



EIS

2010/11

*Independent advice and practical support for
IT in the classroom and the office*

KENT SERVICES *for Schools*

Tel: 01622 694208 E-mail: school.services@kent.gov.uk



Children,
Families &
Education



Kent Services for Schools

EIS

EIS provides IT support to education and our aim is to help schools use IT effectively in all aspects of school life. Our range of high-quality services covers all aspects of curriculum, school management and community access to IT, with a well-proven technical backup for school systems.

As part of Kent County Council supporting schools, we offer professional and impartial advice based on many years of experience in the education sector.

EIS has in-depth technical skills which we bring to our consultancy and support portfolio, helping you to make the best decisions. We are committed to providing quality, choice and value for money in the products and services we deliver to our customers.

EIS works with a number of quality suppliers of hardware and software including Dell Corporation, Capita CS and RM Education plc.

EIS is an RM Partner for training, support and commissioning services. Under this scheme, EIS staff provide services for RM Community Connect 3 and 4, RM Window Box and RM SchoolShare products.

For those schools who prefer an alternative curriculum solution, EIS can offer eisNET our own in-house curriculum management system which is designed to reduce the overheads of managing a network.

EIS is a SIMS accredited support provider and we are committed to supporting the majority of SIMS modules.

Our training provision is continually monitored to ensure you receive the highest quality of training services. We are an Institute of IT Training Accredited Training Provider for our training services.

Contacts

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Service Desk Fax back service	01622 673441
Service Desk E-mail	eis.support@kent.gov.uk

Administration, Curriculum & Technician Support Services

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Disaster Recovery Scheme	Steve Trimmer	01622 672779
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Head of Service	Claire Hewett	01622 683708
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Website: <http://www.eiskent.co.uk>

Packages

Administration

<i>Standalone</i>	<i>Package A1</i>
<i>Networked</i>	<i>Package A3</i>

EIS offers a choice of two administrative packages to support your schools system to ensure the smooth and efficient operation of the administration computer systems within the school, with the reassurance that technical assistance is there if you have any hardware or software problems. The Standalone Package is for a school using a single PC to run the school administration and the Networked Package is for those schools using two or more computers for their school administration.

This Package includes:

Telephone Service Desk

Telephone support and advice is available between 8.30am and 5.00pm Monday to Friday, excluding Public Holidays. Our support team aims to resolve 80% of answerable enquiries within one working day.

- ◇ Identification and correction of software, hardware and user errors.
- ◇ Help with queries on documentation and use of instruction manuals.
- ◇ Advice on appropriate training and its availability.
- ◇ General advice on care and maintenance of equipment.
- ◇ General advice on buying hardware and software.
- ◇ Advice on information management policy and practice including data security.

Extended advice on any of the above, for example product research and evaluation, would incur an extra charge.

Remote Support

This service provides, for administration computer systems, remote support using a broadband or ADSL connection. For routine work, EIS will, with your approval, connect to the school's system to perform remote diagnostics and fault rectification.

The time initially allocated to remote support is combined with telephone support to give flexibility in use of the time.

On-site Support for Administration Systems

This covers technical assistance and fault diagnosis for supported products. EIS and the school will agree whether on-site assistance is routine or critical. Appointments are made for routine visits while critical visits, for example when a whole system fails, will be made within two working days.

If a fault cannot be resolved immediately, we will let you know how long we estimate it will take and keep you informed of progress.

In Touch with IT

EIS will use its web site, e-mail, training flyers, service catalogue and newsletters to keep you in touch with changing requirements and new products relating to administration in schools. The Customer Zone area on our web site contains valuable information and advice which is available only to our contract customers.

Discounts

KCC negotiates preferential terms for schools on many products, including hardware and software. These currently include the Microsoft Academic Select agreement, Anti-Virus software, printer and PC supply contracts.

Hardware

This relates to all PCs and peripherals conforming to the industry standard architecture. If requested, we will make every reasonable effort to advise you on the compatibility of any hardware platform and software package.

All hardware will be configured in accordance with EIS standards and advice.

Software

We are committed to supporting the full range of SIMS modules. To provide schools with suitable management software, the Children, Families and Education Directorate pays for a bulk licence for a range of modules on behalf of schools. We only provide new modules to schools after staff have attended the appropriate training courses.

We offer full support for SIMS modules licensed and released by KCC. New modules are evaluated and trialled by EIS and, once released to schools, will be fully supported. The list of supported SIMS modules is given as follows:

SIMS Modules

- ◇ New modules will be added to the list as they become available.
- ◇ Schools may have to pay for certain modules to cover the cost of installation, configuration, initial training and the annual software maintenance contract where they are not part of the Kent SIMS Licence.

These are Kent Core SIMS modules maintained as part of the EIS Standard Package:

Assessment Manager	Options for Windows
Attendance	Performance Analysis
Course Manager	Personnel
Equipment Register	Profiles
Exams Organiser	SIMS .net Reporting
FMS6	SOLUS
Lesson Monitor	Star 7
NOVA-P	System Manager
NOVA-T	Dinner Money
Academic Management	

Other Supported Products

The range of software for which we are confident in providing full support is constantly evolving. If a particular product is not listed, please contact us to discuss the level of support we will be able to provide.

EIS will, where appropriate, tell you about work which we would assign to a third party supplier, for example upgrades, notifiable defects and documentation. It is our policy to trial third party upgrades and new releases and pass all relevant information and advice on to you.

Microsoft Office products: Word, Excel, Powerpoint, Access, Outlook, Publisher (2003 & 2007 versions)

Backup software: Attix 5, Seagate Backup Executive, HP, Colorado, Backup My PC, Veritas Backup Exec, Nova Backup, Windows 2003 Backup Software

Networking and Communications

Networks: RM Community Connect 3 and 4, eisNET,
Windows 2003 Server, Windows 2008 Server

Operating Systems: Windows XP Professional, Windows Vista Business
Edition, Windows 7 Business, Enterprise or Ultimate.

EIS does not recommend the use of "Home" versions of Windows Operating Systems in the school business environment.

EIS Monitoring Service

As an optional extra for EIS administration package customers you can have your administration server monitored at no additional cost. This service provides reassurance that any potential issues relating to hard disk space, processor utilisation, memory utilisation, network card activity and anti virus are, where possible, identified so that action can be taken before they become a real problem

Appendix 2 outlines further details of this package including exclusions and customer obligations.

Curriculum

Using IT in the curriculum requires a reliable and robust system which teachers and students can depend upon. Based on years of experience, EIS offers a range of curriculum support contracts designed to give schools access to high quality technical staff and solutions to maintain these vital IT resources.

Our aim is to give schools the best solutions and support which reflect both the local and national thinking in IT developments, backed by strong partnerships with leading educational suppliers.

EIS is pleased to offer a flexible approach to curriculum support with a choice of two packages:

Basic Package

A basic service that provides telephone Service Desk, support and efficient remote support where a suitable connection is available. Your school will also be kept informed of changes and developments in curriculum IT systems.

Extended Package

A service that provides the fundamentals of the Basic Package whilst also giving you some **on-site** support when required. For primary/special schools this starts at 6 hours and for secondary/middle schools it is 12 hours. Additional on-site hours can also be purchased at the start of the contract or during the contract term. This enables schools to choose the level of service required and reflects the level of expertise and time available to diagnose problems in school.

Additional on-site support blocks can be purchased as pay as you use or in blocks of 3, 8, 12 or 20 hours. (Please refer to the price list for details - Packages C5 to C8).

Appendix 1 provides a list of the hardware and software supported.

EIS / RM Partnership Agreement for RM Connect Systems

As an RM authorised partner, EIS is able to provide an enhanced support service for RM networks, including fast track access RM's second and third tier support personnel to help diagnose the more complex problems with RM Connect systems. Schools wishing to sign up for EIS support of their RM Connect systems must select package B4 (Basic) or C4 (Extended). EIS pays a fee direct to RM on the schools behalf for this partnership agreement which provides access to the RM knowledge base website for downloading RM hot fixes and other technical documentation.

EIS Monitoring Service

As an optional extra for EIS curriculum package customers you can have your server monitored at no additional cost. This service provides reassurance that any potential issues relating to hard disk space, processor utilisation, memory utilisation, network card activity and anti virus are, where possible, identified so that action can be taken before they become a real problem

Curriculum Basic Primary and Special Schools

<i>Single Server Network (Not RM Connect)</i>	<i>Package B1</i>
<i>Peer to Peer/SchoolShare System</i>	<i>Package B2</i>
<i>Standalone System</i>	<i>Package B3</i>
<i>Single Server Network (RM Connect)</i>	<i>Package B4</i>
<i>(additional servers can be added for an additional fee)</i>	

Secondary and Middle Schools

<i>Single Server Network (Not RM Connect)</i>	<i>Package B1</i>
<i>Single Server Network (RM Connect)</i>	<i>Package B4</i>
<i>(additional servers can be added for an additional fee)</i>	

Telephone Service Desk

Telephone support and advice is available between 8.30am and 5.00pm Monday to Friday, excluding Public Holidays.

You will be entitled to a predefined number of hours of telephone/remote support time per annum with the amount of time dependent upon the type of school and infrastructure to be supported. Telephone support covers direct telephone support and any background activity required to provide a resolution. You will be notified when the percentage of telephone/remote support time used exceeds 75%.

Telephone support is available for:

- ◇ Identification and where possible correction of software, hardware and user errors.
- ◇ Assistance with documentation queries and use of instruction manuals.
- ◇ Advice on appropriate training and availability (free assistance).
- ◇ General advice on care and maintenance of equipment.
- ◇ General advice on hardware and software purchasing.
- ◇ Telephone assistance with virus detection and removal.
- ◇ Advice on network management policy including data security issues

Should you require extended advice on matters listed above, e.g., purchasing, then EIS is able to provide this service for an additional charge.

Remote Support

This service provides, for network systems, remote support using an existing standard Broadband or ADSL connection. For routine work, EIS will, with your approval, connect to the school's system and perform remote diagnostics and fault rectification.

The time initially allocated to remote support is combined with telephone support to give flexibility in use of the time. The initial allocation of telephone/remote support time is described in Telephone Service Desk support above. Your agreement entitles you to remote support on a single server. Additional servers can be added to the agreement at an additional charge that will provide health checks and additional telephone/remote support time (see 'Charging Structure' in Appendix 2 for details).

Curriculum Basic (Continued)

Health Checks

In addition EIS will, if requested, perform a health check each term using remote support to try to detect potential problems before they arise. The health check will include:

- ◇ Checking users (disk quotas, administration rights, etc.).
- ◇ Checking the backup status.
- ◇ Checking the server disk space.
- ◇ Checking the Windows 2000/2003/2008 Event Viewer for errors.
- ◇ Checking the Anti-Virus log.
- ◇ Current system software versions and upgrade status.

You will be notified if a health check indicates any issues that need to be followed up. If action is required this will be explained and options discussed with you.

You are entitled to a health check on each server covered for remote support.

Keeping you up to date with Curriculum IT

In addition to being able to discuss service provision with EIS we will also keep you informed of changing requirements and new products relating to curriculum IT systems by means of information bulletins, training leaflets, newsletters and ad hoc information. The EIS, NGFL and Kent Trust Web sites are also sources of information available to schools.

Appendix 2 outlines further details of this package including exclusions and customer obligations.

Curriculum Extended Primary and Special Schools

<i>Single Server Network (Not RM Connect)</i>	<i>Package C1</i>
<i>Peer to Peer/SchoolShare System</i>	<i>Package C2</i>
<i>Standalone System</i>	<i>Package C3</i>
<i>Single Server Network (RM Connect)</i>	<i>Package C4</i>
<i>Additional 3 Hours On-Site</i>	<i>Package C5</i>
<i>Additional 8 Hours On-Site</i>	<i>Package C6</i>
<i>Additional 12 Hours On-Site</i>	<i>Package C7</i>
<i>Additional 20 Hours On-Site</i>	<i>Package C8</i>
<i>(additional servers can be added for an additional fee)</i>	

Secondary Schools

<i>Single Server Network (Not RM Connect)</i>	<i>Package C1</i>
<i>Single Server Network (RM Connect)</i>	<i>Package C4</i>
<i>Additional 3 Hours On-Site</i>	<i>Package C5</i>
<i>Additional 8 Hours On-Site</i>	<i>Package C6</i>
<i>Additional 12 Hours On-Site</i>	<i>Package C7</i>
<i>Additional 20 Hours On-Site</i>	<i>Package C8</i>
<i>(additional servers can be added for an additional fee)</i>	

Extended Package

The Extended Support Package provides the fundamentals of the Basic Package with the additional benefit of on-site support. The pricing of the Extended Package is based on a core service (Basic Package) with the addition of on-site support purchased either on an 'pay as you use' basis or in blocks of hours to suit your requirements.

On-Site Support

This service covers on-site technical assistance and fault diagnosis for supported products. EIS aims to resolve the maximum number of problems possible the same day using telephone/remote support. However, where this is not possible and an on-site visit is required then you can expect a visit within the response times as outlined in Appendix 2.

It should be noted that these are response times and not fault resolution times. If a fault cannot be resolved at once then EIS undertake to advise how long resolution is likely to take and keep the school informed of progress.

Curriculum Extended (Continued)

Where restoration of server data is required, EIS will restore from the most recent complete backup provided by the school or its nominated backup service provider. It is the school's responsibility to ensure that regular server backups are done.

You can elect to pay for on-site support during the life of an Extended agreement either on an 'as and when' basis or as blocks of support hours. The blocks are in multiples of 3, 8, 12 and 20 hours at progressively more attractive rates as the number of hours purchased increases. This approach gives you the flexibility to tailor the package to suit your particular requirements. If you elect to pay on an 'as and when' basis then you have the option to change to purchasing support blocks during the life of the agreement.

Further blocks of hours can of course be purchased during the life of the agreement. As an added incentive, where the initial purchase is of a 20-hour block, then you can purchase additional blocks during the life of the agreement at the same hourly rate used for the initial 20-hour block.

Appendix 2 outlines further details of this package including exclusions and customer obligations.

Curriculum +

Primary and Special Schools

<i>Standard Cost (non RM) – Gold Plus</i>	<i>Package CPS1</i>
<i>Standard Cost(non RM) – Gold</i>	<i>Package CPS2</i>
<i>Standard Cost(non RM) – Silver</i>	<i>Package CPS3</i>
<i>RM School Share – Gold Plus</i>	<i>Package CPP1</i>
<i>RM School Share – Gold</i>	<i>Package CPP2</i>
<i>RM School Share – Silver</i>	<i>Package CPP3</i>
<i>RM CC3 or CC4 – Gold Plus</i>	<i>Package CPR1</i>
<i>RM CC3 or CC4 – Gold</i>	<i>Package CPR2</i>
<i>RM CC3 or CC4 – Silver</i>	<i>Package CPR3</i>

The **Curriculum+** service provides a flexible extended support solution that is suitable for all sizes of Primary and Special schools. This service is a discounted combination of our Extended Curriculum and Technician Support Services

This service gives you everything provided as part of the EIS Curriculum Extended package and Technician Support Service packages including:-

- Daily access to the full specialist resources of EIS for your curriculum IT problems through the Service Desk with onsite visits when necessary. Telephone support and advice is available between 8.30am and 5.00pm Monday to Friday, excluding Public Holidays. Fortnightly half day visit to your school by an experienced EIS technician to sort out those troublesome IT issues
- 24/7 monitoring of your servers and network to identify problems before they disrupt learning is available to schools on the Kent Schools Broadband Service

Plus

- An annual visit by one of our educational IT consultant for you to discuss IT in your school and who will offer independent advice and guidance so that you can be sure you are getting the best from your IT investment

With the continued growth of IT in schools we recognise your need for a quality curriculum IT support service to ensure the technology is always available and managed in a professional way.

The elements that schools are expected to look for in a comprehensive technical support service, based on BECTA's Framework for IT Technical Support (FITS), have been brought together in the new EIS **Curriculum+** support contract. They are:

- Technical Service Desk 8.30am to 5pm (Mon to Fri excluding Public holidays)
- Access to supplier Website Knowledge Base and resources area
- Product Updates and hotfixes
- Problem escalation links to major IT suppliers
- On-Site support visits for critical problem resolution
- Regular On-Site Technician service
- Unscheduled on-site technician visits for urgent problems

Curriculum + (continued)

- Remote monitoring of network server status and services
- Systems review, audit and health checks
- Consultancy visit and IT strategy advice

With a depth of expertise in educational IT, technical experience and industry qualifications, EIS staff are able to deliver a high quality customer-orientated support service to schools.

The cost of the basic **Curriculum+** package will include 26 Hours of Service Desk Support (including 6 hours on-site for urgent problems), half a day technician visit fortnightly during term time and an annual IT strategy review. **Curriculum+** has flexibility to allow for more regular technician visits at an additional cost.

Your need for reliable IT in the classroom has never been greater so let **Curriculum+** give you peace of mind with affordable IT support from EIS – your educational IT support specialist.

Technician Support Service

<i>Gold Plus</i>	<i>Package T1</i>
<i>Gold</i>	<i>Package T2</i>
<i>Silver</i>	<i>Package T3</i>
<i>Bronze</i>	<i>Package T4</i>

Service Overview

This service supports you in the day to day running of your IT systems.

EIS offers a flexible approach to providing technician support with a choice of four packages based around the amount of time purchased:

Gold Plus	1 Day per week during term time (40 weeks per annum)
Gold	1/2 Day per week during term time (40 weeks per annum)
Silver	1/2 Day per fortnight during term time (40 weeks per annum)
Bronze	1/2 Day per month during term time (11 months per annum)

(**Bronze service** only recommended for small schools or schools who have additional on-site technician support)

Appendix 3 provides a list of work supported under this Agreement. Possible variations to the list shall be negotiated with EIS Regional Support Managers as appropriate.

EIS, as an established provider of support to schools, is able to provide a number of additional services, at very competitive prices, outside of this Agreement such as consultancy, training, installation and configuration of new systems, tendering and procurement.

Technician Support Service (continued)

On-Site Visits

Your agreement entitles you to a predefined number of hours of on-site technician support time per annum with the amount of time provided dependent upon the level of service purchased.

Visits will be scheduled in advance to the level purchased by the school and will be agreed with the named contact. It is anticipated that visits will be on a regular day/time for each session where possible.

Every effort will be made to ensure that the same EIS technician undertakes visits but this cannot be guaranteed in all instances due to annual leave and sickness.

In assigning the same technician, we aim to become familiar with your computer systems and configuration so that solutions are not only technically viable but also suit your mode of working. This will also allow the school to build a good working relationship with the technician.

For the purposes of this agreement, a half-day session is deemed to be a minimum of 3 hours on-site and a full day session a minimum of 6 hours on-site. The service is based around a 40 week working year (term time) and is priced accordingly.

Work to be undertaken during the scheduled visits will be determined by the school. For your convenience EIS will provide a pro-forma for completion by school staff detailing any work that is required on the day of the visit. These forms should be kept in the Technician Service section of your EIS Support Folder. Where possible these forms should be completed in advance of the visit detailing the nature of the work required, name of person requesting the work and priority of the work. The school undertakes to agree the priority order of any work requested in this way. Other work may be agreed verbally on the day of the visit via the nominated contact in the school. Requests from other parties will be referred to the nominated contact for approval. Some regular "housekeeping" of system will be undertaken as a matter of course including:

- ◇ Checking Users (disk quotas, administration rights etc)
- ◇ Checking the Backup Status
- ◇ Checking the Server Disk Space
- ◇ Checking the Windows Event Viewer for Errors
- ◇ Checking the Anti-Virus Log
- ◇ Current system software versions and upgrade status applying hot fixes and service releases obtained from the system supplier as time allows

Please note - to obtain essential hot fix updates and service releases for RM CC3/4 networks schools usually have an EIS Basic / Extended Curriculum or RM Service Desk contract. If such a contract is not in place a small additional fee will need to be paid to allow access to this resource.

Consideration must be given to the workload requested and time available for the technician to complete that work and high priority jobs will be tackled first where possible.

Technician Support Service (continued)

As employees of EIS, our technician staff have access to the expertise and resources within the unit to seek advice to resolve issues and problems.

However,

unresolved problems will only be logged with the EIS Service Desk if an appropriate Administration or Curriculum contract is held by the school with EIS which is in addition to the Technician Support Service. If such a contract is not in place, the EIS technician may continue to work on resolving problems during the visits purchased as part of this agreement should the school require this.

In addition to scheduled visits schools can request additional hours for each service band at no extra cost; the details are summarised in the table below.

Service Band	Extra Hours per Year
Gold+	12
Gold	9
Silver	6
Bronze	3

These additional hours are available for use during school holiday periods in order to complete tasks (system or hardware upgrades for instance) which cannot be conveniently undertaken in normal school working time. Please refer to the conditions of your original Technician Support Service Contract for the conditions which will also apply to any additional hours.

Appendix 3 outlines further details of this package including exclusions and customer obligations.

Pay As You Use (PAYU)

Disaster Recovery Scheme (for Administration Systems)

This covers you in the event of loss or damage to your computer system as a result of a disaster against which you are insured. The service has been designed in conjunction with KCC's Insurance and Risk Management Services, who underwrite hire charges.

We help you:

- ◇ Get your administration computer system up and running as quickly as possible.
- ◇ Hire and install equipment for emergency use.
- ◇ Restore your data and software applications.

In most cases rental charges and installation and recovery costs can be claimed from insurance.

Training and Information

- ◇ We offer a wide range of schools-focused IT training in both administration and curriculum areas. Full details can be obtained from the EIS Services & Training Catalogue or by visiting our website www.eiskent.co.uk/trainingportal.cfm. In addition we will send you flyers when new training opportunities are introduced.
- ◇ We can customise courses and workshops to meet your own school's particular needs.
- ◇ We offer on-site training using standard or customised courseware for software applications, system management and new technologies.
- ◇ We hold conferences on technical and management issues, including regional and national conferences such as IT.
- ◇ From time to time, and at no cost to you, there are demonstration days where new versions of software are displayed with EIS staff on hand to answer questions.
- ◇ EIS is an Institute of IT Training Accredited Training Provider. We are also an RM Partner and a SIMS Accredited Support Provider for our training services.

Consultancy and Support

As a long-established IT support provider, EIS is able to offer a wide range of educational services to schools and community centres. From complete IT solutions to upgrades, our highly skilled staff can provide:

- ◇ Project design and implementation.
- ◇ Network design including wireless LAN solutions.
- ◇ Consultancy for a wide range of administration and curriculum IT issues.
- ◇ Design and installation of new administration or curriculum systems.
- ◇ Installation of extra PCs or software for curriculum systems.
- ◇ Major system upgrades and installation of unsupported software for administration systems.
- ◇ Advice on tendering for new systems, including preparing the specification, assessing quotations and ensuring good value for money.
- ◇ Project management and ordering service, specialising in new building projects.
- ◇ Restoration of curriculum computer systems to their original configuration.
- ◇ Windows configuration and ensuring security on curriculum systems.
- ◇ Printer configuration and installation for curriculum systems.
- ◇ Advice and support for the appointment of staff such as technicians network managers and IT co-ordinators.
- ◇ RM Connect authorised LEA support contracts and network commissioning.
- ◇ Advice on implementing Becta's FITS 2.0 technical support framework

Appendices

Appendix 1

Supported Products

The range of software available and for which we are confident in providing full support is constantly evolving. If a particular product is not listed, please contact us to discuss the level of support we will be able to provide. Primary schools can be assured that RM Window Box and the Kent Primary ASK-recommended bundled systems are generally covered.

EIS will, where appropriate, advise the school of works attributable to a third party supplier of materials, e.g. upgrades, notifiable defects, documentation, etc. It is our normal policy to trial third party upgrades and new releases before passing all relevant information and advice to the school.

Internet Access

The configuration of supported systems to ensure Internet access is covered, but the provision of the Internet service is the responsibility of the Internet Service Provider and/or the telecommunications company.

EIS will assist in diagnosing Internet access problems and identifying any third party suppliers who have service responsibilities, e.g. BT, ISP, Broadband etc.

Software

Backup Software:	Attix 5, Seagate Backup Exec, WinNT Backup, Windows 2003 Backup, Veritas Backup Exec, Nova Backup
Network Operating Systems:	RM Community Connect 3 & 4, eisNET, Windows 2000 Server, Windows 2003 Server, Windows 2008, MS Proxy Server
Operating Systems:	Windows 2000 Professional, Windows XP Home / Professional, Vista Business Edition, Windows 7
Business Applications:	All versions of Microsoft Office – Word, Excel, Powerpoint, Access, MS Publisher
Internet Browsers:	MS Internet Explorer 6 upwards.
Email systems:	KLZ Mail Services, MS Outlook 97 upwards, RM Easymail, RM Easymail server, Ipswitch IMail, MS Exchange Server 5.5 upwards
Curriculum CD-ROM Products:	As agreed with you at the start of each support agreement.
Other Curriculum Software:	As agreed with you at the start of each support agreement.

Appendix 1

Hardware

PCs, laptops, netbooks and standard IT peripherals (e.g. printers, scanners, digital cameras etc.) which conform to the industry standard architecture.

EIS will make every reasonable effort to advise on compatibility between any given hardware platform and software package and will, where appropriate, advise of works attributable to hardware suppliers, notifiable defects, documentation, etc.

Networking Infrastructure

EIS will assist in diagnosing faults including cabling and active elements (Ethernet, switches and Wireless Access Points) but will not be responsible for repairs.

Administration and Curriculum Packages

Response Times

As part of this agreement EIS undertake to provide the following active response times dependent upon the priority of the call as agreed between the school and EIS. EIS deems an active response to be the time from when we attempt to contact you to undergo full diagnostics of the issue. The active response times quoted in the table are working hours/days and the figures are the maximum that should be expected by you. EIS will always endeavour to provide you with the quickest response time possible. It should be noted that these are response and not fix times.

Priority	Applications	Hardware	Active Response*
High	Complete failure of critical application or O/S.	Complete failure of critical system. Network or standalone failure. No printing at all on system.	2 hours
Medium	Partial loss of functionality affecting business critical application	Partial loss of functionality affecting critical system, e.g. partial loss of printing or software failure.	8 hours
Normal	All non critical software problems	Non critical system failures or routine activity. All problems with other peripherals.	5 days
*Response time quoted is working hours between 8.30am to 5.00pm			

Charging Structure

A Schedule of Charges for the Administration and Curriculum Packages will be sent to your school with your contract. Charges shown are based on a twelve-month contract.

Agreements are between EIS and individual schools. However, for those schools in a consortium that have taken out EIS support contracts they do have the option to purchase a 20-hour block of support hours and to use those hours across those schools with current EIS agreements. Management of the allocation of a 20-hour block is the responsibility of the consortium and EIS will require a single point of contact for any dealings relating to the use of those hours.

Additional technical services can be purchased outside of this service agreement.

Access

Access to equipment in schools will be between 8.30am to 5.00pm Monday to Friday during term time. Any access required outside these times will be negotiated with you. Time on and off site will be recorded and a signature obtained from a System Manager or their representative that the fault has been identified and rectified to their satisfaction or a course of corrective action agreed with the Systems Manager or their representative.

Administration and Curriculum Packages

Exclusions from the Service Agreement

The following specific exclusions have been made to this agreement but it should be noted that EIS are able to offer assistance either with a competitively priced service or by recommending competitively priced third party suppliers:

- ◇ Disaster recovery arrangements (offered as a separate service by EIS).
- ◇ Data transfer from one system to another.
- ◇ Any work arising from actions of unauthorised users or defective workmanship by other third parties unless being used by EIS.
- ◇ Hardware repairs (competitive third party available).
- ◇ Any alteration required to program code.
- ◇ Hardware/software installations.
- ◇ On-site virus removal.
- ◇ Work arising from SIMS modules not supplied by EIS.
- ◇ Data correction where Capita (SIMS) does not approve the correction as it would conflict with KCC good practice if errors were caused by going against EIS advice.

Customer Obligations

You are expected to fulfil the following requirements:

- ◇ Ensure a contact name is provided to ensure good communication and to facilitate access at reasonable times for EIS to carry out on-site work.
- ◇ Ensure that regular backups of each school's system is taken in line with EIS recommendations to schools. Where this has not happened, the ability of EIS to assist with problems may be severely limited.
- ◇ Ensure that Systems Manager and end-users are adequately trained on products for which they require support.
- ◇ Ensure systems are managed in such a way as to maintain data integrity and minimise the risk of security breaches or virus infection.
- ◇ Ensure adequate licence levels of SIMS and all other software applications.
- ◇ Comply with and register in accordance with, all data protection legislation and regulations and orders currently in force.
- ◇ Allow EIS to connect remotely to school systems with approval in order to provide remote support

Data Protection

EIS and you will observe all their obligations under all data protection legislation currently in force, which arise in connection with this agreement.

Confidentiality

EIS and you shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without the consent in writing of the other party.

Software or data supplied with any computer shall not be copied or altered in any way unless permission is granted by the user.

Technician Support Service

What is included in the Service Agreement

Curriculum Systems

- ◇ Simple fault finding and rectification.
- ◇ Station re-builds from CD.
- ◇ Moving and connecting PCs (not installation of new equipment).
- ◇ Moving and connecting printers.
- ◇ Completing hardware/software inventory.
- ◇ Testing and periodic maintenance of printers and fitting ink cartridges/toner cartridges.
- ◇ Enabling printer sharing.
- ◇ Installing your new software.
- ◇ Distribution of pre-built software packages on network stations.
- ◇ Installing scanners and digital cameras.
- ◇ Configuring PCs for Internet access.
- ◇ Updating/upgrading anti-virus software.
- ◇ Desktop customisation.
- ◇ Unpacking and placement of new PCs and other equipment.
- ◇ Liaising with EIS helpdesk for additional support (where an appropriate contract exists).
- ◇ Minor PC component upgrading (school to purchase components).
- ◇ User Management – permissions and user editing/creation/deletion.
- ◇ IT Health and Safety awareness.
- ◇ Advice of system security and data protection.
- ◇ System health checks to help prevent failure or problems.
- ◇ Testing backup system and test restore/checking backup logs.

Administration Systems

- ◇ Standard upgrades to SIMS (where EIS usually provides notes for schools to follow).
- ◇ Testing backup system and test restore/checking backup logs.

Exclusions from the Service Agreement

The following specific exclusions have been made to this agreement but it should be noted that EIS are able to offer assistance either with a competitively priced service or by recommending competitively priced third party suppliers:

- ◇ Disaster recovery arrangements (offered as a separate service by EIS for administration IT systems only).
- ◇ Formal group training/instruction to staff.
- ◇ Training/instruction to pupils.
- ◇ Any work arising from actions of unauthorised users or defective workmanship by other third parties.
- ◇ Any alteration required to program code.
- ◇ Writing or editing school IT policies.
- ◇ Strategic planning.
- ◇ Access to EIS Service Desk (unless an additional appropriate contract is in place).
- ◇ Commissioning, building or re-building servers.
- ◇ Bulk workstation installations (offered as a separate service by EIS).

Appendix 3

- ◇ Significant changes to cabling infrastructure.
- ◇ Significant reconfiguration of network or servers.
- ◇ Configurations and adaptations to systems under a support contract maintained by a third party unless specific permission to proceed is given by the contractor.

Customer Obligations

You are expected to fulfil the following requirements:

- ◇ Ensure a contact name is provided to ensure good communication.
- ◇ Ensure that work request forms are completed by staff in advance of the scheduled visits and that each request is given a priority number indicating the order in which the school wish the work to be undertaken so that the technician may plan the session on arrival.
- ◇ For your own benefit, ensure that sufficient work is available for the technician to undertake on the scheduled visit. Some routine housekeeping of systems will be done as a matter of course.
- ◇ Ensuring that regular backups of each schools system is taken in line with EIS recommendations to schools. Where this has not happened, the ability of EIS to assist with problems may be severely limited.
- ◇ Ensuring that System Manager and end-users are adequately trained on products for which they require support.
- ◇ Ensuring systems are managed in such a way as to maintain data integrity and minimise the risk of security breaches or virus infection.
- ◇ Ensuring adequate licence levels of SIMS and all other software applications.
- ◇ Complying with, and registering in accordance with, all data protection legislation and regulations and orders currently in force.