "On Site" Technical Support time from one of our educational ICT support specialists. This Technical Support covers a multitude of hardware, software, system and training in all areas of ICT (a more detailed list is provided herein).

The school also has access to consultancy, telephone support and 1st line product support as part of the SLA.

The key services offered by Trusol Ltd as part of this SLA are as follows:

- Advice with active and passive ICT infrastructures including development plans.
- Support and assistance with ICT system procurement.
- Network connectivity issues and internet services.
- Hardware troubleshooting, maintenance and repairs.
- Set up and support for LGfL portal and connectivity.
- Network set up and management including software installation, security and administration.
- The formation of infrastructure documentation with asset registers.
- The support for interactive whiteboard and projection services.
- The support for Video Conferencing systems.
- The support for IP monitoring and surveillance systems.
- Liaison on behalf of the school with 3rd party suppliers and contractors.
- Organisation of product demonstrations of educational software and hardware.
- Installation, upgrade and support for SIMS software (If the Admin support module is required).

Services Outside of the SLA.

Trusol are able to offer full or part assistance with the following additional services:

- Website Design and Development.
- Network Infrastructure – Cabling and Proof of Conformance.
- ICT Classroom Design and Build.
- Additional Technical Support and Consultancy.
- The installation for interactive whiteboard and projection services.
- The installation for Video Conferencing systems.
- The installation for IP monitoring and surveillance systems.

These services are charged additionally to those listed above and within the SLA.

Client Responsibilities

To ensure that the service is provided in accordance with the terms of this agreement, it is vital that the client provides the following:

- To nominate a person as a main point of contact for ICT related error reporting.
- To nominate a person as a main point of contact for SIMS related error reporting (if a SIMS SLA is requested).
- To ensure relevant administrative staff are trained in the use of SIMS software (if a SIMS SLA is requested).
- To ensure that the Technical Support progress forms are completed and authorised on each day of engineering attendance.
- To give a period of notice of at least 7 days where additional annual consultation visits are required.
- Ensure that their school has an internet service provided by a broadband connection to allow efficient and effective remote support for Curriculum and/or SIMS network components.

Quality and Review

In order to monitor work completed during the technical support visits, an evaluation form will be provided to the school for inclusion into the technical support on site log. This form will highlight the date of technical support provided, along with the duties completed during that visit along with any outstanding issues.

End of term statements will also be issued to each school identifying the work that has been completed since the start of the contract and a balance of remaining hours available as part of the annual SLA.

As part of the ongoing quality assurance programme, the work of the Trusol team can be reviewed or fed back to members of senior management. The full contact details are listed further in this document.

School Management Support

Admin Network Support with SIMS

Through the partnership arrangement between Trusol Ltd and the Hammersmith & Fulham Local Authority Management Support Department, Trusol are able to offer SIMS support to Primary schools in some West London Boroughs (Licenses permitting). This service has been particularly successful in the Borough of Ealing where many Primary schools already value the responsive, high quality service being provided to the Administration staff.

There is one standard SIMS support package available (Level **1A** Support) which can be purchased as a Service Level Agreement for SIMS support which includes support to the Admin network hardware components such as the Admin Server, PC's, Printers and internet connection.

This full Admin network support package with SIMS can also be included into one of the Curriculum support packages in order that a complete school ICT network support contract is provided by Trusol Ltd.

The Level **1A** support cover includes the following:

- Helpdesk Support for SIMS issues and Admin network issues
- SIMS support from experienced staff via telephone
- SIMS support from experienced staff via remote access
- 1 day per term – on site SIMS support or consultancy. (May be used in 1/2 day or 1 day blocks)
- Application of all required SIMS upgrades and patches via remote support systems.
- 1 day per term - on site schedule technical support for the Admin hardware elements (usually scheduled as 1 x 1/2 day support visit per half term)
- An additional 12 hours per year emergency on site support time which can be used to deal with urgent network issues outside of scheduled visits.
- Unlimited remote and telephone support for the Admin network.
- Weekly remote backup monitoring for the Admin data.

Capita are expecting to produce 5 main upgrades per year plus additional service packs/patches.

The Telephone Helpdesk is available from:

- 8.30am - 4.30pm Monday – Friday during term time.
- 10.00am – 3.00pm during school holidays.

Calls outside these hours may be logged via email and will be addressed during hours of operation.



SIMS Support Contact Details

Phone: **08452 600830** (During Helpdesk Hours)

Email: sms-helpdesk@lbhf.gov.uk

Trusol Ltd

Unit 3 Mill Farm Business Park, Millfield Road, Hanworth, Hounslow, Middlesex, TW4 5PY
Tel: 08456 121301 **Fax:** 08456 121302 www.trusol.com

Service Level Agreement Offers

Curriculum Only Support

Level 1C Support

This level of Technical Support is aimed at Children's Centres, small Nursery Schools or other educational establishments where the provision of IT is minimal but where occasional assistance and support with the IT infrastructure is required.

It comprises **4 Days** "On Site" Technical Support per Year. These 4 days are allocated as follows:

- **3 Days** – scheduled support comprising one half day visit (08.30 – 12.30) each half term to provide technical support as requested by the client. Every two half day scheduled visits per term may also be taken as a single full day per term if the workload for a single period demands that time input.
- **1 Day (8 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Level 2C Support

This level of Technical Support is aimed at small Primary Schools or those schools who have successfully implemented a manageable and stable network infrastructure.

It comprises **9 Days** "On Site" Technical Support per Year. These 9 days are allocated as follows:

- **6 Days** – scheduled support comprising two half day visits (08.30 – 12.30) each half term to provide technical support as requested by the school. Every two half day scheduled visits per half term may also be taken as a single full day if the workload for a single period demands that time input.
- **3 Days (24 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Level 3C Support

This level of Technical Support is also aimed at small Primary Schools who have continual problems or issues with ICT hardware, software or connectivity.

It comprises **12 Days** "On Site" Technical Support per Year. These 12 days are allocated as follows:

- **9 Days** – scheduled support comprising three half day visits (08.30 – 12.30) each half term (every other week) to provide technical support as requested by the school. Any two half day scheduled visits may also be taken as a single full day support visit if the workload for a single period demands that time input.
- **3 Days (24 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Curriculum Only Support (Continued)

Level 4C Support

This level of Technical Support is aimed at medium to large Primary Schools who have successfully implemented a manageable and stable network infrastructure but due to the quantities of PCs or Laptops on the network, feel it would be advantageous to have a weekly visit from a support technician.

Any Primary school with an ICT suite or wireless laptop environments comprising 20 or more laptops should be considering this level of support at minimum. The Level 3C Support Contract may provide suitable cover for such schools, but we have found that most schools of this size and nature utilise their emergency support allocation well before the end of the support contract period and end up paying for additional technical support to provide their cover for the full financial year.

It comprises **21 Days** "On Site" Technical Support per Year. These 21 days are allocated as follows:

- **19.5 Days** – scheduled support comprising 39 x half day visits per week (08.30 – 12.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school. Any two half day scheduled visits may also be taken as a single full day support visit if the workload for a single period demands that time input.
- **1.5 Days (12 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Level 5C Support

This level of Technical Support is aimed at large Primary Schools or those Medium Primary schools who experience a high level of ICT related problems due to old equipment being deployed, little investment in the ICT arena over the past 3 years or due to poor ICT support in previous years.

Any Primary school with multiple ICT suites or wireless laptop environments comprising 40 or more laptops should be considering this level of support, where an ICT support technician will be available at your school for a full day once every 2 weeks and for a half a days visit every week in between.

It comprises **29 Days** "On Site" Technical Support per Year. These 29 days are allocated as follows:

- **19 Days** – scheduled support comprising one full day visit every other week (08.30 – 16.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.
- **10 Days** – scheduled support comprising 20 x half day visits, one every other week (08.30 – 12.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.

There is no on site emergency response associated with this level of support although the school will have access to the unlimited telephone and remote support service which is standard in any support contract.

Service Level Agreement Offers (Continued)

Level 6C Support

This level of Technical Support is aimed at very large Primary Schools or those Medium Primary schools who have had exposure to an on site technician on a weekly basis in previous schooling years. Any Primary school with multiple ICT suites or wireless laptop environments comprising 40 or more laptops, PDA's or EDA's should be considering this level of support, where an ICT support technician will be available at your school for a full day every week.

It comprises **39 Days** "On Site" Technical Support per Year. There is no on site emergency response associated with this level of support although the school will have access to the unlimited telephone and remote support service which is standard in any support contract.

- **39 Days** – scheduled support comprising one full day visit per week (08.30 – 16.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.

Administration Network Support with SIMS

Please note that schools wishing to take out the Administration (SIMS) support module on its own or as part of a combined SLA must ensure that their Local Authority has the relevant licensing to allow Trusol in partnership with H&F SIMS Support Department to deliver the service. Alternatively, the school must purchase a single site license from CAPITA to allow this support to be delivered.

Level 1A Support

This level of Technical Support is aimed at Primary Schools who have a stable network infrastructure, a curriculum network support company but who need efficient support for their school management systems (SIMS), both hardware and software.

It comprises **7.5 Days** "On Site" SIMS Support per Year. These 7.5 days are allocated as follows:

- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.
- **3 Days** – scheduled support comprising one half day visit (08.30 – 12.30) each half term from a Trusol technician to provide technical support on the admin network system as requested by the client. Every two half day scheduled visits per term may also be taken as a single full day per term if the workload for a single period demands that time input.
- **1.5 Days (12 hours)** – additional emergency hardware or connectivity support per year, provided to the schools by the allocated Trusol technician on an hourly basis during afternoon periods.

Service Level Agreement Offers (Continued)

Curriculum and Administration with SIMS Support

Please note that schools wishing to take out the Administration (SIMS) support module on its own or as part of a combined SLA must ensure that their Local Authority has the relevant licensing to allow Trusol in partnership with H&F SIMS Support Department to deliver the service. Alternatively, the school must purchase a single site license from CAPITA to allow this support to be delivered.

Level 1 AC Support

This level of Technical Support is aimed at Children's Centres, small Nursery Schools or other educational establishments where the provision of IT is minimal but where occasional assistance and support with both the IT infrastructure and with SIMS issues is required.

It comprises **7.5 Days** "On Site" Technical Support per Year. These 7.5 days are allocated as follows:

- **3 Days** – scheduled support comprising one half day visit (08.30 – 12.30) each half term to provide technical support as requested by the client. Every two half day scheduled visits per term may also be taken as a single full day per term if the workload for a single period demands that time input.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.
- **1.5 Days (12 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Level 2 AC Support

This level of Technical Support is aimed at small Primary Schools or those schools who have successfully implemented a manageable and stable network infrastructure.

It comprises **12 Days** "On Site" Technical Support per Year. These 12 days are allocated as follows:

- **6 Days** – scheduled support comprising two half day visits (08.30 – 12.30) each half term to provide technical support as requested by the school. Every two half day scheduled visits per half term may also be taken as a single full day if the workload for a single period demands that time input.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.
- **3 Days (24 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Service Level Agreement Offers (Continued)

Level 3AC Support

This level of Technical Support is also aimed at small Primary Schools who are experiencing continual problems or issues with ICT hardware, software or connectivity.

It comprises **15 Days** "On Site" Technical Support per Year. These 15 days are allocated as follows:

- **9 Days** – scheduled support comprising three half day visits (08.30 – 12.30) each half term (every other week) to provide technical support as requested by the school. Any two half day scheduled visits may also be taken as a single full day support visit if the workload for a single period demands that time input.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.
- **3 Days (24 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Level 4AC Support

This level of Technical Support is aimed at medium to large Primary Schools who have successfully implemented a manageable and stable network infrastructure but due to the quantities of PCs or Laptops on the network, feel it would be advantageous to have a weekly visit from a support technician.

Any Primary school with an ICT suite or wireless laptop environments comprising 20 or more laptops should be considering this level of support at minimum. The Level 3C Support Contract may provide suitable cover for such schools, but we have found that most schools of this size and nature utilise their emergency support allocation well before the end of the support contract period and end up paying for additional technical support to provide their cover for the full financial year.

It comprises **24 Days** "On Site" Technical Support per Year. These 24 days are allocated as follows:

- **19.5 Days** – scheduled support comprising 39 x full half day visits per week (08.30 – 12.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school. Any two half day scheduled visits may also be taken as a single full day support visit if the workload for a single period demands that time input.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.
- **1.5 Days (12 hours)** – additional emergency support per year, delivered on an hourly basis when requested, during afternoon periods.

Service Level Agreement Offers (Continued)

Curriculum and Administration with SIMS Support (Continued)

Level 5AC Support

This level of Technical Support is aimed at large Primary Schools or those Medium Primary schools who experience a high level of ICT related problems due to old equipment being deployed, little investment in the ICT arena over the past 3 years or due to poor ICT support in previous years.

Any Primary school with multiple ICT suites or wireless laptop environments comprising 40 or more laptops should be considering this level of support, where an ICT support technician will be available at your school for a full day each visit.

It comprises **32 Days** "On Site" Technical Support per Year. These 32 days are allocated as follows:

- **19 Days** – scheduled support comprising one full day visit every other week (08.30 – 16.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.
- **10 Days** – scheduled support comprising 20 x half day visits, one every other week (08.30 – 12.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis. This support may be used in 6 half day blocks.

There is no on site emergency response associated with this level of support although the school will have access to the unlimited telephone and remote support service which is standard in any support contract.

Level 6AC Support

This level of Technical Support is aimed at very large Primary Schools or those Medium Primary schools who have had exposure to an on site technician on a weekly basis in previous schooling years. Any Primary school with multiple ICT suites or wireless laptop environments comprising 40 or more laptops, PDA's or EDA's should be considering this level of support, where an ICT support technician will be available at your school for a full day every week.

It comprises **42 Days** "On Site" Technical Support per Year. There is no on site emergency response associated with this level of support although the school will have access to the unlimited telephone and remote support service which is standard in any support contract.

- **39 Days** – scheduled support comprising one full day visit per week (08.30 – 16.30) during the 39 schooling weeks of the year, to provide technical support as requested by the school.
- **3 Days** – SIMS support and consultancy. This will be performed by a SIMS specialist from the H&F school management team on a pre-scheduled basis.

PRICING

The annual charges for the above mentioned SLA offers are:

Please call Trusol on 08456 121222 for SLA pricing.

Alternatively email michelle@trusol.com with your full contact details, school name and Borough. In the subject field, type – SLA Price Request, and you will receive a copy of all the relevant SLA's by reply email.

HELPDESK SUPPORT

The Technical Support Helpdesk is free and available for any school who has a SLA contract with Trusol.

The education Technical Support Service is available from 8:30 to 4:30 Monday to Friday. The contact numbers are **08456 121222** or **08456 121223**.

The **SIMS Support** help desk is available on **08452 600830**

Where possible, issues may be resolved over the phone, but where necessary, Technical Support will be scheduled as part of the emergency allocation in the SLA.

We will endeavour to attend schools within 24 hours of any complaint or emergency request.

RESOLVING DISAGREEMENTS

Any concerns or complaints about the level of service provided to schools as part of this SLA can be made to the following senior management personnel.

Michelle Franklin Services Manager

Trusol Ltd
Unit 3 Mill Farm Business Park
Millfield Road
Hounslow
TW4 5PY

Tel: 08456 121222
Email: michelle@trusol.com

Neil Goodhead Managing Director

Trusol Ltd
Unit 3 Mill Farm Business Park
Millfield Road
Hanworth
Hounslow
Middlesex
TW4 5PY

Tel: 08456 121222
Mob: 07765 240319
Email: neilgoodhead@trusol.com

Trusol Ltd

Unit 3 Mill Farm Business Park, Millfield Road, Hanworth, Hounslow, Middlesex, TW4 5PY
Tel: 08456 121301 **Fax:** 08456 121302 www.trusol.com

ANNUAL SLA REGISTRATION FORM

Name of School:.....

School Address:.....

.....

.....

Head Teacher:

School Contact:.....

School Tel #:

School Fax #

Email address:

This contractual SLA has been made between the Governing Body of the School (the client) and Trusol Limited (the service provider).

SLA Required:(Circle as appropriate) – **1C, 2C, 3C, 4C, 5C, 6C, 1A, 1AC, 2AC, 3AC, 4AC, 5AC, 6AC**

Annual Cost: (Complete as necessary) - £

These costs are subject to VAT at 15%

1st Choice day for Tech Support _____ 2nd Choice day for Tech Support _____

Signed _____ Date _____
On Behalf of the school

Signed _____ Date _____
On Behalf of Trusol Ltd

Your school will be invoiced within 14 days of receiving this completed SLA application and payments are required in full within 30 days from date of invoice.

For Trusol Office Use Only:

SLA Reference Number _____ Date _____

Appendix A – Weekly Remote Backup Check Authorisation

In recent months, some of our SLA schools have been subject to component failure on either their Admin or Curriculum servers and in some cases total loss of data has been encountered, Fortunately, the schools who have encountered data loss have all had some form of a recent system backup and as a result, all have been able to restore their system relatively quickly when the new hardware components have been sourced.

We have decided to commence a weekly service for all our SLA schools which will involve remote monitoring of your servers, with particular emphasis on the effectiveness of your backup processes.

This service will commence in the next couple of weeks and will be conducted on a weekly basis, whereby according to your SLA your Admin and Curriculum server will be checked by one of our senior technicians. Every term, a report will be issued to your school which will grade the effectiveness of your backup systems in a simple traffic light approach whereby the following system will be used:

GREEN SCHOOLS – Backups occur on a regular basis without any issues and all backup media is rotated and removed from the premises through the backup procedure.

AMBER SCHOOLS – Backups occur on a regular basis but problems occur which is preventing all critical data from being captured, or that backup media is not being rotated as required.

RED SCHOOLS – Backups are either not occurring or are failing regularly, resulting in a potential loss of all data on that server if hardware failures are encountered.

If Trusol recognise that backups are failing or backup media is not being rotated correctly within your school, we will notify you immediately of this issue in order that improvements can be made throughout the term.

In order for this service to be conducted, I need to ask your permission to be able to deploy some software onto your server which will allow Trusol (and only Trusol) access to your server via a very secure and remote connection. Many of our supported schools have already given us verbal agreement to use the “LogMeIn” software in order that we have remote access to your school servers. However, as this service will now be something that forms basis for the foundation of our support contract to your school, I feel it is important that we have your approval in writing, so I would like to ask you to fill in the acceptance sheet at the bottom of this letter and return in to Trusol Ltd at the address listed below as soon as possible.

If your school uses the Equinet BackupPilot facility for both Admin and Curriculum services, then the above requirements do not apply to you as your school is receiving a local and remote backup on a daily basis

Thank you once again for your continued support in this matter

WEEKLY REMOTE BACKUP CHECK - AUTHORISATION FORM

Approval form for Trusol Ltd to apply the “LogMeIn” application onto your school servers to allow secure and remote access by a senior Trusol technician for the purpose of weekly remote backup monitoring.

To: Michelle Frankin

Fax: 08456 121302

Trusol Ltd
Unit 3 Mill Farm Business Park,
Millfield Road,
Hanworth,
Hounslow,
Middlesex,
TW4 5PY

School Name	Designated ICT (Backup) Representative
.....



We are happy that Trusol will apply the LogMeIn application to the Curriculum server and will provide weekly remote monitoring of our backup system.

We are happy that Trusol will apply the LogMeIn application to the Admin server and will provide weekly remote monitoring of our backup system.

Please note that this is a secure account, accessible by username account details and a password from a designated Trusol email address, so access into the server by other parties is not possible.

Head Teacher Signature: _____

Date: _____

Trusol Services Partnerships and Accreditations



Trusol recommends Dell.

Just Lamps

.net
The Projector Lamp Specialist

Obtains huge savings on RRP.



Great Savings on Caching and CD Servers.



Educational prices for all software needs.



Resellers for Ranger software.
Free installation for SLA clients.



Resellers and installers for Promethean.



Resellers and installers for Smart.



Resellers and installers for Polyvision.



Trusol supports SIMS through
Hammersmith and Fulham LEA School
Management Support Department.



Trusol support and recommend all the
LGfL and Synetrix's products and services.

Partnerships include the following



Partnership with Ealing CLC
providing network solutions to
schools in West London.



Partnership with Hammersmith and
Fulham LEA.



Partnership with SHHS in Hammersmith.



Affiliated Technical Support Company