

ICT Service Catalogue 2025/26



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11th February 2025

February 2025



Dear Headteachers, Staff and Governors,

The updated Service Catalogue for 2025-2026 is now available, detailing the range of ICT services offered to schools, federations, and academies.

Our Service Catalogue offers a variety of services that can be tailored to your specific requirements and budget. Whether you need a fully managed service, remote technical support, internet connectivity, online backup, or specialised applications, we have a solution for you. You can also benefit from our training, consultancy, and project management services to help you implement and use ICT effectively and efficiently.

If you would like to discuss any of the services in this catalogue or would like some advice on how to get the best from your ICT infrastructure and equipment, please get in touch via ICT.Support@shropshire.gov.uk and we will be happy to arrange a convenient time to discuss this with you.

As a trusted and experienced provider of ICT services for education, we understand the challenges and opportunities that technology presents. We are committed to helping you make the most of your investment, and to supporting you with your curriculum, administration, and safeguarding needs.

It is vitally important that you choose trusted partners with the necessary skillsets for your services. You need to know who your suppliers are and understand the maturity and effectiveness of your suppliers' security arrangements. The National Cyber Security Centre (NCSC) has released guidance on supply chain security for schools and this should be followed when choosing who to work with. I strongly recommend that headteachers and governors familiarise themselves with the guidance.

NCSC Cyber Security for Schools

<https://www.ncsc.gov.uk/section/education-skills/cyber-security-schools>

Guidance on Supply Chain Security

<https://www.ncsc.gov.uk/collection/supply-chain-security/principles-supply-chain-security/understand-the-risks>

I would also like to inform you about the upcoming renewal of your service level agreement (SLA) for support services from our SIMS Support Team. We greatly value the relationship we have built with your school and are committed to continuing to provide you with our support.

As you will be aware, our support team has been dedicated to assisting you with all your SIMS-related needs. We want to assure you that despite some upcoming changes, our commitment to that service remains steadfast.

At the end of March, we will be bidding farewell to two long-term members of our team, Alison Cole and Irene Morkot. Their contributions over the years have been invaluable, and they will be greatly missed. We are very grateful for their hard work and dedication to supporting your school.

While these personnel changes are significant, our support service will continue. We have put in place a robust plan to ensure the remaining team members can achieve our goal to provide you with the SIMS Support service you need.

One small change this will make to our service is the opening hours for support – this will change from a start time of 08:15 to a start time of 08:45 during term time.

We appreciate your understanding and cooperation during this period of transition. Should you have any questions or require further information, please do not hesitate to contact us. We are here to support you and ensure that your experience with our SIMS Support Team remains positive and productive.

The rapid expansion of AI technology in recent years has undoubtedly captured your attention, given its prevalence in the news and its transformative impact across various sectors. Shropshire Council are seen as a leader in the use of AI in the public sector, we have been proactive in embracing AI to enhance efficiency and innovation within our services. As part of Microsoft's early access program, we were able to give staff access to M365 Copilot 12 months ahead of it being released to the public.

In June, I presented at Microsoft's AI Public Sector Series in Birmingham on Navigating the AI Revolution: Insights on Implementing AI in a Local Authority. The presentation focused on the risks of emerging technology, technical readiness, AI governance, adoption and the future of AI. I also served as an expert panel member later in the day discussing quick wins with AI: High impact/Low risk opportunities and answering questions from the audience.

In November, I served as an expert panel member at Microsoft's AI Public Sector Series held at the Met Office. The event included senior leaders from Central Government, the Ministry of Justice, the NHS, Councils, and Universities. It was designed to explore the transformative potential of AI in the UK public sector, provide valuable insights, foster meaningful connections, and address the pressing challenges faced by public sector organisations today.

As part of the Microsoft M365 A3 licensing you get access to Copilot with commercial data protection, which offers you protected AI web chat for faculty. What goes in and comes out-remains protected, giving staff managed access to better answers, greater efficiency, and new ways to be creative. Importantly this means both user and organisational data is protected, chat prompts and responses in Copilot are not saved, Microsoft has no eyes-on access to them, and they aren't used to train the underlying large language models.

Copilot with commercial data protection, is available for Microsoft 365 A3 and A5 faculty users at no additional cost. Some examples of how this could support you are:

- Copilot can assist teachers in writing lesson plans.
- Copilot can help teachers organise their thoughts, generate ideas, and provide suggestions for lesson content.
- Copilot can also help teachers find and incorporate relevant resources, such as articles, videos, and interactive activities, into their lesson plans.

- Copilot can help teachers save time by automating certain tasks, such as formatting and organising lesson content.
- For managers and admin, Copilot can help you to quickly generate letters to parents, analyse school data and then use this to generate reports or presentations for your Trustees.

We would be delighted to discuss how you can maximise the benefits of AI in your school. This year, we are planning to hold some sessions specifically designed for schools that utilise our services. These sessions will provide valuable insights and practical guidance on leveraging AI to enhance educational outcomes, streamline administrative processes, and foster innovation within your institution.

Thank you for choosing Shropshire Council ICT Services.



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Document Revision History

Document Version	Date of Revision	Summary of Changes
1.0	January 2017	First issue
2.0	19 th February 2018	Complete revamp to simplify and condense the service descriptions Services Removed: # 2 – Hardware Purchasing # 3 – Software Licensing and Installation #13 – E-Safety and Digital “Prevent” Strategy Consultation and Support #15 – Onsite SIMS Server #18 - SIMS Review and Update Services Added: #24 – On-site Technical Support #25 – ICT Infrastructure Services (Server and Data centre services) #26 – ICT Infrastructure Services (Network and WIFI services) #27 – Website Design and Build
2.1	28 th February 2018	Service #14 - Shropshire Council hosted SIMS , amended to show a dependency on Service #17 – SIMS Support, which must also be subscribed to.
3.0	28 th February 2019	Complete review of all services for 2019/20 Services renumbered and reordered Services Removed: ICT Health check Real time user moderation VLE Ofsted Inspection Prep Network and WiFi services Services Added: G-Suite for Education Apple Device Management
4.0	16 th January 2020	Review of all services for 2020/21 Minor amendments to wording of services
4.1	15 th April 2020	Service #11 – Online Backup Wording amended to make the distinction between schools subscribing to ServiceDesk and not subscribing to ServiceDesk clearer.
5.0	15 th April 2021	Review of all services for 2021/22 Minor amendments to wording of services Some Services renumbered and reordered Services Removed: Shropshire Council hosted SIMS SIMS and Microsoft Office Training Courses Service Added: MS Teams

Document Version	Date of Revision	Summary of Changes
6.0	31 st January 2022	Review of all services for 2022/23 Minor amendments to wording of services Moved MS Teams and Staff Hub into 'Teaching and Learning' Service Area and renumbered as services 2 and 3 respectively. Renumbered remaining services accordingly. Added MS Teams and Staff Hub to SMS core bundle. Services Removed: G-Suite for Education
7.0	31 st January 2023	Review of all services for 2023/24 Minor amendments to wording of services Service #6 renamed to Infrastructure Services Service #8 renamed to IT Support
8.0	29th February 2024	Review of all services for 2024/25 Minor amendments to wording of services Services Added: Service #4 – Advanced Safeguarding Monitoring Platform (Senso) Service #5 – Classlink Service #15 – SIMS Connected Support Service #16 – Arbor Support Services from Service #4 onwards renumbered to allow the new services to be slotted in to the relevant Service Areas.
9.0	11 th February 2025	Review of all services for 2025/26 Minor amendments to wording of services

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Introduction

Shropshire ICT believe in delivering good quality ICT services and understand the importance of this for schools and their wider community. With over 30 years' experience, we have developed a strong understanding of the needs of the education sector and how inadequate IT systems can impact teaching and learning, wasting valuable time and consequently put pupil's education at risk.

As a team, we offer a range of services to support schools with the difficult challenges they face that will help schools get the most from their budget. Additionally, through our commitment to continuous improvement, we work closely with our partners to ensure that we offer products that support both technical and educational developments.

Within our Service Catalogue, you will find a variety of services to suit a range of needs. Most services can be purchased independently, whilst a few have dependencies on other services that must also be purchased. However, as we understand that each school, federation, and academy have their own requirements and that one design will not always meet, our aim is to offer schools a flexible service, tailored to their individual needs.

If you would like to discuss any of the services in this catalogue or would like some advice on how to get the best from your IT infrastructure and equipment, please get in touch via ICT.Support@shropshire.gov.uk and we will be happy to arrange a convenient time to discuss this with you.

Purchasing our services

If you would like to purchase any of the services detailed in this catalogue, please contact us via email at: ShropshireICT@shropshire.gov.uk or by telephone on **01743 254230**.

Following receipt of your enquiry, we will contact you to discuss your requirements and provide you with a quotation. Depending on the services you are interested in, it may be necessary to carry out a technical audit at the school prior to quoting, to ensure your existing IT Infrastructure is able to support the service(s) chosen.

The cost for each service is based on your organisation's individual requirements, its size and complexity.

Once the service is in place, we will provide you with a **Service Level Agreement (SLA)**, which defines the level of service you can expect from us.

Schools' Managed Service (SMS)



With over 30 years of experience supporting schools, our highly skilled ICT teams are pleased to offer you the Schools' Managed Service Bundle (SMS). The SMS provides a secure IT network for your school, federation or academy and a bundle of essential services that we will manage for you. The service is based on latest technologies, which are monitored and updated to keep you secure and compliant. This will allow your staff to focus on delivering the curriculum and the teaching and learning aspects of their job, instead of managing IT infrastructure and equipment.

The SMS is a scalable and flexible solution that is suitable for single site schools to large multi-academy trusts.

It is an enterprise grade IT solution that offers:

- Security patching and upgrades carried out automatically
- User based web filtering, with regular reports provided on an individual's browsing activity
- Antivirus protection
- Server health monitoring
- Fully supported server hardware
- Single sign on for access to all IT systems and applications (email, SIMS, Network logon)
- Remote working for Staff (when using a managed laptop)
- Disaster Recovery backup of the school's data and server equipment
- A personalised desktop experience
- Remote installation and troubleshooting of client devices
- Remote Software deployments
- Office 365 full integration
- A suite of cloud-based productivity tools built for teaching and learning
- Windows and Office licensing included

And provides:

- Safeguarding and compliance
- Managed systems that are proactively monitored and patched to keep them up-to-date and secure
- Simple access to applications and education web resources accessed via a secure single sign on process
- Anywhere access to school data and applications
- Assurance that your critical data won't be lost in the event of an incident
- A standardised desktop for your devices across the school, federation or academy
- A reduction in the number of on-site technician visits your school needs
- Access to files and emails from any location and any device that supports O365 applications
- Anywhere, anytime access to learning and information through Cloud based applications

You will also get:

- Dedicated account management
- Project management
- Continuous service improvement

Our solution allows multi-site federations and academies to harness the simplicity of a single log on and standardised desktop experience for all sites, allowing staff to share a consistent approach regardless of location.

Some popular optional modules include:

- SIMS Support
- Electronic Visitors Book

Please contact us if you would like a quote for any of the optional modules.

The SMS Core Bundle is comprised of the services detailed below, but schools are welcome to add to this package with other services from this Service Catalogue. If the Core Bundle doesn't meet your requirements, please don't hesitate to contact us to discuss other options. We are here to help you achieve the best and most appropriate solution for your school.

Service	SMS 'Core' Bundle
Schools Managed Service	• Rent-a-Server and UPS OR Server Emergency Loan Service • Windows Device Management, with ongoing desktop support • ICT Support • Internet Security and Content Filtering • Antivirus Protection • Disaster Recovery Backup • Switch Maintenance • Microsoft O365 Licences • Device and server licences • Staff Hub • MS Teams • Windows device encryption • Proactive Monitoring • Scheduled software and security updates • Two half-day Health Check visits per term • Apple Device Management for your iPads and Macs • Classlink (for new SMS customers) • A dedicated Project Manager and Technical Lead during the implementation

If you decide to take advantage of our SMS Bundle, you will be allocated a dedicated Project Manager who will liaise with you and Shropshire's ICT team to ensure the work is carried out within an agreed timeframe and to an acceptable standard.

PLEASE NOTE

1. Some services that make up the SMS core bundle can only be implemented during school holiday periods, to minimise disruption to the school.
2. **This is a managed service** which means that any members of staff that have Administrator rights to manage your current system will no longer have the ability to do this, nor the ability to download/install software applications, or make configuration changes on the server. The ability to reset passwords can be provided if requested.
3. As part of the Managed Service, you get advice and support on new technology you may be looking to purchase. We can provide advice to you based on what will be compatible with the managed service infrastructure and configuration, along with what we know is working well in other schools. If you purchase equipment without consulting us, we cannot guarantee that your devices will work as you would expect or be fully compatible with your schools' systems. This is due to the capabilities and limitations of the devices themselves. As you can appreciate, the cheaper the devices, the less functionality they tend to have.

Chromebooks purchased through 3rd party suppliers without our knowledge, will not be supported under the SMS.

4. We appreciate that school budgets are always a priority so if our standard device offerings aren't suitable, we can work with you to identify alternative options, or advise you on whether these devices are compatible with your setup before you make the purchase.

Please be aware:

- Additional costs may be incurred if you purchase equipment that is not pre-approved as more work is required by our technical staff to ensure they are working correctly.
- Shropshire Council reserves the right to refuse to install devices that do not meet our security requirements, to ensure that students and staff continue to operate in a safe and secure environment.
- If the school proceeds with the purchase of devices that are not compatible, Shropshire Council reserves the right to not provide ongoing technical support of the devices and apply additional charges to the school for any security issues or incidents which may arise from their use.

Service List and Descriptions

Key

To help you identify which areas of the school will benefit from our services, the Service Catalogue is split into 3 categories: ICT Infrastructure Services, School Administration Services and Teaching & Learning Services. Each service has been colour coded.

Colour	Service Area	Description
Green	Teaching & Learning Services	These services are designed to support and enhance integration of technology into every facet of your teaching and learning provision.
Blue	ICT Infrastructure Services	These services will provide your organisation with a solid 'backbone' to help ensure your ICT equipment runs as smoothly as possible.
Yellow	School Administration Services	These services are designed to support the smooth administrative and logistical running of your organisation.

Service Index

Service Number	Service Name
1	Schools Managed Service (SMS) Core Bundle
2	MS Teams
3	Staff Hub
4	Advanced Safeguarding Monitoring Platform (Senso)
5	Classlink
6	Rent-a-Server
7	Server Emergency Loan Service
8	Infrastructure Services
9	Switch Maintenance
10	IT Support
11	On-site Technical Support
12	Antivirus Protection
13	Internet Security and Content Filtering
14	Internet Connectivity
15	Online Backup
16	SIMS Support
17	SIMS Connected Support
18	Arbor Support
19	Electronic Visitors' Book
20	Apple Mobile Device Management

Teaching & Learning Services

These services are designed to support and enhance integration of technology into every facet of your teaching and learning provision.

SMS Core Bundle

Ref	Service	Service Description	Benefits
1	SMS Core Bundle	This is the core of our managed service offering that includes: ❖ Rent-a-Server and UPS¹, OR Server Emergency Loan Service ❖ Windows Device Management: ▪ Software that you subscribe to and would like to keep using^{*1} ▪ Shropshire's Curriculum Online Resource Centre which functions as an App Store where you can access a wide range of supported educational software ▪ Managed software install/uninstall ▪ Managed Windows and Software updates ▪ Desktop layout customisation ▪ Lock-screen and device wallpaper personalised on a per school basis ▪ Simple to use remote access functionality available for support ▪ Ability to work from anywhere provided suitable internet access is available ❖ Ongoing desktop support ❖ IT Support ❖ Internet Content Filtering ❖ Antivirus Protection ❖ Disaster Recovery Backup ❖ Switch Maintenance ❖ Staff Hub ❖ MS Teams ❖ Microsoft 365 A1 Licences for students ❖ Microsoft 365 A3 Licences for staff ❖ Device and server licences^{*2} ❖ Windows device encryption^{*3} ❖ Two half-day Health Check visits per term ❖ Apple Device Management for your iPads and Macs ❖ Classlink^{*4} ^{*1} Software must be compatible with the latest Windows Operating System. The school is responsible for providing and managing the software licence keys for 3rd party applications. ^{*2} For Rent-a-server only ^{*3} Provided devices meet the required technical specification	➤ A consistent end user experience that is managed remotely. ➤ The opportunity to make cost savings by reducing the need for additional IT onsite support. ➤ The opportunity to release IT Co-ordinators to support or teach the IT Curriculum. ➤ Your OVS² agreement managed by Shropshire ICT. ➤ Confidence that your network and devices remain security compliant. Schools can also benefit from: ➤ Remote access for staff ➤ Remote support ➤ Disaster Recovery backup ➤ Scheduled security patching ➤ Single sign on to applications ➤ Proactive IT monitoring ➤ A consistent experience for staff working across multiple sites ➤ Personalised desktop experience ➤ Asset management and iPad tracking to aid recovery in the event of loss or theft ➤ Ongoing server support and maintenance during the lifetime of the server (Rent-a-server) ➤ One free training session to help get the best from your O365 applications ➤ Regular service reviews ➤ Technical reviews and equipment roadmap sessions ➤ MS Teams to facilitate remote learning. ➤ One free training credit for MS Teams or Staff Hub to help with setting up and using SharePoint and Teams across your organisation.

Ref	Service	Service Description	Benefits
1	SMS Core Bundle (continued)	^{*4} Included as a core product for new SMS customers but is currently optional for existing customers. ¹ Uninterruptible Power Supply When you first subscribe to this service, a dedicated Project Manager and Technical Lead will be appointed to the school for the duration of the implementation. Existing SMS customers will receive: • Regular service reviews • Technical reviews and equipment roadmap sessions Key features of the service: <u>Devices are reimaged and managed remotely</u> This means: ▪ Our experienced support staff can fix most problems remotely. We can take control of devices from our location, with minimal user intervention on site. ▪ We will seek to resolve all issues remotely, if this is not possible, your inclusive On-site Technician Support time will be used. ▪ Software is deployed and updated remotely. ▪ Security and feature updates are scheduled to take place to fit in with your school day. <u>Encryption for Windows devices</u> In order to comply with current GDPR and data protection requirements, it is a requirement that all staff devices are encrypted. For additional school data security, all Windows devices are encrypted as standard, provided they meet the minimum technical requirements. <u>Remote access</u> Remote access to school file shares and M365 is available from your managed device. <u>Online Backup</u> We will regularly back up your SIMS, Application and File servers to safeguard your data in the event of a Disaster. On a working level, granular, file-level restore is available via the Service Desk. <u>Personalised experience</u> We will personalise end user devices to suit your school's requirements. This includes configuring desktop icons based on who will be using the device, setting all desktop backgrounds and lock screens with the school's logo for a professional and consistent appearance,	² Open Value Subscription (Microsoft) Please see relevant service sheets for full details of each individual service.

Ref	Service	Service Description	Benefits
1	SMS Core Bundle (continued)	configuring internet homepages based on user access and configuring networked shared folders based on requirements and access permissions needed. <u>Shropshire's Curriculum Online Resource Centre</u> You will have access to a large number of apps that we have made available to you based on our vast experience of working with schools. We regularly review this list and update applications depending on other school's recommendations. Please note: i) This is a managed service. This means that any members of staff that have Administrator rights to manage your current system will no longer have the ability to do this, nor the ability to download/install personal software applications, add printers, or make configuration changes on the server. The ability to reset passwords can be provided if requested. ii) This service is dependent on devices meeting a minimum technical specification. An audit of your school equipment and infrastructure will take place prior to implementation to confirm suitability. iii) Please be aware that if you purchase equipment without consulting us, we cannot guarantee that your devices will work as you would expect or be fully compatible with your schools' systems. This is due to the capabilities and limitations of the devices themselves. As you can appreciate, the cheaper the devices, the less functionality they tend to have. Chromebooks purchased through 3rd party suppliers without our knowledge, will not be supported under the SMS. iv) As part of the Managed Service, you get advice and support on new technology that you may be looking to purchase. We can provide advice to you about what will be compatible with the managed service infrastructure and configuration, along with what we know is working well in other schools. v) We appreciate that school budgets are always a priority so if our standard device offerings aren't suitable, we can work with you to identify alternative options, or advise you on whether these devices are compatible with your setup before you make the purchase.	

Ref	Service	Service Description	Benefits
1	SMS Core Bundle (continued)	Please be aware: - Additional costs may be incurred if you purchase equipment that is not pre-approved as more work is required by our technical staff to ensure they are working correctly. - Shropshire Council reserves the right to refuse to install devices that do not meet our security requirements, to ensure that students and staff continue to operate in a safe and secure environment. - If the school proceeds with the purchase of devices that are not compatible, Shropshire Council reserves the right to not provide ongoing technical support of the devices and apply additional charges to the school for any security issues or incidents which may arise from their use.	

MS Teams

Ref	Service	Service Description	Benefits
2	MS Teams	This service offers an online communication and collaboration space in which staff and students can share notes, chats, meetings, and assignments (e.g. for setting homework), which can be accessed by staff and students using any internet-enabled devices, anywhere in the world, at any time. Staff can create groups that can be an entire class or a subgroup within a class. You can also create wider groups, such as a department, committee or club. This could also be used for networking with other schools and organisations for professional development or collaborative projects. Within these groups it is possible to share resources, work on projects together, set assignments, and collaborate in real-time via the built-in Class Notebook. Teams is built upon SharePoint and automatically stores files that get shared in other areas, such as chat, which makes them easy to find. Chat is another useful feature allowing for conversations over instant messaging with the option to add voice and video where devices allow. Chats can be with individuals, or any group within the school community. This could also include external partners you work closely with. Please note: • <i>This service requires an active licence to Microsoft Office 365</i> • <i>Voice is limited to internal calls only unless additional calling plans are purchased from Microsoft.</i> • <i>By default chat is disabled for student accounts.</i> • <i>As a cloud-based service, MS Teams requires a reliable internet connection.</i> • Subscribers to this service MUST ALSO SUBSCRIBE to Service #10 IT Support and allow our team full access to their Office 365 tenancy to make configuration changes.	MS Teams will help: ➤ Staff and students to collaborate with ease, meet with up to 300 students or community members and access perpetual chat for free, to ensure everyone stays connected for learning or work. ➤ Engage Learners, organise classrooms and assignments, collaborate and share files, and access class materials in one central location. ➤ Support with any carbon reduction initiatives you are running, reducing the costs associated with generating paper resources. ➤ Schools to comply with GDPR (General Data Protection Regulation) & DPA2018 Legislation through the use of retention policies and key words for search criteria. ➤ To facilitate agile and remote working. SMS Benefits If you subscribe to our managed service, you will also: ➤ Receive one free training credit for MS Teams or Staff Hub (to be used within 6 months of your implementation 'Go Live' date)

Staff Hub

Ref	Service	Service Description	Benefits
3	Staff Hub	A secure online space where your staff can share documents, view the built-in school calendar, and where your management team can post important notices for staff - all of which can be accessed by staff using personal or managed internet-enabled devices anywhere in the world, at any time. This product can be developed as a staff intranet which can be useful as a central place for all staff to find key information, documentation, and policies. Whilst this service is suitable for all schools, the environment is particularly useful for federations and academies to collaborate on Federation- and Academy-wide Policies and Procedures, and other overarching documentation. All educational establishments can benefit from an improved collaboration space where automatic document retention policies and rules can be set; regular document reviews can be scheduled by specified staff, where all staff can have access to important documents. Please note: <i>This service requires an active licence to Microsoft Office 365</i> <i>Subscribers to this service must allow our team full access to their Office 365 to set up the service and provide ongoing support.</i>	The staff hub will help: ➤ To improve internal communications within the school/ Federation/Academy by introducing collaborative workspaces. These will allow staff to view important announcements from the management team, and review important documentation, whilst supplying an audit trail for management. ➤ Schools to comply with GDPR (General Data Protection Regulation) & DPA2018 Legislation through the use of retention policies and key words for search criteria. SMS Schools If you subscribe to our managed service, you will receive one free training credit for MS Teams or Staff Hub (to be used within 6 months of your implementation 'Go Live' date). This training will support your school, trust, or federation with setting up and using SharePoint and Teams across your organisation. It will look at how to get the most from these products, offer helpful hints and tips, and will also share information on how to use other free applications to digitise existing processes. Non-SMS Schools If you do not subscribe to our managed service, we are still able to offer training to you. Please contact ICT.Support@shropshire.gov.uk to discuss this in more detail.

Advanced Safeguarding Monitoring Platform (Senso)

Ref	Service	Service Description	Benefits
4	Advanced Safeguarding Monitoring Platform	SENSO is a platform of applications which have been developed to provide advanced capabilities to support you with monitoring and managing classroom behaviour, identifying and flagging safeguarding concerns and improving the level of assurance you have around the safety of the children and staff in your school. It provides classroom management capability that gives schools more control over what their pupils are accessing when using technology. The choice of modules provide flexibility for schools to choose the right package for their needs. The software is always connected provided the device has access to the internet, with centralized dashboards and reports for easy access to information. Senso has industry-leading security measures and privacy policies to protect data in the cloud. Essential Tools for school management are included in the Class Cloud, Network Cloud, Safeguarding Cloud and Enterprise Cloud packages. This gives teachers the ability to: • Monitor devices and take control of a single, or multiple, device(s). • Send messages to single or multiple students. • Access user-based information. • Sync with Google Classroom and MS Teams. Packages available for schools to choose from include: <u>Class Cloud</u> Class Cloud provides teachers with a range of tools that help them manage the class and enhance their lessons. Some of the main features are: • monitoring of student devices, • blocking unwanted distractions, and • collaborating in teaching. This gives teachers an overview of everything students are doing in their lesson, whilst providing the option to lock the screen of all students in the class, or just an	SENSO will: ➤ Provide teachers with an overview, and greater control, of what students are doing when using technology. Staff can monitor, block and freeze students' screens instantly – Class Cloud ➤ Provide an overview of the content students are accessing when using technology, and provide real-time alerting, so that staff can respond quickly to any concerns. – Safeguarding Cloud and Teams Chat monitoring ➤ Provide real-time logging of any key incidents that includes a screen shot of the issue, which can then be uploaded to CPoms or My Concern (if you have already subscribed to these applications) – Safeguarding Cloud

Ref	Service	Service Description	Benefits
4	Advanced Safeguarding Monitoring Platform (Continued)	individual device to help direct a student who has gone off task. Teachers can send files or websites to a whole group or to selected devices, get instant feedback from the students using the Q&A feature, block access to certain features like web browsing to keep students on task, or send messages to individual students or groups of students from their device. The software is web-based, so teachers can use the Senso portal from anywhere. It also has Microsoft Teams and Google Classroom sync. <u>Safeguarding Cloud</u> Safeguarding Cloud protects students when using school-owned devices by proactively monitoring and alerting relevant staff, of any users who may be vulnerable or at risk, users who may pose a risk to others, and any inappropriate, off-task or harmful behaviour. The school will have complete control over who these alerts are sent to. This product will record the URL history and allow staff to view screen shots based on the keywords entered by the user. It will also instantly alert relevant staff via email if any urgent or critical violations are triggered. <u>Teams Chat Monitoring</u> Senso's safeguarding cloud software unobtrusively integrates with Microsoft Teams chat, giving safeguarding officers access to alerts through the Teams app or in the safeguarding logs within the Senso platform. It monitors chat messages and inspects images for visual threats and inappropriate content, using Senso's Artificial Intelligence (AI) and keyword algorithms that are focused on user safety. It will send an alert if a violation is detected. Please note: • This service requires Senso licences to be renewed annually. • Each bundle is costed separately and is based on the number of devices at the school or, for Teams chat monitoring, the number of students on role. It is your responsibility to provide us with updated details as these change.	

Ref	Service	Service Description	Benefits
4	Advanced Safeguarding Monitoring Platform (Continued)	<i>This is available to all schools regardless of the level of support they currently purchase. However, if you do not purchase IT Support from us, this will need to be installed by your technician. We will provide a digitally packaged product with instructions to enable them to do this. Please be aware that any additional support with the set-up and installation will be chargeable at the hourly rate.</i>	

Classlink

Ref	Service	Service Description	Benefits
5	Classlink	Shropshire ICT has partnered with Classlink, a leading educational learning platform provider, to offer a new service that aims to improve the connection between teachers, students, their classroom, and the curriculum, in more powerful and meaningful ways. Classlink is only available to our SMS (Managed Service) schools. Classlink is an online platform that provides anytime access to the school's web-based learning resources with one set of login credentials. It is available on a variety of client devices, including Windows, Chromebooks, iPads, and Macs. It makes it easy for students to access all school web-based learning resources without having to sign in to each one separately. It also has features like QR code badges for easy login, cloud storage, and connection with Microsoft Teams and Google Classroom. The Classlink learning platform gives students easy access to all the web-based curriculum resources and digital apps that their school uses, in one place. It helps students get into different learning resources faster, without having to remember, or type, different passwords. It also connects with school management information systems and third-party applications, allowing dynamic single sign on and recognition of classroom and teacher relationships, making applications smarter and more useful. Students access all their learning applications with a single username and password. Some applications will automatically log the students into the program, such as Office 365, Purple Mash and Ed Shed, while others will ask them to enter a one-time username and password on first use. This makes it easier for students to log in, so they have more time to learn, and teachers have more time to teach. It also lets students access school material on any device at any time, both remotely and on-site. With Classlink, students and teachers can: • Access digital resources with ease: Single Sign-On (SSO) lets teachers access a personalized portal of digital apps and resources, with one login. • Access files from anywhere: Classlink My Files brings your school network, Google Drive, and OneDrive to one location for easy access from anywhere.	➤ Classlink provides a single point of access for resources and files. ➤ SSO lets students access learning resources and applications quickly with a single username and password. ➤ Quick and easy login process, with no more forgotten passwords or disruption to lessons. ➤ Optional QR Codes allow even very young students to use secure, complex passwords. ➤ Microsoft Teams & Google Classroom integration – Classes and teachers are automatically rostered through the School's MIS with ongoing maintenance managed by the MIS application. ➤ Access cloud digital learning anytime, on any supported device, anywhere. ➤ Classlink Analytics gives senior management team and teaching staff access to specific usage reports. ➤ Consistent user experience on all client devices (Windows device, Chromebook, iPad, Mac). ➤ Cloud storage available through the web desktop. ➤ In addition to the school's existing applications, there is an extensive library of quality educational titles available to use* *Please note, some titles will require a separate subscription.

Ref	Service	Service Description	Benefits
5	Classlink (continued)	• Learn Remotely: Access cloud digital learning on supported devices from any internet enabled location. Teachers can also: • Track student engagement: Classlink Analytics provides critical data around student engagement with digital resources, even during remote learning. Teachers can track engagement and address problems quickly. • Support remote learning: Classlink makes the switch to remote learning less complicated by creating consistency in how students engage with digital learning tools. Key Features • Single Sign-On for all digital resources and files. • Real-time analytics and reporting of application usage and engagement. • Rostering to all digital resources using open data standards. • Create and manage Google accounts (if required). • Microsoft Teams, Google Classroom and 3rd party applications integration with information from your Management Information System (MIS). • Secure access. • Training provided as part of the implementation. PLEASE NOTE: Classlink is only available to schools that subscribe to Service #1 - SMS	

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ICT Infrastructure Services

These services will provide your organisation with a solid 'backbone' to help ensure your ICT equipment runs as smoothly as possible.

Rent-a-Server

Ref	Service	Service Description	Benefits
6	Rent-a-Server	A server leasing service that provides the opportunity to rent a server from us for an annual charge. We will provide you with a server, which we will configure, licence, and maintain for you. We will provide regular updates and security patches. If you subscribe to the SMS, we will also replicate your data to an off-site location. If you are an IT Support subscriber, you will need to subscribe to Service #15 (Backup) or provision another backup solution of your choice. Should the server fail, we would aim to get a replacement server out to you within one working day of diagnosis of a failed server. The service includes: • A 4-hour initial response (during available service hours). • Technician costs (including on-site time) associated with the diagnosis and exchange of the physical server. • All courier costs associated with the service*¹ *² • In the event of a server failure the provision of a replacement server and the recovery of data from a full server backup if available. Please speak to us if you are unsure about what you should be backing up. • Appropriate lifecycle management of the server, and a replacement server provided when the server goes end of life. *¹ additional charges may apply for out of county schools. *² additional charges may apply for failed access visits. Please note: Subscribers to this service MUST ALSO SUBSCRIBE to Service #10 IT Support or the SMS (Service #1) We strongly recommend that as a minimum, you have a full server backup to ensure we can restore your service to 100% operation.	Peace of mind and the ability to budget for your school server, without the worry of unforeseen costs. Continued server support and maintenance during the lifetime of the server. A replacement server in the event of failure. Migration of a capital cost to a revenue cost. Includes latest MS Server operating system licence.

Server Emergency Loan Service

Ref	Service	Service Description	Benefits
7	Server Emergency Loan Service	Our Server Emergency Loan Service acts as a type of insurance policy. Should one or more of your servers develop a fault that cannot be resolved by the end of the next working day, we will provide you with a temporary replacement server, on a 30-day loan basis, to provide core networking functions: DHCP and DNS that should enable accessing internet-based services and allow users to work. The server will be configured with a basic server operating system and will be delivered to the school. Once the replacement server has been set up any existing backup data will be restored to the server as a temporary solution whilst yours is being repaired/replaced. Restored functionality will be dependent on the quality of the backup. We will advise on the repair or replacement options available to you. However, it is the school's responsibility to purchase a replacement server, if required. Procurement services are available via Shropshire ICT. It is the school's responsibility to arrange for an adequate backup service. Online Backup (service #15) can be purchased from Shropshire ICT. After 30 days have elapsed, we reserve the right to collect the loan server. Loan servers that are still required after the 30-day period may incur additional costs. The service includes: • An 8-hour response (during available service hours). • Technician costs (including on-site time) associated with the diagnosis and exchange of the physical server. (3 days maximum) • All courier costs associated with the service* • Recovery of data where an appropriate and current backup is available – IMPORTANT - the functionality, integrity and quality of the recovery will be entirely dependent on the quality of the backups you have. If you don't adhere to one of our recommended full server backup methods we cannot guarantee that your service can be restored to full functionality. *Additional charges may apply for out of county schools.	➤ Peace of mind ➤ Minimal disruption to your school This service ensures that server downtime caused by server faults is kept to a minimum.

Ref	Service	Service Description	Benefits
7	Server Emergency Loan Service (continued)	In the event of a server failure the basic recovery process will be: • Step 1 - Attempt to repair server • Step 2 - If repair not possible, provide a loan server and attempt to restore any available backups whilst a new server is procured by the school. Loan server will have base OS and a basic level of operation that will vary depending on the level of backup available. • Step 3 – If no backup available build replacement server from scratch and create new environment - all data will be lost. Will take approximately 2 weeks and will incur additional costs. This service does not include: • Third party apps, which may incur additional cost. • Detailed configuration of the server other than basic recovery of data from backup. (Other server maintenance services are designed to allow this level of recovery.) Additional time can be purchased, if necessary, at a rate of £35 per hour if you subscribe to our technical support/ £57.75 per hour if you do not subscribe to our technical support. We strongly recommend that you subscribe to a full server backup solution to complement this service. Please note: ❖ <i>The loan server will be configured, and data restored, from the last good backup that is available to us. It is therefore important to ensure that full backups of your server are carried out regularly.</i> ❖ <i>This service is subject to a fair use policy, of up to 5 loan servers per year.</i> ❖ <i>This service is dependent on the server running a supported Operating System. (Windows Server 2016-2022)</i> ❖ Subscribers to this service MUST ALSO SUBSCRIBE to Service #10 - IT Support	

Infrastructure Services

Ref	Service	Service Description	Benefits
8	Infrastructure Services	For those customers with complex server infrastructure requirements. Shropshire Council has utilised virtualisation technology to safeguard its data and services for over a decade. Our virtual infrastructure is now in its 4th generation and provides value for money computing coupled with resilience and rapid deployment cycles to enable Shropshire ICT to react to its customer needs and often the most challenging timescales. We can provide you with a single server right up to a multi-site replicated virtual data centre if you need disaster recovery or business continuity for your organisation. Range of services available: Infrastructure as a service - Bare bones virtual server with no operating system. - Virtual server with Windows operating system installed. Replicated servers - Either of the above virtual servers, disk mirrored to our secondary data centre. Full Virtual Data Centre A bespoke discrete DC environment with the following capabilities - Bare bones virtual resource for you to utilise as needed. - Pre-configured servers without OS - Pre-configured servers with windows OS - Virtual network(s) to enable more complex requirements. - Tiered disk storage - Site to site replication available Security and accessibility to be agreed in a design workshop to meet your individual requirements.	Enterprise level infrastructure services made available for small to medium business organisations that are not yet ready, or whose requirements do not permit them to host their own private infrastructure and who wish to move to our cloud infrastructure. This service is backed by a skilled team with experience of providing infrastructure services to a wide-ranging set of customers.

Ref	Service	Service Description	Benefits
8	Infrastructure Services (continued)	PLEASE NOTE ❖ Backups are not included: You can subscribe to Service #15 or source your own. ❖ Responsibility for maintenance of operating systems, updates etc will be agreed during the initial design workshop and may incur additional costs. ❖ It is your responsibility to purchase required licences. ❖ We reserve the right to limit bandwidth where necessary in order to protect all customer services.	

Switch Maintenance

Ref	Service	Service Description	Benefits
9	Switch Maintenance	Your switch is a high-speed device that connects your computers, printers, wireless access points and other wired devices to the network and internet. It manages and directs the flow of traffic across the network. If it fails, you will not be able to connect your computer to the server, file shares, printer or the internet. Our Switch Maintenance service provides your school with an emergency switch replacement service. We will monitor your switch status and take daily backups of your configuration to enable quick recovery in the event of device failure. Should your Type 1* switch develop a fault, we will provide you with a replacement switch, which we will configure and deliver to the school. Should your Type 2** switch develop a fault, we will provide you with a temporary replacement switch, on a 30-day loan basis, which we will configure and deliver to the school. This will enable the school to keep functioning whilst a replacement is procured. Please note: it is the school's responsibility to purchase a replacement switch. After 30 days have elapsed, we reserve the right to collect the loan switch. The service includes: • An 8-hour initial response (during normal service hours). • All technician costs (including on-site time) associated with the diagnosis and exchange. • All courier costs associated with the service (additional charges may apply for out of county schools). Wireless controllers and access points are not covered by this service. It is recommended that subscribers to this service also subscribe to Service #13 – Internet Security and Content Filtering. Please note: The replacement switch will be configured from the last good backup configuration that is available to us. If you do not subscribe to Service #13, it is important to ensure that full	➤ Peace of mind ➤ Minimal disruption to your school This service ensures that downtime caused by switch faults is kept to a minimum.

Ref	Service	Service Description	Benefits
9	Switch Maintenance (continued)	backups of your switch configuration are carried out, particularly following any configuration changes you may make. If a decent backup cannot be provided, a default configuration will be applied. Changes to the default configuration will be chargeable. Type 1 switch* models: Cisco WS-C2960X-24PS-L, Aruba JL675A 6100 48G CL4 4SFP+, Aruba JL677A 6100 24G CL4 4SFP+, Aruba 2930M Series Type 2 switch** models: Cisco C2950G-48-EI, C2960G-24TC-L, C3548-XL, C3560-24TS-S, 3560-24PS-S, C3560-G-48TS-S, C3560-48TS-S, C3560G-48TS-S, C3750-G-12S, C3750G-24T-E, Cisco C2960S-24PS-L, C2960-24TC-L, C2960-24TT-L, C2960-48TC-L, C3560-G-48TS-S, C3750X-12S, Aruba 2540-48G-PoE+, Aruba 2540-48G-4SFP+, HP 2530-24 and HP 2530-48	

IT Support

Ref	Service	Service Description	Benefits
10	IT Support (Previously Service Desk)	This service provides you with remote technical support, and six hours of on-site technical support per year. Whilst we resolve the majority of calls remotely at first point of contact, if your query requires specialised knowledge to resolve, it may be escalated to one of our second- or third-line teams e.g. Security, Technical Analyst, network, infrastructure or desktop. If we are unable to resolve your query remotely, an onsite visit will be required. Where onsite visits are required, we will use your complimentary hours in the first instance. When these have been used, we will agree any additional costs with you before work is undertaken. The service desk is here to support you with any incidents or requests that you log about your ICT. Our friendly, skilled ICT Staff will endeavour to deal with your queries promptly in accordance with our SLA response times (detailed on page 47). Our established Service Desk Tool allows us to monitor call rates, and incident/request response and resolution times, to help ensure that we meet the agreed SLA timeframes. You will be able to contact our service desk by email or telephone and will receive automated updates as your 'ticket' progresses through the system to the point of resolution. Please note: <i>some service requests or project work may incur additional charges depending on the complexity of the work requested.</i> Definition of an incident and a request: • Incident: <i>Any event that disrupts or could disrupt a service.</i> • Request: <i>A formal request from you for information, advice, a Standard Change to be made, or for access to an IT service.</i> For more information, please refer to page 47 of the catalogue.	Your school will have access to our Shropshire ICT team, who will endeavour to resolve all issues quickly, in line with your SLA agreement. We will: ➤ Liaise with 3rd party suppliers and contractors on your behalf, when required. ➤ Carry out required feature and security updates on your server(s) on a half termly basis when the school is closed for the holiday period. Please note, this does not include updates on end user devices. This is carried out as part of your regular scheduled visit if your school has subscribed to this. ➤ Carry out some of the background functions you would normally need to carry out yourselves such as: New user creation, Mailbox creation, Password resets, Software deployments, amend folder permissions, create/remove folders. This service also complements a number of other services that we provide, e.g. Server Emergency Loan Service, Internet content filtering, Antivirus Protection, Online Backup, SIMS Support, Electronic Visitors Book, Apple Device Management. For these services, you will receive: ➤ Favourable rates ➤ An enhanced level of support

On-site Technical Support

Ref	Service	Service Description	Benefits
11	On-site Technical Support	This service provides on-site technical support for schools that would prefer a technician to physically visit their school. You can pay for these hours at our standard hourly rate on a pay-as-you-go basis, or pre-purchase a bulk of technician hours at the beginning of the year at a discounted rate. Visits can be arranged on a regular basis, or an ad hoc basis, to suit your individual requirements. • Pre-paid hours are non-refundable. • Hours must be used within the customer's SLA subscription period. • Any hours not used within the subscription period cannot be carried over into the new subscription period. • For schools that request regular visits, the schedule will be sent out at the beginning of the subscription period. • For schools that prefer ad hoc visits, it is the customer's responsibility to request these as required. • Purchased hours will be used by Shropshire ICT for any required on-site work or equipment set ups or repairs. • Purchased hours will be charged at the beginning of the subscription period. • Onsite visits are subject to technician availability. • Visits cancelled without 24 hours' notice will be fully charged. • Your technician will carry out tasks that have been recorded; any time underspent during your visit will be banked for use at a later date within the current subscription period. If this service is selected, a member of the team will contact you to discuss your requirements, provide you with a cost for the service, and schedule your visits, if required.	Availability to have a technician visit the school when required. Flexibility of upfront booking of time or pay-as-you-go, depending on your needs. For Federations and Academies, a bundle of hours can be purchased and shared between the schools, if desired. Hours can be used as and when you require throughout the year and can be used for onsite visits, hardware repairs and upgrades or to carry out maintenance and apply security patches to your ICT equipment. For scheduled visits we will also carry out the following checks: ➤ Redstor Online Backup - full server backup complete - MIS backup complete (if SIMS) ➤ Defender/Anti-virus checked on servers ➤ UPS The length of your ad hoc visit will be scoped to carry out the work you have requested.

Antivirus Protection

Ref	Service	Service Description	Benefits
12	Antivirus Protection	This service provides schools with an active subscription and licence to use Anti-Virus software for their Windows devices running supported operating systems. If you subscribe to our remote technical support (Item #10 – IT Support), we will: • Carry out the installation on school devices for you. • Provide technical assistance to remove any detected threats. • Centrally monitor and manage your utilisation of this service. If you do not subscribe to our remote technical support (Item #10 – IT Support), we will: • Provide instructions and guidance for your in-house technical staff, or 3rd party technical support, to carry out the installation on your school devices. • Notify the school's 'admin@' email address (or nominated email address) of any threats detected. It is the responsibility of the school or the school's ICT provider to ensure these threats are resolved. • We can provide additional support to your school's ICT provider if requested. This would be charged at our normal hourly rates and subject to resources being available at the time of the incident. Bespoke reporting can be provided for an additional cost. Information collected for reporting purposes will be retained for 30 days before being deleted. SMS School Subscribers Schools that subscribe to our schools managed service (SMS), receive Antivirus Protection included as part of the service. Please note: For Non-SMS schools, <i>costs for the Anti-Virus service are based on the number of devices. It is the school's responsibility to tell us if the quantity of their devices goes up or down.</i> <i>We will always endeavour to support a school, but we politely ask that where a school manages their own infrastructure it is securely managed, with patching and security updates applied within the boundaries recommended by the supplier.</i>	Our Anti-Virus software is designed to block infections and malicious content. This will help to mitigate your exposure to external threats, such as viruses, malware, ransomware and other security threats. As part of the solution, you will receive notifications of any threats that are detected within your network environment. Where possible, detected threats will be removed without interruption to your users.

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Internet Security and Content Filtering

Ref	Service	Service Description	Benefits
13	Internet Security and Content Filtering	This service provides schools with an active subscription and licence for our internet content filtering solution, which will prevent your users from accessing inappropriate and unauthorised content via your school network. Filter lists can be customised based on your school's requirements. Websites can be unblocked/blocked on a school by school basis based on the requirements sent to us from designated authoriser(s) only. Any bespoke requests would be subject to a security review. The service offers: • Automated safeguarding notifications. • Search filtering and advertising restrictions – to help control time-wasting and inappropriate content. • Firewall protection that can prevent network intrusions and threats. • Prevent access to inappropriate or illegal content. Custom reports are available at an additional cost. Information collected for reporting purposes will be retained for 3 months before being deleted. Please note: • <i>This is a licence only cost. If your school has an onsite security device, we will not maintain or fault-find unless you subscribe to our Internet Connectivity service.</i> • <i>If you choose not to subscribe to our Internet Security and Content Filtering service, you will need to purchase an alternative to ensure you meet your safeguarding obligations. This is not optional for schools who subscribe to our Schools Managed Service (SMS).</i> • <i>No filtering system is 100% effective. All users should exercise caution when accessing internet sites and services.</i> • <i>Maximum filtering can only be achieved on devices that support our security requirements.</i> • <i>Active attempts to by-pass the security features may result in inappropriate internet access.</i> • <i>User based reporting requires individual computer accounts per user.</i>	Helps you to meet your safeguarding obligations to your staff and pupils. Access to web resources can be blocked or allowed based on the type of site, eg, multimedia, news, online gaming, adult sites, adult content, etc. Real-time logs can be accessed to troubleshoot. Reports on specific users or IP addresses can be created to aid investigation.

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Internet Connectivity

Ref	Service	Service Description	Benefits
14	Internet Connectivity	We will provide you with an Internet connection from one of the service providers operating in your area. For new customers (or existing customers at renewal), we will assess which connection would be best for your school based on the technology available to your site and will work with you to choose a connection type and contract term that provides the optimum balance between capability and price. Procurement considerations and administration of the contract will be managed by Shropshire ICT. We will provide proactive monitoring of your connection status. <u>Troubleshooting of the physical line</u> • We will report any faults to the 3rd party supplier. • We will provide as much troubleshooting as possible. • If you subscribe to IT Support (Item #10), we will carry out any onsite configuration that may be necessary. If you subscribe to 3rd party IT support, they will be responsible for any onsite configuration in accordance with our guidelines. A minimum of one static IP address will be provided per connection. Additional IP addresses can be provided if required. Features and size of the service provided will be reviewed as part of the initial scoping exercise. Please note: You will need to <i>also subscribe to Internet Security and Content Filtering (Item #13) with this service, which will allow us to filter your connection to meet your safeguarding obligations and provide you with a better user experience.</i>	This service ensures that schools can choose a connection type and contract term that provides the best balance of cost and suitability for their individual needs. We will work with you to determine the most appropriate solution for your requirements. Shropshire ICT will manage: ➤ The procurement of your internet connection. ➤ Proactive monitoring of the availability of your connection (only available if you also subscribe to Internet Security and Content Filtering (Item #13)). ➤ The day-to-day support of your service, which means that you only need one support number to call.

Online Backup

Ref	Service	Service Description	Benefits
15	Online Backup	Our online backup service provides an automated, encrypted and secure cloud backup service for your important school data. Your data is backed up to UK based datacentres, ensuring you remain GDPR /DPA2018 compliant. Our solution complies with current ICO and Data Protection Act guidance. With the ever-growing threat of ransomware attacks, we highly recommend that schools with on-site servers opt for a full server backup using this service. This gives you the assurance of a separate, distanced (airgap) copy of your data. In the unfortunate event of such an attack on your school, or a physical event at the school which renders your server inoperable, a full backup of your data can be accessed to aid recovery. Local NAS devices are no longer recommended as a backup solution due to the risks of modern-day ransomware threats. Customers can if they wish, choose to customise backup selections if they prefer. SIMS application and database backups are also covered under the service. For schools that subscribe to Item 10 - IT Support, the service is monitored daily for any errors to ensure that your backup has been successfully completed. If errors are detected, we will remotely investigate and where possible, resolve issues on your behalf. For schools that do not subscribe to Item 10 – IT Support, email notifications will be sent to your nominated email address to advise of failures; it will then be the responsibility of your ICT Support provider to resolve these issues. The product provides education customers with 30 days of daily backups and 2 month ends (or roll ups) of data retention as standard. This equates to up to 4 months of recoverable data to cover holiday periods in education. SMS School Subscribers Schools that subscribe to our schools managed service (SMS), receive Online Backup included as part of the service. This backs up their application server (SIMS) only. All other files are backed up using the managed service solution. Hosted SIMS Subscribers Schools that subscribe to our Hosted SIMS, receive online backup for their SIMS data only, as part of the service. Additional online backup for any non-SIMS data must be purchased separately. Please note: <i>The cost of this service is based on the number of servers you have and the amount of data you choose to back up</i>	Assurance that you are meeting your legal obligations for the data you choose to backup. Our solution is approved for backing up SIMS data. The solution: ➤ Removes the need (and cost) for locally managed backup devices (NAS Drives) if you purchase additional data storage and request full server backup. Local NAS devices are no longer recommended as a backup solution ➤ Provides an 'airgap' backup of your data to remote UK based datacentres. This means there is separation from your on-site data and recovery of your data is possible following a ransomware infection, or in the event that your server becomes inoperable. ➤ Allows faster data recovery than local backup solutions ➤ Provides easy file-level restoration ➤ Provides full end-to-end data encryption ➤ Provides 30 days of granular restore points and 2 month ends (or roll ups) of data retention as standard

School Administration Services

These services are designed to support the smooth administrative and logistical running of your organisation.

SIMS Support

Ref	Service	Service Description	Benefits
16	SIMS Support	SIMS 7 and Next Gen: As a SIMS Support customer, you will be entitled to receive as much 'remote' troubleshooting as you need for the SIMS 7 and Next Gen system and will also include up to 3 hours remote training support and guidance per term. The service includes: • Support with adoption of, and on-going use of, Next Gen. • Fault finding and applying fixes over the telephone and via our remote connection software. • Provision of telephone and remote support to your staff in completing your organisation's statutory returns and key procedures. • Planning and upgrading supported SIMS 7 and Next Gen system for you at an agreed time and date. • Notification of new features and updates for major SIMS releases. • Installing and configuring supported SIMS 7 and Next Gen system on your server. • Installing SIMS workstation client on your computers. • Recovering your database in the event that it becomes corrupt and/or your data is lost*¹. • Migrating your SIMS database to a new server once provisioned*². The server must meet the minimum standard requirements *³. The server must be provisioned with the SIMS prerequisites *⁴. A minimum of one months' notice in advance of planned migrations, including migration to SIMS Connected (where required). • Support for mandatory data transfers to the Local authority Management Information System from supported SIMS 7 and Next Gen system. • Designing bespoke SIMS reports. • Support for SIMS supported versions of Microsoft Word and Excel when used in conjunction with SIMS. • SQL Database for SIMS – installation, monitoring for corruption and upgrades *⁵ SIMS Modules: • The listed SIMS Modules that are in addition to the SIMS 7 and Next Gen system are supported only with prior written agreement: ○ Lesson Monitor ○ InTouch ○ Parent App (including Parent Lite App)	➤ A single point of contact for SIMS support in resolving incidents and requests in line with established SLAs. ➤ Access to our long-established in-house support team who understand your school business needs and the critical periods during the school year. ➤ We are a recognised SIMS support unit that has more than 20 years established relationship with the supplier. ➤ We form part of an enterprise grade ICT department within Shropshire Council, which is comprised of over 80 staff members, who can provide additional support for more complex issues if required.

Ref	Service	Service Description	Benefits
16	SIMS Support (continued)	○ Teacher App ○ Student App ○ School Dinner Money ○ Online Free School Meals Third Party Apps connecting to SIMS: We will provide assistance as follows: <u>Subscribing Schools to Shropshire ICT Technical Support</u> We will review the third-party app to assess the connection method that will be used to connect to SIMS, where the connection method is a recognised connection tool, eg Groupcall or Wonde we will assist the third-party app supplier to connect to the SIMS database. The third-party app supplier will be responsible for any upgrades to both their app, and the connection tool. We will assist the third-party app supplier with any fault resolution, once the supplier has determined that the fault is not with their app or the connection tool. <u>Non-Subscribing Schools to Shropshire ICT Technical Support</u> We will review the third-party app to assess the connection method that will be used to connect to SIMS, where the connection method is a recognised connection tool, eg Groupcall or Wonde we will assist the third-party app supplier to connect to the SIMS database. The third-party app supplier will be responsible for any upgrades to both their app, and the connection tool. The school's technical support will be required to assist the third-party app supplier with installation and any fault resolution. Please note: <i>There will be additional charges for any work that falls outside of this service agreement.</i> <i>*¹ This is dependent on you subscribing to Service #15 Online Backup and #10 IT Support, or our School's managed service (SMS). If you use another backup solution, restore will be on a 'reasonable endeavours' basis.</i> <i>*² This is dependent on you having a complete and recent backup available.</i> <i>*³ Quad Core processor or higher recommended, Memory (minimum) 8GB, 16GB for Secondary Schools, 100GB OS space + 1GB working space, allow 5MB per pupil, data space SQL Server – minimum 150GB, File Share Requirement – 10-20GB for the SIMS Applications and Setup folder, SOLUS3 Repository 10GB, Doc Storage 50GB minimum</i>	

Ref	Service	Service Description	Benefits
16	SIMS Support (continued)	d) ^{*4} The Server prerequisite requires a SQL 2016 SP3 or higher instance to be installed in advance, and the latest version of SQL Studio Manager. For new installations SQL 2022 is now recommended. e) Schools using third party applications in addition to SIMS may require additional hardware resource as per the manufacturers' recommendations f) ^{*5} Where SIMS Support is taken with Shropshire ICT Technical Support and/or SMS School, and Internet Connectivity. Where these services are not taken, it will be the responsibility of the schools' IT Provider.	

SIMS Connected Support

Ref	Service	Service Description	Benefits
17	SIMS Connected Support	SIMS 7 and Next Gen As a SIMS Connected user, our SIMS Support will provide you with as much 'remote' support and troubleshooting as you need for SIMS Core and Curriculum system. The service includes: • Support with adoption and on-going use of Next Gen. • 3 hours remote training per term. • Provision of telephone and remote support to your staff in completing your organisation's statutory returns and key procedures. • Fault finding and co-ordinating fixes to be applied to your SIMS application. • Notification of new features and updates for major SIMS releases. • Designing bespoke SIMS reports. SIMS Modules: • The listed SIMS Modules that are in addition to the Core and Curriculum system are supported only with prior written agreement: ○ Lesson Monitor ○ InTouch ○ Parent App (including Parent Lite App) ○ Teacher App ○ Student App ○ School Dinner Money ○ Online Free School Meals Third Party Apps connecting to SIMS: Third Party Apps will require a server, or a workstation on site at the school for the apps and the SIMS Connected third party connector to be installed on. (Server 2019 or later, workstation Windows 10 or later for the SIMS Connected third party connector.) We will provide assistance as follows: <u>Subscribing Schools to Shropshire ICT Technical Support</u> We will review the third-party app to assess the connection method that will be used to connect to SIMS, where the connection method is a recognised connection tool, eg Groupcall or Wonde we will assist the third-party app supplier to connect to the SIMS database. The third-party app supplier will be responsible for any upgrades to both their app, and the connection tool.	➤ A single point of contact for SIMS support in resolving incidents and requests in line with established SLAs. ➤ Access to our long-established in-house support team who understand your school business needs and the critical periods during the school year. ➤ We are a recognised SIMS support unit that has more than 20 years established relationship with the supplier. ➤ We form part of an enterprise grade ICT department within Shropshire Council, which is comprised of over 80 staff members, who can provide additional support for more complex issues if required.

Ref	Service	Service Description	Benefits
17	SIMS Connected Support (continued)	We will assist the third-party app supplier with any fault resolution, once the supplier has determined that the fault is not with their app or the connection tool. Please note: <i>a. Availability of SIMS Connected is outside of this service, the supplier is responsible for this as part of your school's cloud hosted agreement.</i> <i>b. There will be additional charges for any work that falls outside of this service agreement.</i>	

Arbor Support

Ref	Service	Service Description	Benefits																																							
18	Arbor Support	As an Arbor user, our Arbor Support will provide you access to as much ‘remote’ support and troubleshooting as you need for Arbor Core, Comms and Perform modules. The service includes: • Provision of telephone and remote support to your staff in the use of Arbor. • Provision of telephone and remote support to your staff in completing your organisation’s statutory returns and key procedures. • Fault finding and co-ordinating fixes to be applied to your Arbor application. • Notification of new features and updates for Arbor releases. Arbor Packages supported: <table><tr><th>Core</th><th>Comms</th><th>Perform</th></tr><tr><td>Attendance</td><td>Everything in Core, plus:</td><td>Everything in Comms, plus:</td></tr><tr><td>Behaviour</td><td>Parent Portal</td><td>Payments Plus</td></tr><tr><td>Student and Staff profiles</td><td>The Parent App</td><td>Staff Performance</td></tr><tr><td>Census and Statutory Reporting</td><td>Payments for clubs, meals, and trips</td><td>Classroom management</td></tr><tr><td>Summative Progress tracking</td><td>Meal Management</td><td>Intervention Tracking</td></tr><tr><td>Ready-Made Report Templates</td><td>Parents Evening Booking</td><td>Formative Assessments</td></tr><tr><td>Seamless Integrations</td><td>Student Portal</td><td></td></tr><tr><td>Behaviour Escalations</td><td></td><td></td></tr><tr><td>Clubs and Trips Management</td><td></td><td></td></tr><tr><td>Custom Report Writer</td><td></td><td></td></tr><tr><td>Student Report Cards</td><td></td><td></td></tr><tr><td>Send SMS</td><td></td><td></td></tr></table> Please note: 1. Availability of Arbor is outside of this service, the supplier is responsible for this as part of your schools SAAS agreement. 2. Third party application suppliers liaise directly with Arbor to integrate to the product API’s, this service does not include support with third party applications.	Core	Comms	Perform	Attendance	Everything in Core, plus:	Everything in Comms, plus:	Behaviour	Parent Portal	Payments Plus	Student and Staff profiles	The Parent App	Staff Performance	Census and Statutory Reporting	Payments for clubs, meals, and trips	Classroom management	Summative Progress tracking	Meal Management	Intervention Tracking	Ready-Made Report Templates	Parents Evening Booking	Formative Assessments	Seamless Integrations	Student Portal		Behaviour Escalations			Clubs and Trips Management			Custom Report Writer			Student Report Cards			Send SMS			➤ A single point of contact for Arbor support in resolving incidents and requests in line with established SLAs. ➤ Access to our in-house support team who understand your school business needs and the critical periods during the school year. ➤ We form part of an enterprise grade ICT department within Shropshire Council, which is comprised of over 80 staff members, who can provide additional support for more complex issues if required.
Core	Comms	Perform																																								
Attendance	Everything in Core, plus:	Everything in Comms, plus:																																								
Behaviour	Parent Portal	Payments Plus																																								
Student and Staff profiles	The Parent App	Staff Performance																																								
Census and Statutory Reporting	Payments for clubs, meals, and trips	Classroom management																																								
Summative Progress tracking	Meal Management	Intervention Tracking																																								
Ready-Made Report Templates	Parents Evening Booking	Formative Assessments																																								
Seamless Integrations	Student Portal																																									
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Clubs and Trips Management																																										
Custom Report Writer																																										
Student Report Cards																																										
Send SMS																																										

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Electronic visitors' book

Ref	Service	Service Description	Benefits
19	Electronic visitors' book	This service provides a digital signing in and out system for staff, governors, parents and visitors to complete as they enter and leave your premises. The device can be personalised with your school's code of practice or fire evacuation procedure (for example) and can be removed from site in the event of an emergency (mobile option only). It can also be personalised with your school, academy or federation branding and logo to give a professional appearance to visitors. For monitoring and administration purposes, historical information can be accessed via a web portal, and reports generated. Please note: This solution does not record pupil attendance and does not integrate with SIMS or other MIS systems. The initial cost of the service includes: • A new iPad with the visitors' book application pre-installed and configured ready to work within your school. • Your software licence subscription for the first year • One mobile device management licence (MDM) for the designated device (single device solution). This allows us to update and manage your designated device remotely. In subsequent years, there will be an annual charge for the software and MDM license subscriptions. Larger schools with more than one entry/exit point, may wish to consider buying additional devices to ensure all public entrances and exits are monitored. Schools with a fixed device in a floor stand may also wish to consider purchasing an additional device, if they require a portable option for evacuation purposes (additional costs apply). Individual costs can be provided for schools that have suitable existing equipment that they would prefer to use.	The electronic visitors' book is a solution for recording your staff and visitors in the school. The system can automatically notify staff by email when your visitors arrive on site. It can reduce costs by replacing your paper-based visitors' books. In the event of an emergency evacuation, the system can be used to show which staff and visitors are on site at that time. The visitor book portal can be accessed by a variety of devices with an Internet connection, using a secure log on. Schools can access historical information for monitoring and safeguarding purposes.

Ref	Service	Service Description	Benefits
19	Electronic visitors' book (continued)	Optional extras: Protective iPad case Floor stand for iPad ID Badge printer and labels. Please note: - you will need good Wi-Fi coverage in the intended area of the visitors' book location and printer location. Also dedicated power outlets are required for the iPad and optional printer.	

Apple Mobile Device Management

Ref	Service	Service Description	Benefits
20	Apple Mobile Device Management (MDM)	This service provides a remote cloud-based device management service for all school Apple devices including iPad's, Macs & Apple TV devices. Devices will be updated automatically with application updates and with the recommended operating system releases. Benefits include not requiring dedicated on-site hardware and freeing up staff time that would normally be allocated for this management task. The service includes: • In place, wireless iPadOS, iOS & macOS & Application updates (versions vary with device age and support *¹). • Up to 12 new app deployments per year. (Should you require additional deployments this may be subject to an additional charge.) • Access to the Shropshire ICT Educational App Store, which provides a customised selection of apps based on your school's requirements. Teachers can self-install and test apps for suitability before their wider deployment to devices. • Set up, enrolment and migration of your current Apple devices to the new device management solution. We will also include customised branding for your school, federation or academy giving a unified, professional look. • Help with setting up your school for access to the Apple education app store giving schools discounts on volume app purchases (credit card required for this service). Please note: This is a subscription service and will be renewed annually if you wish to continue with the service. *¹ Operating system updates are dependent on devices being in support with Apple. It is the responsibility of the Application vendor to ensure that their apps are updated to be compatible with the latest Apple operating systems.	➤ No need for local management hardware or associated costs (Mac Mini). ➤ Shropshire ICT will update your devices as and when security patches and app updates are available, freeing your staff from this onerous task. ➤ Apps can be installed and removed remotely. ➤ New devices purchased through Shropshire ICT can be auto enrolled, which will reduce onsite technician time. ➤ Asset management – we can provide a list of devices enrolled with the service. ➤ Mobile device tracking to aid recovery in the event of loss or theft. ➤ Devices can be wiped and re-configured in the event of a fault or security incident. ➤ Devices can be remotely locked if they are lost or stolen. ➤ We can control the access for student use. ➤ App management reporting – When requested, schools can be provided with a report showing licences they have purchased, used and available (paid for and free applications).

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About Our Service Desk

About our Service Desk

The Service Desk is your first point of contact for any ICT problems or queries you are having. They will work with you to gather information, troubleshoot and diagnose your query and then either resolve it or, if they need specialist support, arrange for it to be escalated to a different section of ICT. All interactions you have with the Service Desk will be logged in our Service Management software, giving us a record of work completed for you to date.

We endeavour to resolve all ICT incidents and requests for support using remote support, as this allows a much faster resolution time than onsite visits. Our service desk is based in Shrewsbury and is available for you to report any incidents or requests via email or telephone during the following hours:

Days	Opening hours for ICT Support
Monday to Thursday (inclusive)	08:00 – 18:00
Friday	08:00 – 16:00
Saturday and Sunday	Closed
Bank holidays & Christmas period	Closed

Email: ICT.Support@shropshire.gov.uk	Phone No: 01743 254230 (Option 2)
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Days	Opening hours for SIMS and Arbor Support
Term time (Monday to Friday inclusive)*	08:45 – 16:00
School Holidays (Monday to Friday inclusive)*	09:00 – 15:00
Saturday and Sunday	Closed
Bank holidays & Christmas period	Closed

Email: ICT.Support@shropshire.gov.uk (Please put 'SIMS' or 'Arbor' at the beginning of the subject to direct your email to the correct team)	Phone No: 01743 254230 (Option 1)
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If you need to contact us outside of these hours, you can do so via email or by leaving a voicemail message. These will be actioned on the following working day.

* School holiday dates are as per Shropshire Council maintained schools term times: <https://www.shropshire.gov.uk/schools-and-education/schools-and-term-dates/term-time-and-holiday-dates/>

Emails sent to our support mailbox (ICT.Support@shropshire.gov.uk) will generate an electronic support ticket which will be triaged and will be responded to within our published response times. All calls with our support teams are logged and recorded. All logged support tickets will be monitored to ensure that they are resolved within our SLA response times.

How we classify and prioritise your support

When you contact our support teams, your call will be classified as one of two types: a **Request** or an **Incident** and given a priority rating. This will determine how rapidly we aim to respond to your Incident or meet your Request.

Incidents	Requests
Definition: Any event which disrupts or could disrupt a service. These are unplanned interruptions to the services which we provide you with, or a reduction in the quality of the service(s) we provide to you. The purpose of Incident Management is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.	Definition: A formal request from you for information, advice, a Standard Change to be made, or for Access to an IT service. The purpose of Request Fulfilment is to provide the required services to you in a timely manner. For example, this could be to reset a password, or to provide a quotation for new equipment or new services, or to create a new user account. The process and timescales for fulfilling your request will vary depending upon what is being requested.

Target Response Times (Priority)

Priority	Examples of what this might be		Response time
	Incident	Request	
Critical	- Critical applications and system(s) down or unusable - Site(s) are down or unable to work - Multiple users are not able to carry out their normal work function - Security incidents	N/A	2 hours
High	- Part of the system is unusable preventing users from carrying out their duties - Single user is not able to carry out their normal work function or specific task for that day		4 hours
Medium	- Minor problems that do not affect the day-to-day use of the system - Software errors causing inconvenience but no lack of function	- Change requests - Software installs/updates - Hardware setup & installation - Password resets	8 hours
Low	General customer queries/ requests for advice		16 hours

Things to note:

- a) Response times are not incident resolution times and exclude the time it will take for us to travel to your school.
- b) Response times quoted are Business working hours.
- c) The actual resolution will be determined by the complexity of the requirement.
- d) Where there is a problem which requires input from a third party, the response time will be determined by the third party.
- e) Requests for hardware/software purchases/installations will be subject to third party delivery; the time it will take the third party to deliver the required hardware/software will be discussed at the point of ordering.
- f) Ticket progress will be monitored.
- g) For hardware supplied to you via our Business Support team, the Service Desk liaises with 3rd party suppliers for faults covered under warranty.