

# ICT Development Service 2011/12

# Helping your school achieve better learning outcomes



Specific grants supporting ICT will cease in 2011/2012. This includes the loss of the Harnessing Technology Grant of £2,000,000, the loss of £36,000 from the Area Based Grant which has been used to deliver Safeguarding services, and £300,000 of LA revenue support funding.

The loss of this funding has removed substantial subsidy of a number of services including Broadband connectivity, safeguarding support and the delivery of the Learning Platform. The increased cost of these services will need to be met by schools or, unfortunately, they will have to cease.

Since ICT continually evolves and underpins lifelong learning in an increasingly technology orientated world, it is important to offer schools a range of ICT services that makes a vital contribution to:

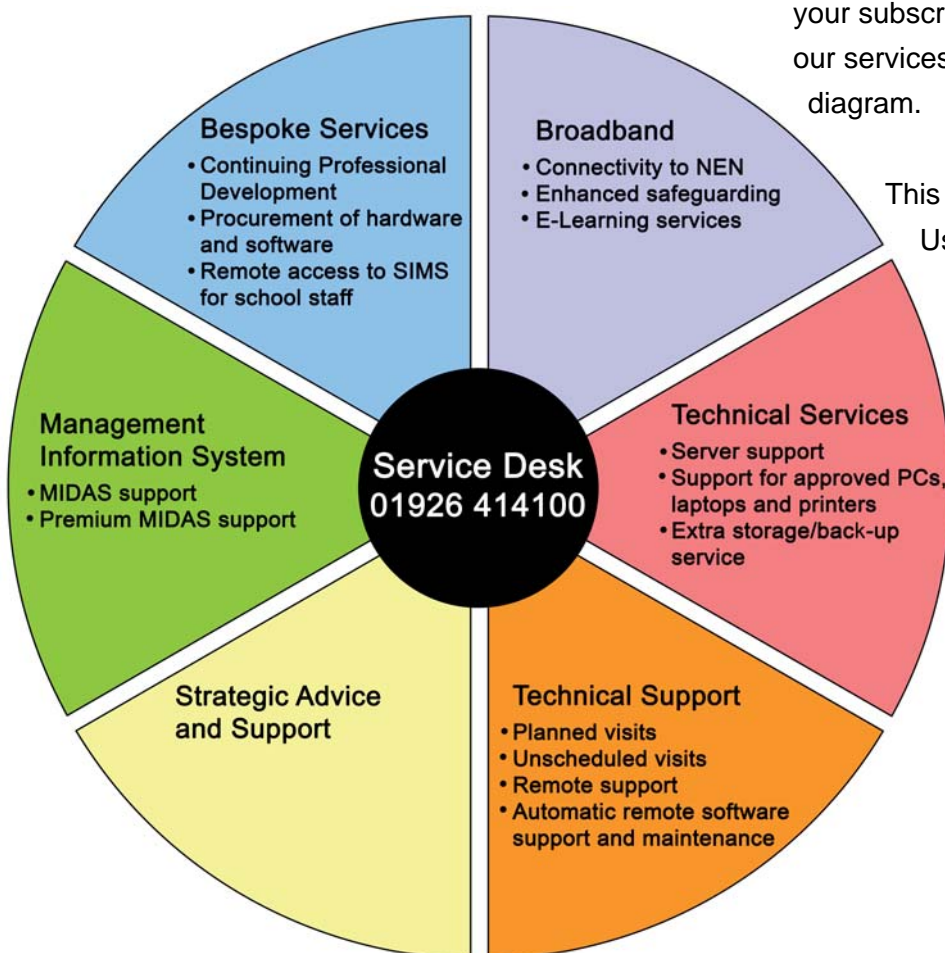
1. Raising standards in teaching and learning and making every child matter.
2. Aiding decisions and efficiencies for effective school management.
3. Equipping children and young people with adaptable ICT skills for lifelong learning and for the workplace of the future.

We have made a number of continuous improvements including changes to service names to make the subscription process easier.

To help you make the right investment choices for your subscriptions for 2011/12, we have categorised our services into six essential areas as shown in the diagram.

This year we have changed the name of our User Support Services to MIDAS support.

For more information about our services, please telephone our Service Desk on 01926 414100 or visit our websites at [www.warwickshire.gov.uk/ictds](http://www.warwickshire.gov.uk/ictds) or [www.warwickshire.gov.uk/wesservices](http://www.warwickshire.gov.uk/wesservices)





# 1. Broadband

## 1.1 Connectivity to the National Education Network

Reliable connectivity to the Internet is critical for every school and an essential requirement for all schools that are part of the We-Learn project. This service includes the provision and maintenance of communication circuits and associated equipment to provide your Broadband connection to the National Education Network.

Over the last few years, this service has been subsidised by the Harnessing Technology Grant and £300,000 from the CYPF Directorate. This additional funding ceases completely in March 2011. With the loss of this subsidy, the increased cost to schools for this service is above inflation.

This service includes:

- Broadband connectivity and Internet filtering.
- Access to a comprehensive and exclusive range of educational resources provided by the National Education Network.
- Annual maintenance charge for your Broadband connectivity integral security firewall.
- Many pupils and staff are now finding email access a vital teaching, learning and communication tool. Email accounts will be monitored and schools will be charged according to the number of accounts used during the year. Accounts will be limited to 400MB for staff and 50MB per pupil. Additional storage can be negotiated if necessary.
- An increase to security and safety of the online environment.

For schools that have special configuration requirements, this service does not include

firewall and router configuration changes. These bespoke Broadband configurations are available at an additional cost. Please contact the Service Desk for a full quotation.

## 1.2 Enhanced Safeguarding

Safeguarding remains a key aspect of the County Council and we will continue to support schools into the future. Furthermore, safeguarding and e-safety remains a critical element of Ofsted's inspection of schools.

Up until August 2010, our safeguarding service to schools was funded by the Harnessing Technology Grant. With the cessation of this grant, we are now providing this service as a subscription option to allow schools to identify potential violations of Acceptable Use Policies.

Using Policy Central Enterprise software, a screen shot is automatically taken if there is any inappropriate text or phrase. This service incorporates a proactive monitoring service that we undertake on the school's behalf so that if a violation occurs, the school is immediately contacted. Details of the violation are also captured for further investigation. The price of this subscription service is based on the number of PCs in school used by pupils.

## 1.3 Communication and Collaboration

### E-Learning services (Warwickshire Learning Platform)

The Warwickshire Learning Platform is used in schools across Warwickshire for the virtual learning environment (VLE) for sharing resources, storing coursework, personalising work for students, setting homework and assessments. Parents have access to the Warwickshire Learning Platform to allow online secure reporting about their child's progress.

The We-Learn contract will continue until August 2012. Schools that originally joined this project will continue to benefit from access to the Warwickshire Learning Platform for all staff and pupils in Years 5-11. We have extended access to the Learning Platform for all pupils in Reception

to Year 4. However, with the loss of government and LA funding, schools will now need to pay for access to the Learning Platform for those pupils not covered in the We-Learn contract. Please see table below for costs (all costs are per annum.)

	Reception	Years 1 and 2	Years 3 and 4	Years 5 and 6	Years 7 and 13
We-Learn Schools	No charge	£2 per user	£3.50 per user	Covered through We-Learn subscription	Covered through We-Learn subscription
Non We-Learn Schools	No charge	£2 per user	£3.50 per user	£4.50 per user	£4.50 per user



## 2. Technical Services

### 2.1 Server Support

It is recommended that all your servers are supported to maintain access to crucial data and curriculum resources. Servers presently in schools are:

- Primary/Secondary Admin Server
- Primary Curriculum Server
- Secondary Virtual Server (Flexpower)
- Secondary Curriculum Server

This service provides full technical support for your approved curriculum or administration servers under warranty. This service also includes backup provision which automatically stores information each day and is kept for a maximum of 30 days.

Throughout 2009/10, schools indicated that the amount of data backup was insufficient to meet their requirements. Because of this, we have increased the data capacity of the backup to:

- 40GB for Admin Servers
- 100GB for Primary Curriculum Servers
- 150GB for Secondary Curriculum Servers
- 500GB for Secondary Virtual Servers.

Due to the additional backup capacity now included, the cost of this service has risen above inflation.

If these limits are exceeded, schools will need to subscribe to the "Extra Storage" service outlined opposite in 2.4. Disaster recovery is included to rebuild and restore your servers and data.

### Extended Warranty

Servers that are or become out of warranty during the year will attract an additional charge of £300. We will notify you before the warranty expires to extend your hardware cover.

## 2.2 Support for Approved PCs, Laptops and Printers

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 support for software-only problems on approved PCs and laptops under warranty. Unfortunately, we cannot provide support for equipment out of warranty within this service.

## 2.3 Backup Service

Two levels of service are available:

### a) Backup and Disaster Recovery for Additional Devices

If you have any devices including Windows and MAC Servers, PCs and laptops, you can purchase the necessary licences for storage at £628 per annum which includes up to 50GB of storage. This service includes a disaster recovery package where we will restore data to a suitable device of your choice.

### b) Data Backup for Additional Devices

Data can be backed up from almost any device including laptops and workstations on a pay as you go basis. For example, to backup the critical data on a laptop, you would purchase an annual licence at a cost of £40 together with 5Gb storage at £30 for the year. This would not include disaster recovery for the device but you can restore the data you have backed up to any device.

Throughout 2009/10, schools indicated that the amount of data backup was insufficient to meet their requirements. Because of this, we have increased the data capacity of the backup. Due to this additional backup capacity now included, the cost of this service has risen above inflation.

## 2.4 Extra Storage

We will monitor the storage and if your school is reaching the agreed 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 £6 per year for every 1GB. The extra storage required will be measured at the maximum required during the financial year. This service is fully compliant with Data Protection requirements.



# 3. Technical Support

## 3.1 Planned Visit

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 from the following:

- 3 termly visits
- 6 half termly visits
- 18 fortnightly visits
- 36 weekly visits

Planned visits are charged at £163 per three hour session and provide considerably better value than unscheduled visits. Schools may also ask for their prioritised work to be completed remotely.

## 3.2 Unscheduled Visit

Schools may request a technician to make a school visit outside any planned visits to deal with various school priorities. The price for this is £102 for the first hour and £51 for every part or subsequent hour. However, planned visits will take priority and also represent better value for money.

### 3.3 Remote Support

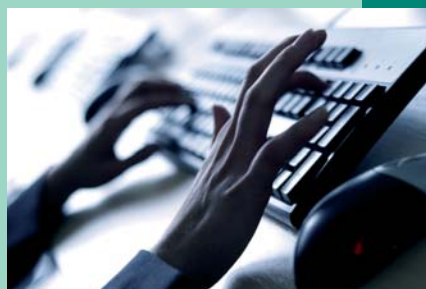
Many tasks previously undertaken during a school visit can now be completed remotely from our Warwick base. The cost for this will be £51 for the time spent up to the first hour and £51 for each part or subsequent hour. An email, phone or SMS contact will be made to ensure that schools are informed of the progress of work requested. For example, most software programs can now be added to the list of software deployed automatically to the computers in the school licensed to run the program. Additional programs can be added to this list by having them 'sequenced', rather than installed, and requesting that it is deployed on the computers which the school has licensed to use it. This drastically reduces the cost of deploying new programs.

### 3.4 Automatic Remote Software Deployment and Update

This service allows your school to benefit from the latest releases of software that can be installed remotely to your workstations. The following software will be automatically updated:

- 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.

Other software will be added to this list and made available automatically as part of this service. Curriculum software updates and upgrades are not included.



## 4. Strategic Advice and Support (SAS)

Our experienced team of highly skilled e-learning advisers all have an excellent reputation and accreditations in their field of expertise. They can support your school with strategic advice and support in the effective use of ICT to help raise standards in learning and teaching. 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 schools, these are area ICT Subject Leader meetings and for secondary schools, these are central briefings.
- 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.

Examples of support and advice include safeguarding and e-safety, Ofsted reviews, governor training, and professional development for all school staff to be e-confident and innovative users of ICT in the classroom.



## 5. Management Information, Development Advice and Support (MIDAS)

### 5.1 MIDAS Support (previously User Support Service)

This service includes your school's licences and maintenance arrangements for SIMS and is therefore an essential subscription. For 2011/12, the licence and maintenance fee levied by Capita has been increased by 3%.

MIDAS includes comprehensive advice, guidance, consultancy and support for your school to maximise the use of SIMS, other Management Information Systems (MIS) and data to support teaching, learning and safeguarding.

The service also supports the integration of MIS data between school and Local Authority systems for purposes such as user provisioning, learning platform content and exclusions. Examples of our MIDAS Support includes:

- SIMS Assessment Manager to track pupil progress.
- Making effective use of SIMS in the Classroom – recording real time attendance.
- Reporting to parents.
- Managing and monitoring both positive and challenging behaviour.

Access to the Service Desk facility for logging and tracking all ICT related enquiries is also included in the MIDAS service.

### 5.2 Premium MIDAS Support

This service enhances the support you receive through MIDAS and provides you with a scheduled three hour visit each term to cover selected MIS support tasks. Tasks are defined and prioritised by your school and can include:

- Regular MIS maintenance /housekeeping tasks.
- Bespoke training for all SIMS modules and other supported MIS systems.
- Consultancy work to further promote use of Management Information data to improve the outcomes for your students.
- End of Year procedures.

## 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.
- 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](http://www.warwickshire.gov.uk/wesservices)



In Support of Learning



ICT Development Service

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## Warwickshire Education Services

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Catering and School Meals Service  
Children's University Service  
Cleaning Service  
Communications and Media Service  
Copyright Service  
Design and Print Service  
Early Intervention Service  
Education Social Work Service  
Educational Psychology Service  
Energy and Water Efficiency Service  
Finance Service  
Governor Development Service  
Heritage Education Service  
HR and Payroll Service  
**ICT Development Service**  
Integrated Disability Service  
Interpreting and Translation Service  
Legal Service  
Outdoor Education Service  
Property Indemnity Service  
Safety and Premises Service  
Schools Insurance Service  
Schools Library Service  
Sickness Insurance Service  
Specialist Technical Service  
Youth and Community Service

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Contact: ICTDS Service Desk