ICT Services
for Primary and Special Schools

2021/2022

Calderdale
Council

Welcome to Calderdale ICT

Welcome to Calderdale ICT Services for 2021/2022

We are a long established Local Authority team of ICT professionals who have been looking after ICT support needs of schools for many years. This guide covers everything you can expect as a Calderdale customer.

We offer a wide range of technical and support services to the Local Authority, partner organisations, schools, academies and other educational establishments in Calderdale and surrounding areas. Our intention is to offer a service that clearly focuses on the needs of your establishment.

We pride ourselves on very high levels of customer care and service delivery. Our widespread customer base is testament to the support we are able to offer and our specialist knowledge of using ICT in education is second-to-none among local service providers.
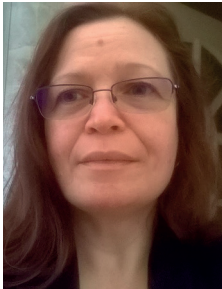
We hope that you find this catalogue helpful in allowing you to access a wide-range of high quality ICT services, enabling your establishment to continue to offer a digitally-enriched curriculum. If you cannot find a service that meets your needs, please talk to us. We will do our very best to provide it, making full use of our diverse, talented and highly skilled workforce.

All our staff are enhanced DBS checked.

Phil Judson and Rebecca Holton
Senior IT Officers

Phil Judson   Rebecca Holton

Contact Calderdale ICT

Log your call online: http://servicedesk.calderdale.gov.uk/Sostenuto/SContacts/

Telephone: 01422 392560

7.30am to 5pm Monday – Thursday
7.30am to 4pm Friday

Contents

ICT Support Packages

Calderdale ICT Services offers five distinct ICT support services for schools, allowing us to meet the needs of all your school's requirements, whatever your ICT infrastructure, needs and expertise.

Platinum+ for SIMS schools

Our premier support package, which includes Platinum and Gold service, is tailored for schools requiring proactive, preventative maintenance and disaster recovery. Schools signing up for this plan will receive regular remote maintenance and visits from our team of trained professionals to diagnose vulnerabilities, minimise the risk of costly disruption from network failure and ensure system health is maintained.

Our Platinum+ Support Plan is recommended for schools that:

- Have complex ICT installations and no trained or qualified network managers, or the skill to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.

- Make extensive use of the Internet and need higher levels of security against increasing virus and hacking threats.

- Would like reassurance of access to experts to help with a new server, server recovery / restoration of your ICT services in the event of a disaster.

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.

- Would like to know more about how to use their network.

- Are planning to replace their server.

- Wish to implement whole school systems for effective information management.

Platinum for SIMS schools

A comprehensive "one-stop shop" support package which includes Gold service. Providing seamless first-class support for both the administration and curriculum networks. We will take ownership of all reported problems and incidents whilst also working with you to ensure that your network remains robust and resilient to prevent disruption.

Our Platinum Support Plan is recommended for schools that:

- Would like to receive a holistic service across the whole school network (admin AND curriculum).

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.

- Lack the skills required to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.

- Require pre-determined response times for all problems/incidents.

Please note that server installations, rebuilds and disaster recovery will incur additional costs in this package.

"Very happy overall - Platinum+ really does cover everything!" – **Greetland Academy**

Looking for a new phone system?

It's not as expensive as you think and could even save you money!

Our proven VoIP phone system comes with all the professional features to service your school's needs.

- Very low line costs

- Includes calls and bundles

- Built-in answering machine

- Separate extensions for each class

- Personalised voice menu

- FREE support and maintenance for Platinum and Platinum+ schools

- Completely FREE installation for Platinum and Platinum+ schools

"Thanks to the team for supporting us with our IT/phone system requirements" – **Ash Green**

Gold for SIMS schools

Some schools will have smaller setups, budgets and greater ICT expertise, and this package suits those needs perfectly.

Our Gold Support Plan is recommended for schools that:

- Require user support for the operation of SIMS at the most cost-effective rate.

- Do not have on-site support for SIMS from CapitaES.

- Require pre-determined response times for all problems/incidents.

Please note that maintained schools obtaining licenses through Calderdale ICT must sign up for a Gold Support Plan as minimum.

Diamond+ Non-SIMS School Support

Our premier support package for non-SIMS schools, which includes Diamond service, is tailored for schools requiring proactive, preventative maintenance and disaster recovery. Schools signing up for this plan will receive regular remote maintenance and visits from our team of trained professionals to diagnose vulnerabilities, minimise the risk of costly disruption from network failure, and ensure system health is maintained.

Our Diamond+ Support Plan is recommended for schools that:

- Have complex ICT installations and no trained or qualified network managers, or the skill to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.

- Make extensive use of the Internet and need higher levels of security against increasing virus and hacking threats.

- Would like the reassurance of access to experts to help with a new server installation, server recovery / restoration of your ICT services in the event of a disaster.

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.

- Would like to know more about how to use their network.

"Always helpful, always receive a prompt response, whatever I ask is never too much trouble. It's a comfort to know there is always someone on hand who can help when a problem arises." – **Holy Trinity CofE**

Diamond Non-SIMS School Support

A comprehensive "one-stop shop" support package for non-SIMS schools. Providing seamless first-class support for both the administration and curriculum networks, we will take ownership of all reported problems and incidents whilst also working with you to ensure that your network remains robust and resilient to prevent disruption.

Our Diamond Support Plan is recommended for schools that:

- Would like to receive a holistic service across the whole school network (admin AND curriculum).

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.

- Lack the skills required to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.

- Require pre-determined response times for all problems/incidents.

Please note that server installations, rebuilds and disaster recovery will incur additional costs in this package.

"Performs miracles as always!" – **Old Town**

Core for all schools

Our basic support package, all schools that sign up for any service within Calderdale must also sign up for our Core Support Package. This plan provides:

- A dedicated service desk to log incidents.

- The facilitation of the transfer of pupil data from SIMS to Calderdale (via SIMS B2B) and support for the use of secure local and national websites for transferring pupil data to and from SIMS.

The Core Support Package is free to maintained schools that use Capita SIMS as their MIS.

Quotation will be provided if required.

Pricing

Our packages are individually priced depending on several factors. These include:

- The number of pupils you have on roll

- The number of curriculum PCs in your school

- The support package level you will receive

We quote your school based on the identical level of service received in the previous year but are happy to revise this based on new requirements your school may have.

Please contact us and we will happily discuss this with you.

Included Services

		SIMS			Non-SIMS	
---	Core	Gold	Platinum	Platinum+	Diamond	Diamond+
School Information Management System (Capita SIMS) support.	✗	2 PCs	Unlimited	Unlimited	✗	✗
Support for use of secure local & national websites for transfer of pupil data	✓	✓	✓	✓	✗	✗
Predetermined Service Standard Response Times	✗	✓	✓	✓	✓	✓
Provision of a dedicated and professional ICT Service Desk. Service Desk Provision	✓	✓	✓	✓	✓	✓
General telephone advice	✓	✓	✓	✓	✓	✓
Handling all support calls	✓	✓	✓	✓	✓	✓
Logging and processing faults	✗	✓	✓	✓	✓	✓
Providing progress information	✗	✓	✓	✓	✓	✓
Receiving any complaint and resolving or referring to relevant partner organisation	✗	✓	✓	✓	✓	✓
Provision of a single point of contact	✗	✓	✓	✓	✓	✓
Maintenance of a database of school contacts	✗	✓	✓	✓	✓	✓
Provision of fault handling reports	✗	✓	✓	✓	✓	✓
Support and **management** for **administration network**	✗	✓	✓	✓	✓	✓
PC Admin recovery support (2 PCs)	✗	✓	✓	✓	✓	✓
Implementation and support of Calderdale's VoIP phone system	✗	✗	✓	✓	✓	✓
Support for **curriculum networks**, including server and network workstations	✗	✗	✓	✓	✓	✓
Support for desktop, laptop and netbook PCs	✗	✗	✓	✓	✓	✓
Assistance and implementation of an antivirus strategy	✗	✗	✓	✓	✓	✓
Implementation and support of Calderdale's backup strategy	✗	✗	✓	✓	✓	✓
Network consultation services	✗	✗	✓	✓	✓	✓
Provision of warranty expiration information for servers purchased through Calderdale ICT	✗	✗	✓	✓	✓	✓
Equipment disposal advice	✗	✗	✓	✓	✓	✓
Support for Microsoft Office 365 user and email accounts	✗	✗	✓	✓	✓	✓
Internet Service Provider liaison in the case of faults external of your LAN	✗	✗	✓	✓	✓	✓
Onsite presence during Ofsted inspection (on request)	✗	✗	✓	✓	✓	✓
Peripheral installation (cameras, scanners, etc.)	✗	✗	✗	✓	✗	✓
Project installation (case-by-case basis)	✗	✗	✗	✓	✗	✓
Discount on Curriculum network backup recovery (see **Backup**)	✗	✗	✗	✓	✗	✓
One-day's support for preventative maintenance and/or user support	✗	✗	✗	✓	✗	✓
Network health testing, including antivirus and spyware detection	✗	✗	✗	✓	✗	✓
Rectification of LAN failures (switches and cabling)	✗	✗	✗	✓	✗	✓
Disaster recovery from unauthorised activities, including potential server rebuild	✗	✗	✗	✓	✗	✓
Server installation, setup of services and MS Active Directory	✗	✗	✗	✓	✗	✓
SMART BOARD connection setup, maintenance and software install (excluding projectors)	✗	✗	✗	✓	✗	✓
IT contractor management	✗	✗	✗	✓	✗	✓
Virus assistance on Curriculum Network	✗	✗	✗	✓	✗	✓
Support Apple OS X and iOS	✗	✗	✗	✓	✗	✓
Password policy support	✗	✗	✗	✓	✗	✓
Strategic planning support	✗	✗	✗	✓	✗	✓
Asset management assistance	✗	✗	✗	✓	✗	✓
Specification, installation and maintenance of wireless networks (may incur additional contractor charges)	✗	✗	✗	✓	✗	✓
Support for Google Chromebooks and Android devices	✗	✗	✗	✓	✗	✓

School Information Management System (Capita SIMS)

Capita SIMS is the school management system used by the majority of Calderdale schools.

This has advantages for both the Council and the School regarding the support provision we can offer and data sharing.

This level of SIMS Support is determined by the ICT Support Package you sign up for (see pages 4 to 9). Details of the services offered are illustrated below.

	Core	Gold*	Platinum	Platinum+	Diamond	Diamond+
SIMS Technical Support for PCs (admin network)	None	2 PCs	Unlimited	Unlimited	None	None
Facilitation of transfer of pupil data from SIMS to Local Authority (SIMS B2B)	✓	✓	✓	✓	✗	✗
Technical Support for SIMS software errors (including remote support)	✗	✓	✓	✓	✗	✗
Loan of replacement device where main SIMS device is rendered unusable, or migration of account to another machine	✗	✓	✓	✓	✗	✗
SIMS upgrades and patches (LIVE system only)	✗	✓	✓	✓	✗	✗
Application Support:	✗	✓	✓	✓	✗	✗
STAR 7	✗	✓	✓	✓	✗	✗
Attendance 7	✗	✓	✓	✓	✗	✗
SEN 7	✗	✓	✓	✓	✗	✗
Reporting 7	✗	✓	✓	✓	✗	✗
Personnel 7	✗	✓	✓	✓	✗	✗
System Manager	✗	✓	✓	✓	✗	✗
Assessment 7	✗	✓	✓	✓	✗	✗
Profiles 7	✗	✓	✓	✓	✗	✗
CTF	✗	✓	✓	✓	✗	✗
Discover	✗	✓	✓	✓	✗	✗
Dinner Money 7**	✗	✓	✓	✓	✗	✗
FMS***	✗	✓	✓	✓	✗	✗
Option to participate in Capita SIMS Pilots	✗	✓	✓	✓	✗	✗
External SIMS Training Brokerage	✗	✓	✓	✓	✗	✗
Termly School Census Support (telephone and remote)	✗	****	✓	✓	✗	✗
Annual Key Stage & Early Years Collections (telephone and remote)	✗	****	✓	✓	✗	✗
SIMS Technical Support for PCs (curriculum network)	✗	✗	✓	✓	✗	✗
Whole school implementation of SIMS Attendance 7 (excludes training)	✗	✗	✓	✓	✗	✗
User account management, including cross-year and new intake tasks	✗	✗	✗	✓	✗	✗
SIMS Consultancy Services	✗	✗	✗	✓	✗	✗

*   Gold package is the minimum requirement for the procurement of a SIMS Licence. Taking the Core package will require your establishment to procure their own licence.

**   Dinner Money 7: Separate licence key required, see page 13.

***   FMS support available via Local Financial Management Team.

**** Available separately for Gold users. See page 14.

SIMS Licences

Calderdale historically procures SIMS licences for Maintained Schools on a yearly basis. Prices for these licences are based on the number of children attending your school and are **extremely favourable** compared to procuring your licence directly from Capita.

Please note that this service is only available to maintained schools. Academies, Free Schools and other institutions outside of Local Authority control must procure their licence directly from Capita. For more information see **http://www.capita-sims.co.uk**

Maintained schools are required to sign-up for the Gold ICT Support package (or higher) to take advantage of Calderdale's SIMS licence procurement deal.

GDPR Compliant Backup

However you currently backup your data, whether by cloud, tape or disk-based methods – or all three, with the EU regulation demanding consumers to be able to access, correct or request deletion of their personal data. Education establishments need to ensure backups under GDPR are fit for purpose. Older backup techniques such as disk or even tape will make swift access, alteration and deletion under the `right to be forgotten' rule far trickier to achieve.

Attix5, our backup platform is a data backup solution that will ensure your backup is GDPR compliant. Our software fully encrypts data on-site before sending the information to our data centre and has an interface that can be managed on premise.

With around 90% of backup providers based in the US or outside of the EU most are not EU compliant. Our Attix5 platform is based in Calderdale Council's own data centre, and the software fully encrypts all school data that we manage.

Our backup solution is available for not only servers but can be used on individual devices, computers, laptops etc.

Our backup service for education establishments removes the burden of worrying about how to recover from a major data loss on your Administration and Curriculum networks.

How it works:

- Data to be backed up is encrypted and compressed as a "first pass" ready to be sent to our data centre in Calderdale Council.

- Subsequent backups will only look for changed data meaning that the backup is quick and effective.

- All data is completely encrypted at source before being transmitted to our data centre, meaning there is never a requirement to physically remove the data.

Benefits:

- **Safeguard your data**
  Ensure your data is appropriately managed and easily recoverable

- **No manual backups!**
  Your school is freed from the burden of having to remember to conduct manual backups.

- **No extra hardware, DVDs, CDs or tapes**
  Eradicate slow backups and restores, mechanical breakdowns and data loss from faulty tapes and DVDs.

- **Backed up online and stored off-site in Calderdale**
  Instant disaster recovery and access to data stored in our resilient and secure data centre.

- **Backup of your SIMS Database**
  Where your school holds a valid SIMS licence, we will backup your SIMS database as part of the regular backup cycle.

- **Fast & easy data recovery**
  Instantly recover any lost data at a click of a mouse.

- **Reduce your carbon footprint**
  No need for ICT technicians to drive around visiting schools to fix tape related backup issues.

- **Simple & affordable pricing**
  Transparent prices that are based on the number of servers, applications and the amount of data you wish to backup at your school. No need to waste money on new backup tapes, tape drives etc.

- **100% compatible with SIMS MIS (check for other MIS systems)**
  Works with Windows, MS Office, curriculum, admin and is a CAPITA approved backup service.

- **Proven & tested service**
  The service is currently in use in over 12,000 schools across 70+ Local Authorities and service providers.

Backup Costs

SLA/Contract Plan Level	Licence & Maintenance Cost (mandatory)	(A) Admin SIMS Network + 20Gb	(B) Curriculum Network 60Gb (total of 80Gb with A)	(C) Additional Data (10Gb intervals) (requires A and B)
Gold & Core	£60	£200	£250	£5 per 10Gb
Platinum	£60	£150	£200	£5 per 10Gb
Platinum +	£60	£150	Free of charge if 'A' taken	£5 per 10Gb
Diamond	£60	£150	£200	£5 per 10Gb
Diamond +	£60	£150	Free of charge if 'A' taken	£5 per 10Gb

NB: One off new licenses cost £300 plus £60 maintenance cost for first 12 months.

Exceptions

Schools should be aware that the backup solution will not store the following file types:

- **Image/Picture files** ('.jpg', '.png', '.raw', '.bmp', '.tif' and other media file types)
- **Video files** ('.avi', '.flv', '.wmv', '.mov', '.mp4', etc and other media file types)
- **Audio files** ('.mp3', '.ogg', '.aac', '.wma', '.flac', etc and other media file types)

We can offer a customised on-site solution to backup these file types. Please contact us for further information.

Remote Access

We offer several solutions for remote access to meet the needs of different schools and academies. These are based on our unique knowledge of schools and many years' experience of working with education professionals.

If you need a remote access solution to meet the needs of your school, get in touch for our bespoke, reliable, value-for-money options.

ICT Training Courses

SIMS Dinner Money Setup and Training Package

The Dinner Money Module for SIMS allows schools to use their existing SIMS setup to administer school meals.

This bespoke package sets up the module in your SIMS environment and provides bespoke, on-site training to ensure all of your admin staff are capable of using it confidently and accurately.
Also includes: step-by-step manual, remote support and day one banking.

SIMS Attendance in the Classroom Package

The Attendance in the Classroom module for SIMS will allow your classroom staff to take the register electronically using your existing SIMS setup.

The package includes setup and configuration, on-site whole school training, remote support to setup the individual users and passwords and day one follow-up support.

Bespoke Training Packages (SIMS and MS Office)

We can arrange for our trainers to come out and provide on-site training in any aspect of your school's day-to-day activities. Our packages can be delivered to your school, schools or clusters on a date and at a time that suits you.

The group sizes, and course content can be tailored to your requirements and facilities, and can be provided on a half or full day basis.

We can deliver or source bespoke training packages in:

- STAR 7
- SEN 7
- Personnel 7
- Assessment 7
- Profiles 7
- Discover
- FMS
- Attendance 7
- Reporting 7
- System Manager
- Windows 10
- CTF
- Dinner Money 7
- Microsoft Office

"Excellent service, as always." – **Salterhebble**

"Prompt and helpful response." – **Carr Green**

Additional Services

SIMS Support Packages:
Termly Census Returns, Key Stage & Early Years Collections

These packages are tailored for schools with either the Core or Gold ICT Support Package that require SIMS support in completing your returns as easily and accurately as possible. This includes:

- SIMS Service Desk support including telephone and remote access.

- Step-by-step manuals on how to prepare your data and complete each collection in SIMS.

Bespoke SIMS Report Writing Service

Calderdale ICT is able to write bespoke SIMS reports for your school to meet your specific requirements. Our staff have advanced skills in writing reports and can produce them for you in any required format and provide further support to allow you to reproduce them in the future.

SIMS User Support and Consultancy Services

- SIMS training courses (prospectus published termly).
- School Workforce Census Support. Assistance with production of annual workforce census in SIMS.
- Bespoke SIMS support and consultancy to enable you to maximise your use of the software for school improvement and workforce reform.
- Assistance with recruitment of administrative staff in schools in relation to DfE.
- Realising the potential of technology in education.
- A stategy for education providers and the technology industry.
- Special projects.

Printing Services

Calderdale Council's Print Unit is a modern, well equipped and efficient design, printing and finishing facility whose services are available to all schools. The print unit provides complete print and copying solutions, including the design from concept of artwork through to the printing/copying and finishing of publications all to the highest quality and standards of finish.

We design and produce a wide range of publications, leaflets, documents, reports, booklets, folders and promotional material for a wide range of clients reflecting the diversity of services the Council provides to the public of Calderdale.

The Printing Services unit is now responsible for the procurement of all the Council's printing requirements.

Printing Services offer:

- The latest full colour, computerised, digital printing equipment producing extremely high quality, high resolution, and low cost, full colour printed publications on behalf of all Council services.
- We give our customers the guidance and advice to ensure printed paper products and publications are designed, produced, finished and delivered to the highest standards at a competitive price, ensuring quality and value for money for customers.
- Professional, friendly, expert staff, who take pride in ensuring customers' requirements are paramount; they are always available to discuss personally in detail the design and print specification of customers' products.
- A responsive design and print service for all routine, urgent or emergency job requirements.

Calderdale Council's Print Unit assure you of a first class, friendly, design, print and finishing service, which will always endeavour to provide you with the guidance and advice to deliver your print requirements to the highest standards, at a competitive price within your budget constraints, while ensuring quality and value for you, our customer.

Contact details for Calderdale Printing Services:

E: Print@calderdale.gov.uk

T: 01422 393520

Price of Additional Services

Service	Detail	Price	Notes
Core Service Support Package for non-maintained schools and academies	**Required by all non-maintained schools buying any other service**	£170	
Specialist ICT, Support and consultancy	Full day	£620	
	Half day	£325	
Work required to support bespoke MIS, including support when schools transfer from one MIS to another	Full day	£620	
	Half day	£325	
SIMS Training Courses - Scheduled	Full day courses	£325	School size more than 150 pupils
		£300	School size less than 150 pupils
	Half day courses	£200	School size more than 150 pupils
		£195	School size less than 150 pupils
SIMS Training Courses – Bespoke	Half Day On Site	£325	
	Half Day Council Hosted	£325	
SIMS Dinner Money	Setup and Initial Fee	Please contact us	
	Training	£325	
SIMS Attendance in the Classroom	Setup and Initial Fee	Please contact us	
	Training	£325	
SIMS Bespoke Report Writing Service	Prices supplied for individual projects	From £125	This depends on the complexity and size of the report
Termly School Census Support	Per annum	£425	Included in Platinum and Platinum+ Support Packages
Annual Key Stage & Early Years Collections	Per annum	£220	Included in Platinum and Platinum+ Support Packages
Annual School Workforce Census Support	Per annum	£325	
Gold Service Support Package: Additional SIMS install on PCs	Per PC	£100	Unlimited in Platinum and Platinum+ Support Packages
ICT and SIMS Services & Consultancy	Includes: ICT Consultancy Strategic Management Printing Special Projects	On quotation	Please contact us for any additional services required not listed here

ICT Top-Up Service: please contact us for a price

We can offer a bespoke ICT top-up service to assist your on-site ICT engineers; this can vary from strategy and consultancy meetings, ad-hoc projects to full server disaster recovery as well as temporary cover of qualified ICT engineers onsite to cover sickness and illness. We also offer an Academy onboarding and transition service.

Included Free within Diamond+ and Platinum+

- **Safety Net: Emergency Server Response**

Servers rarely crash, but if they do, the results can be disastrous. Our safety net ensures an exceptionally fast response with remote support and engineers on-site to protect your systems. In addition, our cloud backup service protects your critical school data with off-site backups.

- **On-site Engineers and Technician visits**

All our engineers are fully qualified and DBS checked. You can book on-site visits as regularly as you need to keep your ICT system running smoothly.

- **School ICT Roadmap, Review and ICT Development**

Regular audits from our ICT support consultants mean your ICT networks stay up to date in the most cost-effective manner. We'll help with forward planning and recommendations to help you develop and maintain cost-effective ICT systems to help you run your school.

Included Free within Diamond, Diamond+, Platinum and Platinum+

- **Ofsted Panic Button**

When you get the dreaded OFSTED phone call, we'll visit to work alongside your team and make sure all systems are running optimally. Even when things are going smoothly, Calderdale ICT will always be there with ICT support, working in the background to make sure your ICT performs not well, but outstandingly.

- **1 to 1 Remote Support**

Not every ICT issue requires an on-site visit. With conscientious desktop support, we can resolve the majority of issues for you remotely without a visit from an ICT technician, saving time, frustration and ensuring a speedy resolution.

Appendix 1: Supported Software/Services

Type of Software	Product	Technical support
School Management software	SIMS	All modules We support use/operation of SIMS. See modules listed under Gold subscription service. Support for Finance modules available from LFM team or your own bursar/finance contractor. Not included under Diamond and Diamond+
Operating system	Standalone PCs or workstations: Windows 10 (Professional/Enterpise editions) Servers: current versions of Windows Server 2012, 2016 and 2019 Apple OS X and iOS Google Chrome OS Android	Yes
Tablet devices	Apple iPads Android Tablets	Yes
Desktop applications	Microsoft Office Family of products	Yes
Internet access	Internet Service Provider Liaison	Yes (Platinum, Platinum+, Diamond and Diamond+ only)
Internet filtering	Supported ISPs liaison	Yes
Anti-virus software	Sophos	Yes
Backup software	Calderdale Centralised Backup[1]	Yes
Curriculum software	Curriculum software which was designed for the operating system on which it is being installed /run[2]	Yes
	Any other curriculum software	Reasonable endeavours

1 School must be subscribed to centralised backup system

2 Please note that technical staff cannot be expected to have detailed or specialist knowledge of all the application software to be found in schools/colleges today. However, they will always attempt to resolve issues concerning these products, but on a "reasonable endeavours" basis

Note: We offer technical support on the systems and software as listed above and user support for all primary SIMS modules. Any help with use/operation of systems and software in addition to this is offered on a reasonable endeavours basis only.

Appendix 2: Service Standards

Priority Level	Definition of problem	Frequency with which the school will be updated on progress
1: Critical	A key SERVICE is not available to multiple users and is having a major business impact. Stopping a lot of people working. Problem affecting more than one school. A major infrastructure failure e.g. loss of central service, all communication to a site, or site services. The problem may have been overcome but there is a high risk of recurrence and impact. Will receive immediate attention from anyone who is assigned to the problem. Ranks highest and above all other ICT Support Team activity.	Daily, while unresolved.
2: High	Service failure affecting one or more users in a school, though not widespread, where there is no adequate workaround, or which has the potential to cause major business impact if not resolved. Response target: 2 hours Resolution target: 1 day	On receipt After initial assessment Then every 2 days.
3: Medium	User problem where the work process is affected but not enough to prevent it. Response target: 2 days Resolution target: 5 days	On receipt After initial assessment Then weekly.
4: Low	Low Impact - more an irritation or a simple request. Response target: 5 days Resolution target: 28 days	On receipt After initial assessment Then monthly.
5: Hold	Where problems may be posted; when they are deemed to have been overcome but a period of time is required for confirmation, or where no active work is to be done for the foreseeable future, or the problem is referred to a third party e.g. under warranty.	Monitored monthly and reported as and when required.
6: Waiting for School	Problems returned to school for action.	Monitored monthly and reported as required.
7: Request for information/advice	School needs a brief conversation to obtain advice or information regarding an ICT query. Where possible this will be provided by a Service Desk technician or, if necessary, referred to another colleague on the same day. Case may be logged if initial query becomes complex.	N/A

Ask us about

- VoIP Telephone systems
- Digital Signage
- CCTV
- Microsoft software licensing
- Data cabling and network points
- Wi-Fi Installations
- Remote Access
- Email services (including encrypted email)
- School wide ICT Audits

ICT Services for Primary and Special Schools, 2021/2022

Digital and ICT, Mulcture House, Mulcture Hall Road, Halifax, HX1 1SP

Calderdale Council

INVESTORS IN PEOPLE

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