

Request

I would like to understand more about the service delivery into schools for the region;

1. Have you suffered any redundancy of support staff in the last 3 years?

No.

2. How many engineers/technicians do you have supporting schools in the region?

MIS support: 6 FTE + team manager

Curriculum support: 3 FTE + 0.5 Technical Manager. 1 further FTE post is currently vacant.

3. How much is the authorities spend (per month) on petrol for the engineers?

MIS support: £38 (total for whole team, based on Apr – August 2011).

Curriculum support: £297.60 (based on Apr – August 2011 Average)

4. On average, how much time per month (per engineer) is spent on a typical school site?

MIS support: Our SLA with schools provides for one consultancy visit per year.

Otherwise site visits are rare as most support is provided remotely.

Curriculum support: This varies based on need. The service is on demand.

5. What technologies do you use to remotely deliver services to schools?

MIS support and schools administrative software (MS Office etc) are delivered and supported via Citrix.

Curriculum support: Remote Server Management via RDP / VNC / Dameware products

6. How many schools / devices do you support? Both for Admin & Curriculum support services.

MIS support: 77 schools, 2 PRUs and 2 Virtual Schools. The solution is centrally hosted for the majority of schools.

Curriculum support: 51 Schools, 2 PRUs.

7. Is the authority looking at carbon reduction?

Yes.

8. Is having green schools important to you?

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9. Would schools be interested in saving money on energy consumption?

Questions 8 and 9 are requests for opinion, not for recorded information held as defined by the Freedom of Information Act 2000, and therefore will not be answered.

10. What % of your tasks are currently automated? Would you like to automate a higher %? (Clarification received: - Auditing and asset management of school ICT environments, power management, software patching, new software rollouts or upgrades and device configuration.)

As Citrix is used to deliver applications to schools, installation is carried out once centrally. There is not the need for repetitive tasks or automated processes to deploy software, administration changes etc, so it is not possible to give a percentage. Microsoft SCCM is used for asset management, local deployments of software (very infrequent) and device configuration changes.

11. What Curriculum services do you provide? Break & Fix? Ranking (i.e. Gold, Silver or Bronze)?

Please see SLA booklet.

12. What does your support package look like? I.e. number of on-site visits, telephone support etc

Please see SLA booklet.

13. What audit information do you have on your schools environment?

Yes for corporately managed equipment (Red tagged). Schools are responsible for the audit of their curriculum equipment.

14. Who is responsible for schools' ICT service delivery?

Please see SLA booklet.

15. What do the corporate team use for desktop management?

Citrix and Microsoft SCCM

16. Is the education team under threat from provide service providers? If so, who?

All schools have been free to choose their ICT suppliers for many years. In North Tyneside, all our ICT services have a very high level of buy-in from schools. We are

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always seeking to improve our services to schools, and this has been reflected in a high degree of customer loyalty.