

THE THINKING SCHOOLS FEDERATION

ICT Department Service Level Agreement (SLA) 2024-25

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This document lays out the service agreement between The Thinking Schools Federation ICT Department and the network users at all of its schools.

The Thinking Schools Federation ICT Department SLA

Purpose:

This Service Level Agreement (SLA) outlines the standards of service that the Information and Communications Technology (ICT) department will provide to The Thinking Schools Federation (TTSF). It defines specific performance targets, responsibilities, and escalation procedures to ensure that the ICT department meets the needs of its users effectively.

Scope:

This SLA covers the following ICT services:

- Central Help Desk for recording of issues and resolution of common problems
- Internet Service Provision including filtering and access to the TTSF networks and their connected services
- Anti-Virus software and other security systems and services
- Network facilities and management
- A reactive hardware support service for workstations and servers
- Microsoft Windows Patch installation for servers and workstations using on site WSUS servers
- Safeguarding Software solutions
- Backup support
- School website and other communication services
- Cloud Services including MIS

Service Priorities:

- Support to improve administrative processes and teaching and learning within TTSF.
- To support school initiatives.
- To support the school in its safeguarding needs.
- To support the school in successful delivery of its statutory requirements.
- Provide a professional and quality support service for users of the network.

Objectives:

The objectives of this SLA are to:

- Ensure the availability and reliability of ICT services.
- Provide timely and efficient support to users.
- Maintain a secure and compliant ICT environment.
- Optimize the utilization of ICT resources.
- Continuously improve the quality of ICT services.

Duration of Service:

This service runs from 1st September 2024 – 31st August 2025. This agreement will be reviewed on an annual basis or at the time of significant departmental changes which will have an impact on the standards laid out in this agreement.

Departmental Responsibilities:

Service Delivery:

- Availability: Ensure that ICT services are available according to the agreed-upon uptime targets.
- Performance: Maintain performance levels that meet or exceed specified metrics.
- Security: Implement and maintain robust security measures to protect ICT systems and data.
- Compliance: Adhere to relevant industry standards, regulations, and legal requirements.

Support and Maintenance:

- Help Desk: Provide timely and effective support to users through a well-equipped help desk.
- Incident Management: Respond promptly to incidents and resolve them efficiently.
- Problem Management: Identify and address the root causes of recurring issues.
- Change Management: Implement changes to ICT services in a controlled and documented manner.

Asset Management:

- Inventory: Maintain an accurate inventory of ICT assets.
- Lifecycle Management: Manage the lifecycle of ICT assets, including procurement, deployment, maintenance, and disposal.
- Asset Security: Protect ICT assets from unauthorized access, theft, and damage.

Capacity Planning:

- Forecasting: Anticipate future ICT needs and plan accordingly.
- Resource Allocation: Allocate resources effectively to meet demand.
- Performance Optimization: Optimize the performance of ICT systems.

Continuous Improvement:

- Monitoring: Continuously monitor service performance and identify areas for improvement.
- Evaluation: Regularly evaluate the SLA and make necessary adjustments.
- Innovation: Explore new technologies and practices to enhance service delivery.

Responsibilities:

- ICT Department: Responsible for delivering ICT services according to the standards defined in this SLA.
- Users: Responsible for adhering to ICT policies and procedures.

User Responsibilities:

General Responsibilities:

- Adherence to Policies: Comply with all ICT policies, procedures, and standards.
- Responsible Use: Use ICT resources appropriately and ethically.
- Security Awareness: Practice good security habits, such as strong password management and avoiding phishing attempts.
- Reporting Issues: Promptly report any ICT problems or incidents to the designated support channels.

Specific Responsibilities:

- Hardware and Software:
 - Handle ICT equipment with care.
 - Use software as intended and avoid unauthorized modifications.
 - Report hardware malfunctions or software failures promptly.
- Data:
 - Protect sensitive data by following data security guidelines.
 - Backup personal data regularly.
 - Avoid sharing confidential information with unauthorized individuals.
- Network Access:
 - Use network access privileges responsibly.
 - Do not share login credentials with others.
 - Report any unauthorized access attempts.
- Support Requests:
 - Provide accurate and complete information when submitting support requests.
 - Cooperate with ICT staff during troubleshooting and problem resolution.

Consequences of Non-Compliance:

Failure to comply with user responsibilities may result in:

- Restricted access to ICT resources.
- Disciplinary action.
- Financial penalties in certain cases.

SLA Compliance:

The ICT department will monitor and report on its performance against the SLA metrics. Regular reviews will be conducted to assess compliance and identify areas for improvement.

ICT Department Structure:

The Thinking Schools Federation ICT Department currently consists of two staff, the ICT and Infrastructure lead and the ICT Technician. The ICT and Infrastructure lead has a strategic role across both schools and the ICT technician maintains the hardware and performs admin across both schools on a day to day basis.

ICT Department Schedule:

The ICT and Infrastructure Lead: The ICT and Infrastructure Lead will visit schools as required and as work priorities dictate.

The ICT Technician: The ICT Technician will visit Uphall Primary School on Tuesday, Wednesday and Thursday and Highlands Primary School on Monday and Friday. These times are general and may be subject to change as work priorities dictate.

Support Hours: The Thinking Schools Federation IT Department will provide routine support and maintenance via various means including Remote Support technologies from Monday to Friday between 8.30am and 3:45pm (3.30pm on Friday). School Holidays will be run on a reduced service addressing preplanned works only.

Support is not provided during weekends, evenings and public holidays, unless agreed separately. When the service desk is closed during these periods, incidents can still be logged and these will be actioned when the service desk next reopens.

Purpose of Servicedesk:

The Service Desk acts as a single point of contact for all ICT Service Enquiries across all schools within the Thinking Schools Federation.

Accessing the Servicedesk:

Access to all the service elements provided as part of this SLA is through the Thinking Schools Federation servicedesk which can be accessed using the details below.

Telephone	217 (Currently Uphall Primary School Only)
Web Portal	https://uphallprimary.on.spiceworks.com or https://highlandsprimary.on.spiceworks.com
Email	help@uphallprimary.on.spiceworks.com or help@highlandsprimary.on.spiceworks.com

Service Provider

Job Title of Manager	Network and Infrastructure Lead
Team	The Thinking Schools Federation ICT Department
Address	Uphall Primary School, Uphall Road, Ilford, Essex, IG1 2JD Highlands Primary School, Highlands Gardens, Ilford, Essex, IG1 3LE
Telephone	Uphall Primary School - 020 8478 2993 Highlands Primary School - 020 8554 0044

Service Conditions:

Reporting Incidents:

All ICT incidents (for which ever service element) should be reported to the schools' support desk. There are three methods to report ICT incidents.

- Telephone: 217
- Email: help@uphallprimary.on.spiceworks.com
help@highlandsprimary.on.spiceworks.com
- Web Portal: <https://uphallprimary.on.spiceworks.com>
<https://highlandsprimary.on.spiceworks.com>

Customers will be provided with an individual reference number for each incident logged. This allows customers and ICT Staff to locate and track all activities related to an incident. Work will not be carried out without a valid incident reference number.

All incidents and requests reported to the service desk are automatically logged into the central ICT Support call logging system which allows progress monitoring and subsequent analysis.

The ICT Department will assign a priority to your incident depending upon the impact and urgency of the ticket, we will then endeavour to resolve the incident within the following time scales.

- Priority 1, 0-6 Service Desk Hours
- Priority 2, 0-8 Service Desk Hours
- Priority 3, 0-3 Service Desk Days
- Priority 4, 0-5 Service Desk Days

Where a resolution date cannot be determined, we will provide regular updates as follows:

- Priority 1 – agreed frequency (no less than hourly)
- Priority 2 – daily – by email
- Priority 3 & 4 – every 2 days – by email for the first two instances, by phone thereafter

Where 3rd party involvement is required:

- The Resolution Times will be suspended until such times as the incident is handed back to the ICT Department
- The ICT Department will manage the 3rd party, and where applicable ensure the 3rd party operate within their Service Level Agreement with The Thinking Schools Federation.
- We will be pro-active in communicating changes in status or issues

Examples of different types of incidents are shown below, this is not an exhaustive list:

- Priority 1: Entire network down or major application unavailable for a number of users or issue relates to or causes a safeguarding issue/s.
- Priority 2: Service or part of the network down for a small number of users and does not relate to or cause a safeguarding issue/s
- Priority 3: Faulty workstation which is preventing its assigned user from working adequately.
- Priority 4: Any other minor interruption to services.

Raising Service Requests:

Reporting Requests:

All Service Requests (for which ever service element) should be made via the schools' support desk.

Service Conditions:

There are three methods to raise a service request.

- Telephone: 217 (Currently Uphall Primary Only)
- Email: help@uphallprimary.on.spiceworks.com
help@highlandsprimary.on.spiceworks.com
- Web Portal: <https://uphallprimary.on.spiceworks.com>
<https://highlandsprimary.on.spiceworks.com>

We will endeavour to resolve all Service Requests within 10 service desk days.

Examples of Service Requests:

The following is an example list of service requests; this is not an exhaustive list.

- Moving of equipment
- Requests for changes to existing applications
- Training Requests
- Advice

Services Provided:

- Incident logging and management processes
- Network Password Resets
- Other service Password Resets
- CCTV Monitoring
- Software Installation
- Photography and Video Editing
- Performance/Presentation Support

Exclusions:

There are some general exclusions which apply to this agreement. Individual sections also contain their own exclusions.

- Unsupported applications – this is any application which is not specifically owned, subscribed to, leased by or a license that is freely available to the Thinking Schools Federation or any of it's member schools.or has not been installed by the ICT Department.
- Unsupported equipment – this is any equipment which is not specifically owned by or leased to the Thinking Schools Federation or any of its member schools.

Performance Standards:

The Service Desk will aim to achieve the following results and will measure its performance as follows:-

- 95% of Service Desk reports responded in less than 6 working hours (8.30am -3.45pm/3.30pm Friday)
- SLA Reports will be made available on request

Where there is a problem which requires 3rd Party support or repair, the ICT Department will liaise with the 3rd party supplier (where appropriate as covered under this agreement). The reporter of the issue will be kept informed of the progress of cases with 3rd parties as agreed on an individual case by case basis. All contact with a 3rd party will be excluded from the SLA resolution performance standards indicated in this agreement.

Customer Service is an integral focus of the IT Department. We may carry out annual Customer Satisfaction Surveys. These assess our overall performance and invite comment from staff. Results will be analysed to assess our performance and highlight areas for improvement which in turn will be included in service plans for action.

Other Responsibilities:

Data Security

Data security is the responsibility of the individual school. The individual school is the data controller under UK Data Protection Legislation. Unauthorised data access should be prevented by username and password account control at the network and the software levels where relevant. The ICT Department will ensure that all users follow a rolling program of regular strong password changes. The Headteacher, on behalf of the School is responsible for all legal aspects of the Individual schools' computer systems related to Health and Safety, Computer Misuse Act and Data Protection Act.

Report all issues promptly and through the correct channels

The ICT Department are not able to resolve issues that are not reported via the service desk. All issues must have a valid incident reference number associated and no work will take place without one. School staff should not contact ICT Service Personnel directly unless an IR number has been assigned and this has been agreed by the ICT Department.

High Priority Incidents

In order to receive the most responsive service, all incidents which would classify as a priority 1 e.g. a server down, or network outage should be reported by telephone on 217 (currently Uphall Primary only). Reporting by email is acceptable in these cases but will result in a longer period of time for the report to be actioned.

Data Back Ups

It is the responsibility of the ICT Department to ensure that a daily backup is made and that the backup log is checked every day. This also includes backups following operating system or application updates/patches. ICT staff will receive an automated backup alert email on a regular basis which provides information on the status of a backup. There is a primary and a secondary nominated person available to receive these alerts in the event of staff absence.

Changes made by staff

Ensure that changes will not be made to the school's setup or configuration of supported, workstations, servers services or devices without the specific agreement of the Network and Infrastructure Lead.

Changes Made by 3rd Parties

Ensure that changes are not made to the setup or configuration of supported workstations, servers, services or devices without the prior specific agreement of the Network and Infrastructure Lead as these changes could cause undesirable operation.

Network Software

Safeguarding Software

For safeguarding on the network, TTSF Schools use Smoothwall software. This product protects against, cyber bullying, cyber slacking, abusive emails, racial or sexual harassment, radicalisation, inappropriate website access, online gambling, unethical or illegal practice, commercial threats and lost productivity.

It is installed and used on all workstations within school as part of this agreement.

For further information please contact the ICT Service Desk by logging in at <https://uphallprimary.on.spiceworks.com> or <https://highlandsprimary.on.spiceworks.com>

Anti-Virus Software

The schools of TTSF use Sophos for Anti-Virus software which is installed on all workstations within school. The ICT Department will only install and manage the software on supported workstations, however, instructions can be provided to staff for installation on their own home PCs which are not supported by the ICT Dept. Any supported workstations will be managed as part of our anti-virus solution.

For more information or to set this up or get access to the software please contact the ICT Service Desk by logging in at <https://uphallprimary.on.spiceworks.com> or <https://highlandsprimary.on.spiceworks.com>

Backup Software

Uphall Primary School takes nightly onsite backups using Veeam with a community license. At the weekends an offsite backup using Redstor via LGFL is taken. Every half term an offline backup is saved to external hard drives. The offline backup hard drives are stored in a fireproof safe in a lockable strong room.

Highlands has a nightly offsite backup using Redstor via LGFL.

Further Reading:

[TTSF Acceptable Use Policy](#)

[TTSF GDPR & Data Retention Policy](#)

ICT Disaster Recovery Plan

Data Backup Policy

Information Security Policy

Online Safety Policy

Cyber Security Policy

Vulnerability & Patching Policy

Change Management Policy

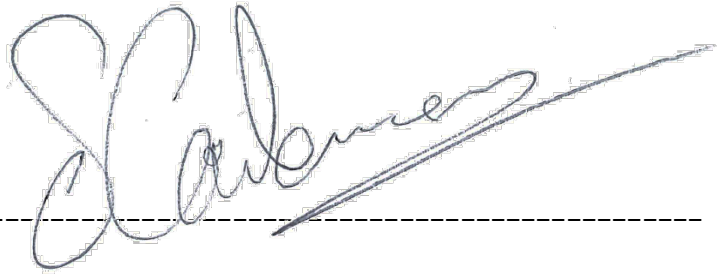
Antivirus & Malware Policy

Signatures:

Please sign and return this page to a member of the ICT Department

By signing this SLA, both parties agree to adhere to its terms and conditions.

Steven Cordeweener
Network And Infrastructure Lead



By signing this SLA, you agree to abide by these responsibilities and contribute to the effective operation of the ICT department.

Name: _____

Role: _____

School: Highlands Primary School Uphall Primary School

Date: _____

Network User Signature _____