Service Children's Education

Service Children's Education (SCE)

Information, Communication and Technology (ICT)
Service Delivery

Service Level Agreement (SLA)

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1 INTRODUCTION

1.1 This Service Level Agreement (SLA) defines the levels of service to be delivered by the Service Provider (HQ SCE) to the customers SCE Schools, Headquarters and associated business units.

1.2 ICT Service Delivery within SCE is managed and reviewed in accordance with the IT Infrastructure Library (ITIL) set of practices for ICT Service Management. ITIL is the industry best practice model derived from the collective experiences of technical support providers worldwide since 1989.

2 SERVICE PROVIDER RESPONSIBILITIES

HQ SCE is responsible for providing the following to customers to enable ICT Service Management within the targets set in this SLA.

2.1 SERVICE DESK

2.1.1 A Servicedesk service will be provided as a standardised means of reporting and tracking ICT incidents, service requests and procurements. Details of jobs will be provided to the customer by means of regular reports and also online access via a self service portal. Regular reports will be produced to show actual performance against the SLA targets.

2.1.2 All procurement requests for all customers will be processed and tracked via the Servicedesk in line with the policy at Annex A. All requests for procurement should be submitted to the Servicedesk via the One Page Business Case (OPBC) form at Annex B

2.1.3 IT Support for Secondary Schools will continue to be provided by in-school ICT support staff, although calls can be raised on the Service Desk as appropriate.

2.1.4 A random 5 % sample of completed tasks will generate a request to submit a customer feedback survey. The requester will be asked to rate the speed and efficiency with which the specific job was handled and also invited to comment on their overall level of satisfaction with the service provider.

2.1.5 The service provider will make a Self Service Portal available to customers to facilitate online tracking of requests, to access self help solutions and to view and share best practice.

2.2 INCIDENT MANAGEMENT

2.2.1 All calls to the Service Desk will be recorded on a call logging system with a unique number allocated to each incident for tracking purposes.

2.2.2 The Service Provider aims to resolve each reported incident in the shortest time possible so that the affected service can be resumed as soon as possible. Wherever possible the Servicedesk will implement a "first time fix" e.g. automated password resets. Consideration will be given to introducing "first time fix" KPI targets into subsequent reviews of this SLA.

2.2.3   When additional information is required from the customer to allow investigation or resolution of the fault (e.g. asset tag number) the Service Provider may mark the call as "awaiting customer response". The elapsed time of that particular incident will remain on hold until the required information is provided. If no response to a request for additional information is received for 3 working days the Servicedesk will close the call. Should the customer wish to re-open the call the call by providing the requested information they can do this at any time.

2.3   SOFTWARE RELEASE MANAGEMENT

2.3.1   Software release management is the process of testing and integrating software required by the customer and making it available for deployment wherever required.

2.3.2   Software approved for release will be added to the SCE Software Catalogue.

2.4   REPAIR AND REPLACEMENT OF FAULTY EQUIPMENT

2.4.1   The Service Provider will repair and replace all equipment that is faulty or has become damaged through normal day to day use. The Service Provider will ensure that appropriate resources to repair equipment are maintained maintained, where appropriate via underpinning contracts.

2.5   INSTALLATION OF NEW EQUIPMENT

2.5.1   The Service Provider is responsible for installing all new equipment procured through the procedures laid out in this SLA onto the school networks.

2.6   AGREE RESPONSE TIMES VIA SERVICE LEVEL REVIEWS

2.6.1   Service level management is the process of ensuring that ICT services are supported to an acceptable level. It involves understanding the ICT requirements of the customer and working within the constraints of available resources. Effective service review will result in an agreed, consistent level of service that is aligned with available resources. This will facilitate an environment where continual service improvement can be implemented and monitored through service improvement plans.

2.6.2   The Service Provider will take part in Service Level review meetings providing statistics on incidents and projects undertaken. Any changes to this SLA will be promulgated and agreed via the SLR process.

2.7   SUPPORT BUSINESS CONTINUITY AND DISASTER RECOVERY

2.7.1   The Service Provider is responsible for ensuring that systems and data are suitably backed up and secure to support customers' own Business Continuity and Disaster Recovery Plans.

2.8   MANAGE THE ASSET CONFIGURATION

2.8.1   Configuration Management is the process of creating and maintaining an up-to-date record of all components of the ICT infrastructure.

2.8.2   The Service Provider will provide asset monitoring and tracking of all ICT assets. All assets will be recorded by HQ SCE on the asset database. Extracts from this asset database will be provided to individual schools annually to assist the annual asset verification exercise.

2.8.3   The Service Provider will be responsible for the removal, de-commissioning and disposal of all redundant ICT equipment in accordance with extant MOD policy.

3   CUSTOMER RESPONSIBILITIES

SCE Schools and other customers of the ICT Service are responsible for the following to ICT Service Management to be delivered within the targets set in this SLA.

3.1   AGREE SERVICE RESPONSE TIMES VIA SERVICE LEVEL REVIEW

3.1.1   The customer will assist with the Service Level Review and Service Improvement Planning processes by attending regular Service Level review meetings.

3.2   REPORT FAULTS AND SERVICE REQUESTS THROUGH THE AGREED PROCEDURES

3.2.1   The customer will report all faults and enquiries via the Servicedesk in accordance with the procedures at Section 4.

3.3   ALLOW ACCESS TO PREMISES AND SYSTEMS

3.3.1   Allow appropriate access at all reasonable times to rooms and equipment to enable SCE ICT staff and authorised sub-contractors to make changes necessary to provide the required level of service.

3.4   TAKE CARE OF EQUIPMENT

3.4.1   Take all reasonable care of ICT equipment and not damage, tamper with or make any attempt to repair the installed equipment

3.4.2 Take all reasonable steps to prevent unauthorised access to installations, ducting etc. that could compromise the integrity of the equipment or communication system. It should be noted that attempted repairs by unauthorised personnel can invalidate support cover and manufacturer's warranty. It should also be noted that the costs of repairing damage which has been caused by misuse of the equipment or that is deemed not fair wear and tear will fall to the customer rather than to the Service Provider.

3.4.3 Individual schools will be responsible for reporting to the Royal Military Police (RMP) any loss of ICT equipment assigned to them, whether it has been stolen from the school or in the possession of a school employee whilst they were in a different location. The process for writing-off and replacing ICT equipment cannot be triggered until the RMP Report is received by the Servicedesk.

3.5 MAINTAIN LOCAL ICT ASSET REGISTER

3.5.1 Maintain an asset register of all MoD equipment issued to the school and to submit this to the Service Provider annually on request.

3.6 ORDER AND FUND APPROPRIATE WORKS SERVICES

3.6.1 Take the necessary action to order and fund the works services required to support the ICT installed into schools. This includes electrical supplies and air conditioning to the room where the main school server cabinet is located to allow the equipment housed therein to operate within it's contractual temperature parameters.

3.7 APPOINT A LOCAL MEMBER OF STAFF TO CARRY OUT APPROPRIATE ICT TASKS

3.7.1 Each school should appoint or nominate a local member of staff to carry out appropriate ICT support tasks within the school and to act as the focal point for day to day communication with the service provider.

3.7.2 The scope and level of incidents that can be dealt with and allocated to this member of school staff will be discussed and reviewed at SLR meetings. The relationship between the Service Provider and the school ICT point of contact is a crucial element in allowing the targets within this SLA to be met. This is particularly pertinent in RoW settings where time zone differences impact on the availability of centrally located support staff during school hours.

4 FAULT REPORTING & SERVICEDESK PROCEDURES

4.1 OUTLINE OF PROCESSES

4.1.1 When a problem occurs users should not contact their ICT Technical Support Officer directly, instead the following call-logging procedures should be followed. Contact should be made with the ICT Service Desk via e-mail or by telephone, as follows:

- e-mail: ict.helpdesk.hq@sceschools.com

- Service Desk Telephone Number: Mil 94881-3547 or Civil +49 (0) 5219 254 3547

Note: The preferred method is by e-mail. The Service Desk email system is operational 24 hours a day for the reporting of incidents and service requests.

The Service Desk will:

a. Answer and process all reported incidents promptly and in a professional manner.

b. Ask the caller to supply the following information when a problem is logged:

- Contact name, number and department/school.
- Location of asset
- A full description of the fault and history of any remedial action already attempted
- SCE Asset TAG number

Note: The following information may also be requested, if applicable:
- Contact name and number of the affected user if different from the person logging the call.
- Make and model of equipment
- DELL 7 Digit Service TAG Number or Serial Number

c. Allocate a Call Reference Number for all reported incidents and pass them to the appropriate support staff for action. The Call Reference Number will be notified to the customer by email. The customer should note this reference number and quote it when making enquiries about the status of outstanding calls.

d. Periodically advise the customer of the progress of an incident where resolution is likely to exceed the SLA response times, advise the customer of the escalation action being taken and likely time of restoration of service.

e. Always advise the customer when equipment or systems have been returned to service or when the call has been closed.

f. Treat all incidents reported as MEDIUM or LOW unless a higher priority level is clearly required as indicated in this SLA or a higher priority is clearly stated and justified within the content of the request.

g. Distribute monthly reports of all Servicedesk jobs undertaken in each individual school. Prepare and distribute reports and statistical analysis of reported incidents on a regular basis to Service Level review Meetings and other relevant parties on request.

4.1.2 The school's nominated ICT member of staff will carry out appropriate ICT support tasks within the school and to act as the focal point for day to day communication with the service provider.

5 ESCALATION PROCEDURES

5.1 The first point of escalation for any incident, OPBC, or project is to contact the Servicedesk to request an update on the current state of play. The preferred means of doing this is via an email stating the relevant job number, this will automatically be

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added to the audit trail of the job in question, as will any responses. If the customer is dissatisfied with the response to this request from the helpdesk for any reason, they should contact the ICT Systems Manager at HQ SCE. This contact can be by any means available, email, phone personal approach etc. It will assist with progressing the escalation request if the customer can quote the Servicedesk job number, their reason for escalation, and their desired outcome.

5.2 Complaints Procedure – more content to follow

6 DESCRIPTION OF SERVICE LEVELS AND TARGETS

6.1 It is generally difficult to provide accurate resolution time of individual incidents until the nature of the fault has been fully investigated. However, each and every reported incident will be resolved in the shortest possible time and with the least disruption to the customer that resources will allow. In some cases a temporary work around may be put in place to alleviate the symptoms while the underlying causes are further investigated via root cause analysis.

6.2 The SLA target times for each reported call will be allocated a target resolution time in line with the following table.

Item	PERFORMANCE INDICATORS	TARGETS
Service time coverage	For the purposes of this SLA one working day equates to 08:00 to 16:00 CET i.e. the time zone of the Servicedesk Software Server	
Critical Incidents – Complete network failure, loss of core service (e.g. Server Failure)	Initial response within 1 working day – resolved within 2 working days	90 % of incidents
Severity High – Incidents that affect the partial loss of a core service, such as the loss of Internet connection or network problem affecting > 20 users - loss of central printing facility. An incident that affects the loss of a critical business application, e.g. Integris or Target Tracker	Initial response within 2 working days – resolved within 3 working days	90 % of incidents
Severity Medium - incidents that affect the productivity of the individual customer in respect of a single PC, Laptop, Printer, Interactive Whiteboard, Digital Projector. The majority of incidents will fall into this category	Initial response within 3 working days – resolved within 6 working days	80 % of incidents

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Item	PERFORMANCE INDICATORS	TARGETS
Severity Low – Routine work requests, e.g. client software installations of approved packages, PC client moves, printer moves and printer installs.	Initial response within 10 working days – resolved within 15 working days	90 % of incidents
All Project related work, e.g. server moves and installations, major changes, major software releases, multiple client moves.	Subject to OPBC - Minor projects to be progressed and monitored via Servicedesk and SLR meetings Major Projects to be reviewed via iCLG	Specific targets for each project set during project approval and planning
T&I of curriculum software	Software released and (if compatible) installed within 20 working days of receipt of media and licenses for T&I	95 % of submissions
Purchases of equipment **NB** The procurement processes is due to be segregated in the near future. This will allow metrics to be recorded on the times taken for each constituent part of the process from initial request to receipt of goods. Additional KPIs will be introduced and agreed in line with discussions at Service Level review Meetings.	Orders placed within 30 days of approval of OPBC	100% of OPBCs
User Satisfaction Surveys	All submitted user satisfaction surveys with a total score of < 50% will be investigated by ICT Systems Manager	A random 5 % of Servicedesk calls receive a request to submit a satisfaction survey

7 DEFINITION OF CORE SERVICE

7.1 The following table outlines the scope of the core service and minimum equipment ratios to be provided.

ITEM	Secondary/Middle	Primary	FS
"Laptops" per full time teacher	**1:1**	**1:1**	**1:1**
Curriculum Network Infrastructure including Wireless (PC to pupil ratios)	**1 : 2.5**	**1 : 5 (Including 1 x ICT suite of 20 PCs per 300 pupils)**	**Setting specific**
Admin network	**1:1**	**1:1**	**1**

infrastructure (Hd, Deputy & Office staff)			
Digital tables	Nil	Nil	1 per setting (minimum)
Interactive Whiteboards, PC and projector per fully utilised classroom	1:1	1:1	1 (FS2)
Low level touch screen plasma and PC per fully utilised classroom	Nil	Nil	1 (FS1)
Network connected PC & plasma screen in reception area	1	1	Setting specific
VTC Unit	1	1	Nil
School Hall Projector	1	1	Nil
Cached Web Server (Espresso)	1	1	1
Ipads	2 boxes of 16 and associated peripherals per school 1 additional box > 400 pupils	1 box of 16 and associated peripherals per 300 pupils	Nil
DII(F) PC or Laptop	1	1	Nil
Printers	tbc	tbc	tbc

8   REPORTING AND SERVICE REVIEW

8.1   This SLA is subject to continual review via the process of Service Level Review. The Terms of Reference for SLR meetings can be found at Annex C.

8.2   The Service Provider will be responsible for compiling performance reports for presentation to SLR meetings and other parties as required.

ANNEX A – ICT PROCUREMENT POLICY FOR SCE

1.   CORE INFRASTRUCTURE

A core set of infrastructure has been agreed for all SCE Schools as set out in this SLA. The core infrastructure may be supplemented using delegated ICT funding in accordance with the following guidelines.

Please note that it is a school responsibility to fund the technical refresh of any items purchased using delegated ICT funding.

Please also note that if the ICT Technical Support Officer or the ICT Servicedesk are not consulted prior to procurement action being taken, the school is taking a risk that the Hardware/Software cannot be connected to or loaded onto the ICT infrastructure.

ICT HARDWARE

Defined as: Computers, Monitors, Laptops, PDAs, iPads, Network printers, Projectors, Wireless Access Points, Switches, Plasma touch screens, SMART tables and Interactive Whiteboards.

All the above items may be acquired using delegated ICT funding; however they are to be approved by the ICT Department and authorised via the OPBC process. The OPBC form at Annex B should be submitted to ict.helpdesk.hq@sceschools.com with the necessary budgetary approval.

2.   ICT SOFTWARE

Defined as: Any software programme run from or downloaded from a CD-ROM or downloaded from the Internet whose software is permanently resident on the hard disk of a PC

- It is **strongly recommended** that curriculum software should not be purchased by schools without first consulting the SCE Approved Software Catalogue to see whether a similar package is already available. If not, schools should approach their ICT Technical Support Officer to seek:

  o   Advice on compatibility of the software with the schools operating systems
  o   A best price based on SCE-wide bulk buys

- The software contained on the catalogue has already passed the T& I process so will be made available more quickly. This software will also be familiar for pupils who may have encountered the same software in other SCE schools
- If a suitable software title can not be found on the catalogue customers should consult with their local ICT Tech Support Officer or conatct the Servicedesk for further guidance. It is recommended that an evaluation copy of new software is acquired before committing any expenditure. This evaluation copy should be submitted to the servicedesk for T&I. This will ensure that :

  o   Compatibility issues of the software with the schools operating systems will be considered before purchase
  o   Software will not be purchased that is already covered by an SCE wide licence
  o   The software will be fully supported
  o   SCE can obtain the best value for money on bulk buys

- Software which has not been purchased and tested through the above process will not be installed onto SCE systems and is not covered under the terms of this Service Level Agreement.

- MoD rules preclude schools from procuring their own software site licences that contain a maintenance agreement. Additionally it should be noted that Anti-Virus Software, Microsoft Office and Windows 2003 licences are purchased centrally by HQ SCE.

- The target time for the test and integration of new software into these releases is shown at Section 6.

3.   ICT PERIPHERALS

Defined as: TVs, display screens, Sound Systems, Apple TVs, DVD Recorder/Players, Digital Cameras/Camcorders, Scanners or any other plug and play devices.

All the above items may be purchased by school using delegated ICT funding. However it is **strongly recommended** that the above peripherals are not purchased by schools, without first approaching your ICT Technical Support Officer or the Servicedesk to seek advice on compatibility of the chosen models with the school systems.

4.   ICT CONSUMABLES

Defined as: Ink Cartridges for Printers or Facsimile Machines, Projector Bulbs.

All the above items can be purchased by schools using delegated funding. MOD enabling contracts must be used, unless a cheaper source is identified.

ANNEX B – ONE PAGE BUSINESS CASE (OPBC)

ANNEX B TO
SCE ICT SLA Ver 4.0

Service Children's Education

HQ SCE ICT DEPARTMENT
E-mail: ict.helpdesk.hq@sceschools.com
Helpdesk Tel – Mil : 94881 3547   Civ : +49(0)5219 254 3547

ONE PAGE BUSINESS CASE

1. END USER POC	**NAME:** **APPOINTMENT:** **ADDRESS:** **TEL NO:** **E-MAIL:**
2. WHAT	
3. WHY	
4. WHO	
5. WHERE	
6. WHEN	
7. FUNDING	**UIN:** **RAC: BEX000**
8. AUTHORITY	
9. AREA TECHNICAL SUPPORT OFFICERS COMMENTS	
. 10. DETAILS FOR DELIVERY	

GUIDANCE FOR COMPLETION – ONE PAGE BUSINESS CASE

. 1. END USER POC	**NAME:** *The name of the person who all queries regarding the submission should be directed to.* **APPOINTMENT:** **ADDRESS:** **TEL NO:** *(Civilian **AND** Military Tel No's to be provided where applicable).* **E-MAIL:** *(Only xxx@sceschools.com or xxx@mod.uk e-mail addresses accepted. Any requests sent from non-official e-mail addresses will be deleted.)*
. 2. WHAT	*This is where you describe the requirement. You should identify the functionality you require. Do not specify particular models of equipment (unless essential to the requirement) as equipment is bought to a Service Children's Education agreed standard.*
. 3. WHY	*What is the rationale? What is the driver? It may be a better way of doing business: a way to save time or money, or it may be a requirement to comply with new legislation. Remember that there are numerous good ideas that would benefit the business, but there is a limited budget. This is where you state the case in detail why your aspiration should be considered. Try to identify key benefits; does this address a deficiency? Does it make the business function better? Will it lead to savings? What benefits will be realised?* *What is the impact of this request not being approved?*
. 4. WHO	*Identify who will benefit. Indicate the scope.*
. 5. WHERE	*Where will the equipment be used*
. 6. WHEN	*Date required. The normal procurement cycle takes time so please be realistic, remembering that requests for small amounts of equipment may be put on hold to wait for other requests of a similar nature in order to make use of any possible discounts for purchasing in larger quantities.*
. 7. FUNDING	*Do you feel HQ SCE should pay for the equipment detailed in the request? If so, why?* *If the school are planning to buy from within their own budget, should the request be approved, you should provide the school UIN & RAC number under which the purchase is to be procured.*
. 8. AUTHORITY	*Under who's authority is this request being submitted.*
. 9. AREA TECHNICAL SUPPORT OFFICERS COMMENTS	*Does the request fit within the current network model? Are there any technical issues which may need investigating? Is there sufficient network infrastructure to facilitate the request, i.e. Wireless Network coverage, network access points or, power supplies for the equipment?*
. 10. DETAILS FOR DELIVERY	*Where, and to whom, is the equipment to be delivered?*

ANNEX C – SERVICE LEVEL REVIEW TERMS OF REFERENCE

Purpose

The purpose of the ICT Service Level Review (SLR) Meeting is to review the level of ICT service currently being delivered, to identify areas requiring improvement, and to formulate the ICT service improvement plan for review by subsequent SLR meetings.

Objectives

The primary objective is to measure the level of ICT Service provision. The secondary objective and a product of holding regular local SLR meetings is to build a joint understanding of ;

- The ICT requirements of the Schools/Business Units involved
- The ICT Services delivered to these units
- The processes and procedures and resources which are used to support them
- Local factors, priorities and future plans
- Review progress and plan ICT developments for the next period.

Membership

The membership of the SLR will be:

- ICT Systems Manager (Chair)
- Consortia Chair
- Head Teachers / Head of Business units
- Relevant ICT Tech Support Officer

Other staff will be invited as appropriate, e.g.

- ICT Config & System Manager
- Consortia School Business Manager

Framework agenda

The agenda for a typical SLR meeting would include the following agenda items;

1. Introductions

2. Review of Service Level Agreement

3. Review of performance indicators

4. Technical update

5. Forthcoming local changes

6. Service Improvement objectives and plan

Frequency

The SLR will meet at least twice yearly.