Information Communication and Technology Support (ICT)

(RER directorate)

1. Purpose of the service

The purpose of the ICT department is to manage, develop and maintain an efficient information and communications infrastructure to meet the current and future needs of the Council and it's customers. Also, to support the Council in meeting it's commitments under the e-government agenda.

There are 32 staff working in the ICT department including 10 staff permanently assigned to the service desk to deal with telephone enquiries and provide a first line of support for any technical problems.

**For primary schools, ICT are responsible for:**

* Supplying and maintaining the electronic circuits and connecting devices which connect primary schools electronically to Monmouthshire Council wide area network (WAN)
* Supplying and maintaining switch equipment which splits the data streams at the primary schools into admin (serving the PCs which administrate the school) from curriculum (PCs which pupils use for educational purposes)
* Providing a filtered connection to the internet (stops unsuitable categories of site from being displayed)
* Providing an address range to allow computer suppliers selected by the primary schools to configure curriculum network devices and PCs

**For primary schools, ICT are not responsible for:**

* Any PCs on the curriculum network
* Any network devices such as switches or wireless access points which are attached to the curriculum network
* The provision and cabling of ‘network points’ in school buildings unless requested to do so by the school

**For comprehensive schools, ICT are responsible for :**

* Supplying and maintaining the electronic circuits and connecting devices which connect comprehensive schools electronically to Monmouthshire Council wide area network (WAN)
* Providing an unfiltered connection to the internet
* Providing and maintaining remote access to Council systems (nFuse) over the school’s internet connection
* Where purchased, supplying a telephone system to provide free internal calls and short dial facilities between council sites

**For comprehensive schools, ICT are not responsible for :**

* Any network devices such as switches or wireless access points which are attached to the comprehensive’s computer network
* The configuration of a device to run a remote connection to Council systems
* The provision and cabling of ‘network points’ in school buildings unless requested to do so by the school

3. Duration of the agreement and the notice period for termination

The agreement is for one year. The termination period is one term.

4. Service options and charges

**Primary schools:**

**Charges apply to:**

* Telephone lines
* Local circuit costs connecting the school’s local area network to the WAN for the first year that a new circuit is in operation. After the first year the cost of the local circuit is absorbed into the desktop recharge
* Desktop purchase and support for each ‘green label’ admin PC supplied and supported by ICT (the desktop charge includes the cost of local area network connectivity, and a contribution to the cost of the WAN)

**Optional services available are:**

* Provide assistance in purchasing a telephone system
* Provide and maintain a ‘firewall’ to stop unauthorised electronic traffic to and from the primary school

**Comprehensive schools:**

**Charges apply for:**

* Local circuit costs (connecting the school’s local area network to the WAN)
* Remote access to Council systems (through nFuse)

**Optional services available are:**

* Provide and maintain a telephone system
* Provide and maintain a firewall to stop unauthorised electronic traffic to and from the primary school

5. Service that is provided free of charge

Services provided free of charge are for connection to the National Lifelong Learning Network (LLNW) internet connection and quotes for any new project work. However, please note that a charge will be made for visiting school sites to provide a quote on supplying cabling or a network point.

6. How schools will be charged

Schools will be invoiced per year detailing separate costs for each facility provided, in addition, a total cost will be given. The exception is for telephone charges to Comprehensive schools which will be invoiced quarterly.

Where applicable, a one-off invoice will be sent to schools to set up additional options or to discontinue any elements of service. This will be sent at the end of the financial quarter relevant to the request date.

Schools should pay the invoices within 30 days of the invoice date. Any queries on payment can be followed up by a call to ICT Admin team on 4401 or 4369.

| **Charge:** | **Facility:** |
| --- | --- |
| Admin user charges:  **£613** per user  *(Primary Schools*  *with a web interface)* | Desktop  Network  Email  MS Agreement  Citrix |
| **£207** per user *(one off charge*) | Oracle license for access to MICAS (Agresso system) |
| Public User Charges:  £**554** per user  *(Curriculum element of Primary Schools*) | Desktop  Network  MS Agreement  Email  Citrix |
| Comprehensives User Charges:  £**195** per user  (*External sites that only have Nfuse Access into Mon CC including All the Comps/Mounton House)* | Desktop  Network  Email  MS Agreement  Citrix |
| Internet Charges:  £**71** per user | Set up and configuration onto system |
| £**71** per user | Registration of school name |
| N fuse:  £**175** per user | Agile working |
| Telephony charges:  £**438** per user approx. depends on BT charges  £**2070** | The Dell Primary  Comprehensives’ Agreement |
| Storage Charges:  £**86** per gigabyte | Desktop and data storage at a cost per gigabyte |
| Server Cost:  £**2267** per server  (*This charge generally applies to Primary schools which have 3 or more users of the SIMs service, and who have a server at their site for the purpose*) | Cost per server |
| Project Staff Day cost:  £**278** per day | ICT Staff days agreed before commencement of the project |

**Schools are charged externally for the following:**

**Telephony charges:** Comprehensive Schools only. Telephone calls are variable and charged separately from the line rental.

Line rental/maintenance is set at £2070 per annum and charged quarterly.

**Curriculum internet charges** at £75.00 up to £500 per unit. Internal user accounts are charged by capacity to a maximum of £500. The invoice will state the number of PCs and the total amount.

7. How standards will be monitored and the benefits of buying the service

ICT operate under a single SLA which clearly sets the standards in response, procurement, delivery and fix times for any requests made to the ICT service desk.

Service standards are monitored through regular reports from the service desk team leader to the ICT manager on performance achieved against the targets.

There are no national targets set on the time taken to supply or fix ICT equipment. However, ICT participate in a 3 year comparison exercise alongside the other 21 Welsh Unitary Authority ICT departments to compare performance and share best practice.

As a result, MCC ICT department are assessed comparatively with other councils in relation to the levels of service provided to schools.

ICT encourage service staff to seek accreditation in their specialisms. Staff either hold or are working towards the relevant qualifications. There is currently 1 Microsoft Certified professional (MCP) qualification for junior staff and 2 MCPs for senior staff.

Any concerns over poor performance can be raised with the ICT service desk in the first instance who will notify the service desk team leader. If performance remains a concern, then further escalation can be made to the ICT Manager who will liaise with the complainant directly.

8. The level of before and after sales service

The ICT service liaises directly with the ICT Development Officers within the Lifelong Learning and Leisure directorate to monitor and discuss service standards relevant to schools. This also gives opportunity for parties to discuss future work and potential impact, for example, using new technology to improve provision to schools.

###### 9. Schools’ responsibilities

Both primary and comprehensive schools must inform the ICT Service whenever significant changes are made to curriculum PCs or networks. This enables ICT staff to calculate whether the changes are likely to have an impact on the level of service provided.

Primary schools must inform the Service whenever a PC is attached to their school network to access the internet. This is to ensure the amount of bandwidth allocated to Internet use is sufficient for the number of machines in use.

10. Making an enquiry or complaint

The ICT Service desk is available on weekdays from 8.00 am to 5.30 pm on telephone number: 01633 644992.

Outside normal working hours, the service desk is available on e mail address [helpdeskics@monmouthshire.gov.uk](mailto:helpdeskics@monmouthshire.gov.uk) and on voice mail. All messages are picked up the next working day.

11. If schools decide not to buy the service

All schools will be responsible for:

* Procuring and maintaining a telephone system
* Procuring and maintaining a ‘firewall’ to stop unauthorised electronic contact to and from primary schools
* Supply and hardware support for curriculum PCs
* Supply, configuration and maintenance of curriculum network switches; installation of local networking points and associated cabling (including compliance with health and safety standards)

12. How to sign up to the service level agreement

Through the SLA proforma accompanying the brochure that lists all services that trade with schools.

1. Information Management Systems Support (LLL directorate)

2. Purpose of the service

To provide technical services, support and advice relating to the School Information Management System (SIMS .net). The Management Information System (MIS) support team consists of MIS Support Manager and MIS Support Assistant. Some aspects of the service provided are supported by the School Improvement Information Officer.

The following services are provided:

* Ensuring that the existing MIS systems are upgraded to facilitate statutory returns and to keep inline with new technology
* Training to school administration staff on new MIS modules or software
* Researching and evaluating new software developments
* Providing telephone support for software queries via a help line
* On site visits to deliver additional training and resolve software queries
* Providing support and guidance on completing statutory returns; Post 16 return, PLASC return, Common Transfer Files, National Data Collection (Key stage Teacher Assessments), Pupil Level Attendance Return
* Supporting SIMS .net areas: Attendance, Assessment Manager, Special Educational Needs, Behaviour Management, Pupil Database, Staff Database and System Manager
* Facilitating termly meetings with a representation of school staff to discuss MIS development and support
* Ensuring school backups are carried out and are reliable - Primary schools only

3. Duration of the agreement and the notice period for termination

The agreement is for one year. The termination period is one term.

The council is bound by a one year SLA with the MIS software provider.

4. Service options and charges

The SLA covers the cost of licensing and maintenance of the software inline with charges of the MIS software provider. The licence covers the full functionality of SIMS .net for all schools and also additional licence to cover modules for Secondary Schools (Examination Organiser, Cover Management, Timetabling & Curriculum).

In addition the following support networks will be attended by the council’s MIS Support staff:

SIMS .net Annual Conference, Welsh SIMS.net User Groups and Software Seminars.

The Help Desk is available from 8.30 am - 4.30 pm Monday to Friday in term time only.

**Sims Annual Support Costs:**

Group 1 £1,595

Group 2 £1,758

Group 3 £1,905

Groups 6,7&8 £2,650

Special Schools £1,905

Costs will be reviewed on an annual basis to take into account any necessary variation in service provision. In the event that there are no changes to service, costs will be increased only in line with inflation each year.

The council will meet the cost of licensing and maintenance from the software provider. Costs for 2010/11 are £45,000.

5. Service that is provided free of charge

Facilitation of termly meetings with school representatives to discuss MIS development and support will not be charged to schools.

6. How schools will be charged

Schools will be invoiced annually at the start of each financial year.

7. How standards will be monitored and the benefits of buying the service

The MIS support team will monitor the service through internal systems. Staff will attend team and individual monitoring meetings to review performance.

In addition, termly meetings will be arranged with school staff to review service issues.

Compliments and complaints about the service will be dealt with in line with the council’s Customer Care policy.

An annual return will be provided to schools reporting on performance against the customer care standards.

Schools will be asked to respond to the Local Authority/Audit Commission survey of schools.

**Benefits include:**

The council ensures that the existing MIS systems are upgraded to facilitate schools’ requirement to submit statutory returns and also ensure that systems are kept up to date with new technology - Primary schools only.

Also, the council provides support and guidance on the completion of statutory returns: Post 16 return, PLASC return, Common Transfer Files, National Data Collection (Key stage Teacher Assessments) and Pupil Level Attendance Return.

8. The level of before and after sales service

The MIS support team will liaise directly with schools to monitor and discuss service standards relevant to schools.

###### 9. Schools’ responsibilities

Schools must:

* Nominate a system administrator responsible for the schools MIS database
* Ensure that staff are adequately trained to use the software
* Ensure that all relevant information is provided in raising enquiries with the help desk.
* Resolve faults directly relating to Optical Mark Readers (OMRs), *BROMCOM* software and links between *BROMCOM* and *SIMS* software.
* Be responsible for charges for storing SIMS back-up data on the network facilitated through the corporate ICT Service (please see the ICT SLA for relevant charges)

10. Making an enquiry or complaint

The Help Desk is available from 8.30 am - 4.30 pm from Monday to Friday in term time only.

Complaints should be reported to the Support Services Manager Robert Nancarrow on telephone number 01633 6444907, e mail: [Robertnancarrow@monmouthshire.gov.uk](mailto:Robertnancarrow@monmouthshire.gov.uk)

11. If schools decide not to buy the service

Schools will be directly responsible for licensing and maintenance costs payable to the MIS provider.

Schools will also need to arrange support and guidance for the statutory returns listed above. Help desk support would not be provided.

Primary schools will be responsible for upgrading the MIS software and backups.

12. How to sign up to the service level agreements

Through the SLA proforma accompanying the brochure that lists all services that trade with schools.