



ICT Development Service 2010/11

How can we help your school to achieve better learning outcomes?

As teaching, learning and school management become more and more heavily dependent on new technologies, we have made a number of improvements and changes to our subscription services to be more responsive to ICT demands in schools. We are confident these will offer you greater flexibility and value for money. All our subscription services are linked to three fundamental areas with easy access using our Service Desk on 01926 414100.

This year we have looked at ways to deliver better services to you. One of the changes to the ICT Development Service is the formation of a new team of technicians. This change will allow us to be more reactive to your ICT demands and be more proactive with research and development. As a result we have made changes this year to the technical support service by introducing a new charging mechanism to offer you greater flexibility. It introduces 'units of work' that will allow your school to purchase units which can be spent flexibly on technical visits and work prioritised by you.

We have also launched three new services this year:

- Automatic remote software update
- Secondary virtualised server support
- Remote access to SIMS for school staff.

The automatic remote software update service allows your school to benefit from a range of the latest software releases to be upgraded remotely to your specified workstations.

If you are a secondary school, the secondary virtualised server support service allows us to proactively monitor your curriculum and



administration servers and provide you with continuous operation in the event of a hardware failure. Your school will also be able to benefit from our disaster recovery provision if you subscribe to this service.

For the remote access service, if your school has a virtual server, your staff will now be able to have remote home access to SIMS.

To further improve our responsive to your needs, we have also made enhancements to our User Support Service which now includes a package of training and support to help schools meet the Harnessing Technology Agenda and requirements for Parental Engagement.

For more information about our service, please telephone our Service Desk on 01926 414100 or visit www.wawickshire.gov.uk/wesservices

Overview of the subscription services for 2010/11

- **Strategic Advice and Support (SAS) – Enhanced for 2010/11**
- **User Support Service – Enhanced for 2010/11**
- **Premium User Support Service**
- **Broadband Plus Service**
- **Full Technical Support Service – Enhanced for 2010/11**
- **Backup Service for Additional Servers and Data – Enhanced for 2010/11**
- **Secondary School Virtualised Server Support – New for 2010/11**
- **Support for Approved PCs, Laptops and Printers Under Warranty**
- **Premium Technical Support Service – Enhanced for 2010/11**
- **Automatic Remote Software Update – New for 2010/11**
- **Remote Access to SIMS for School Staff – New for 2010/11**
- **Managed Web Hosting and Content Management System**
- **Unsupported Web Hosting**



ICT school strategy and e-learning services

Strategic Advice and Support (SAS) – Enhanced for 2010/11

Our experienced team of highly skilled e-learning advisers all have an excellent reputation and accreditations in their field of expertise and can support your school with strategic advice and support in the effective use of ICT to help raise standards in learning and teaching. Following consultation with schools that subscribed to SAS last year, we have redesigned this service to be more appropriate to meet the BECTA and new Ofsted requirements. To do this, it has been necessary to raise the cost of this service by 20%. This service includes:

- Half a day of adviser time in-school to be used flexibly for support and advice or Continuing Professional Development (CPD). Your CPD may be used in-school or with your extended services cluster.
- An appointed link e-learning adviser is available as a single point of contact.
- Access to telephone support and advice with an adviser is available by contacting our Service Desk.
- A meeting every term for a member of your leadership team to be updated on current ICT issues and developments:
 - For primary, these are area ICT Subject Leader meetings.
 - For secondary these are central briefings.

- A member of staff attends free on all curriculum courses, if accompanied by a fee paying delegate.
- 25% discount for all curriculum CPD either in-house or central courses.
- Access to online support and advice on an anytime, anywhere basis through a secure area of the Learning Platform.
- Access to Textease at home for all your pupils.
- Supporting teachers in the delivery of ICT as a subject – moving on from the QCA.
- Next Generation Learning: using the BECTA Self Review Framework and working towards the ICT Mark.
- Assessment of ICT.
- Professional Development for all school staff to be e-confident.
- Embedding ICT across the curriculum.
- Innovative uses of ICT.
- Using Interactive Whiteboards, visualisers and other essential ICT teaching tools.
- Hardware and software procurement to maximise value for money.
- Creating and using digital content.
- Sharing good practice from other schools in how ICT is used.
- How Learning Platforms can support national initiatives such as Community Cohesion.
- Meeting governors to discuss ICT matters.

Examples of our strategic, advice and support

These are just a few examples of the advice and support that our e-learning advisers can offer by using ICT to enhance learning and teaching:

- Safeguarding and e-safety to protect children online, in school and at home.
- Addressing issues raised by OFSTED reviews and the Renewed Framework.



School Management: User Support Services

User Support Service – Enhanced for 2010/11

For 2010/11, the licence and maintenance fee levied by Capita has been increased by 5% and with improvements to this service we have had to increase the total service cost by 4.6%.

This service includes your school's licences and maintenance arrangements for SIMS and is therefore an essential subscription.

It also includes comprehensive advice, consultancy, Management Information System (MIS) support and training for your school workforce to maximise the use of SIMS and other MIS systems to enhance teaching and learning. It includes a Service Desk facility for logging and tracking all ICT related enquires. Improvements are being made to the Service Desk by:

- Fixing more calls at first point of contact particularly for technical support.
- Reducing waiting time when logging calls.
- Providing an upgrade to the Service Desk system to enhance the customer interface.

This year's subscription service offers a package of training and professional development opportunities to help schools meet the Government's Harnessing Technology Agenda, in particular, Parental Engagement through online reporting.

Premium User Support Service

This service enhances the support you receive through the User Support Service and provides you with a scheduled three hour visit each term to cover selected administration IT support tasks. Tasks will be defined and prioritised by you, i.e. End of Year, Key Stage and Census preparation.



School Management: ICT infrastructure

Broadband Plus Service

This is an essential requirement for all schools that are part of the We-Learn project and covers your annual maintenance charge for your Broadband connectivity.

It includes the provision and maintenance of communication circuits and associated equipment to provide your Broadband connection to the National Education Network. We have enhanced this service by improving security and connectivity to the Internet to promote child safeguarding. As part of the Harnessing Technology funding up until April 2011, all pupils, school staff and governors will be able to access the Learning Platform and have email accounts at no additional charge.

This service excludes firewall and router configuration changes for schools that have special configuration requirements. Bespoke Broadband configurations are available at an additional cost. Please contact our Service Desk for a full quotation.

Full Technical Support Service

We have simplified this service to provide full technical support for your approved curriculum and administration servers under warranty. Support is also available for approved workstations and laptops under warranty. Server backup for both administration and curriculum servers is now automatically included. (Please see Backup Service for Additional Servers and Data for the limits of data storage. You may purchase additional backup capacity with this service.)

Backup Service for Additional Servers and Data – Enhanced for 2010/11

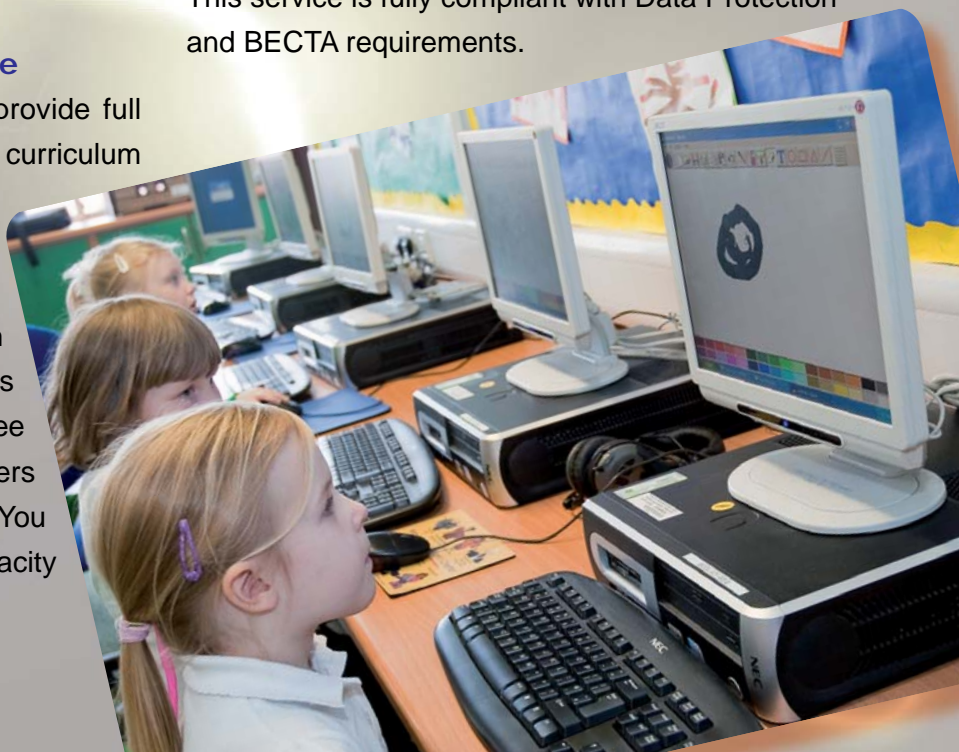
If you do not have Full Technical Support for your admin and curriculum servers, you may purchase this service separately. With this service you will receive data storage for the following limits:

- Admin – 10GB
- Secondary Curriculum – 50GB
- Primary, Nursery and Special Curriculum – 30GB

If you have additional servers requiring backup, you can purchase the necessary licences for storage at £200 per annum per server for 50GB of storage.

We will monitor the storage and if your school is reaching these limits, we will contact you to provide support with housekeeping procedures to minimise costs. Charges for exceeding storage will be accrued and charged annually at £3 per month for every 5GB. In addition, if you wish to have backup cover for laptops and workstations, you may purchase separate cover per device.

This service is fully compliant with Data Protection and BECTA requirements.



Secondary School Virtualised Server Support – New for 2010/11

This is a new service that provides greater resilience for your school and allows you to operate continuously. We proactively monitor your administration and curriculum servers and in the event of detecting a hardware failure with one of your servers, our systems ensure your services can continue. Offering resilience and continuity of services, users may not notice a disruption to services but may experience them at a slower rate until we fix the hardware fault. Your school will also benefit from our disaster recovery provision whereby we will rebuild and restore your servers and data. This service also includes backup provision for curriculum and administration data.

Support for Approved PCs, Laptops and Printers Under Warranty

We will deal with the manufacturer on your behalf to resolve hardware warranty issues for your approved PCs and laptops. This service excludes accidental damage to equipment. For every four PCs covered, we will provide warranty support for one nominated printer of your choice. You may also purchase support for additional printers under supplier warranty agreements.

This service also includes software-only problems on approved PCs and laptops under warranty. Unfortunately we can no longer provide support for equipment out of warranty.

Premium Technical Support Service

ICT technicians play an increasingly important role in schools, as teaching and learning become more and more heavily dependent on new technology. To be more reactive to ICT demands and proactive with research and development, we have formed a new team of technicians and introduced a new charging mechanism that allows you to purchase additional units of work that can be spent flexibly on technical visits or work prioritised by you.

One of our experienced technicians will visit your school to carry out tasks defined and prioritised by you for specific periods. Each visit will be for three hours. For hardware faults we will liaise with manufacturers on your behalf.

You will be able to choose the following weekly visits. We have also indicated how many units of work each visit equates to:

- Termly visit = 12 units
- Half Termly visit = 24 units
- Fortnightly visit = 72 units
- Weekly visit = 144 units

You can purchase additional units of work in denominations of 10. These are some examples of how you may use your units of work over and above your visits and support:

Regular visit:	4 units
Unscheduled visit:	3 units
Planned visits:	
First hour	2 units
Subsequent hours	1 unit
Remote support:	
First hour	1 unit
Subsequent hours	1 unit

This service offers you greater flexibility and exceptional value for money as we have not increased the price of the hourly rate.

Automatic Remote Software Update – New for 2010/11

This is a new service allowing your school to benefit from the latest releases of software that can be installed remotely on your servers and your specified number of workstations. The software that will be updated comprises:

- Anti virus and security updates to protect against Malware including viruses.
- All Internet Explorer plug-ins including Flash, Shockwave, Acrobat reader, Media Player, Real Player, QuickTime and Silverlight.

There will be other software added to this list and made available automatically as part of this service. It does not include curriculum software updates and upgrades.

Remote Access to SIMS for School Staff – New service for 2010/11

If your school has a virtual server, this is a new service allowing your school staff to have remote access from home to SIMS using the Microsoft Application Gateway.

Becta recommends that school staff use two-factor authentication when accessing SIMS from a location that may not be physically secure. For this reason, this service includes an additional level of authentication and protection for your school data.

Managed Web Hosting and Content Management System

We will take responsibility to host your website and offer you a content management system and template design. The template can be tailored to the specific needs of your individual site and can include functionality such as image upload with automatic resizing, video uploads and document attachments. The subscription will include maintenance, support and renewal of domain names, hosting and server facilities. The annual subscription fee will include:

- 200MB of server space;
- Content Management System;
- Template design to be adapted to meet your school's specific requirements;
- Version control and approval;
- User documentation.

Unsupported Web Hosting

This service allows schools to have an allocation of 2GBytes of space on a virtual server managed by us. We will only assume responsibility for making the server accessible. Schools will assume responsibility for all other aspects of website management.



Benefits of buying the ICT Development Service

- We provide a one-stop shop for all your ICT needs which includes access to our Service Desk. This year we are continuing to improve this service to meet the increasing demands of schools.
- We can support your school workforce to become competent, confident users of ICT enhancing pupil learning.
- Systems purchased are fully tested and evaluated for sustainability.
- The Strategic Advice and Support Service supports senior managers enabling schools to keep abreast of new developments and statutory requirements.
- We can help you formulate a whole-school strategy to embed ICT to raise standards in learning and teaching.
- We can support school managers to make informed decisions in areas such as pupil performance and attainment.

Full details of our subscription and buy-as-you-need services can be found at www.warwickshire.gov.uk/wesservices



In Support of
Learning



**ICT Development
Service**

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Cleaning and Caretaking Service
Copyright Service
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Early Intervention Service
Educational Development Service
Energy and Water Efficiency Service
Finance Service
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ICT Development Service
Interpreting and Translation Service
Legal Service
Press and Media Service
Property Indemnity Service
Safety and Premises Service
Schools Insurance Service
Schools Library Service
Sickness Insurance Service
Specialist Technical Service

Publication Date: January 2010

Contact: WES Service Desk