

Primary School Service Level Agreement for ICT Support

Introduction

This document explains the level of service that is offered to Primary Schools to support their ICT infrastructure – that is – the Service Level Agreement (SLA). It recognises that the level of service required is different for schools of different sizes. Also it is important to note that membership of the SLA will be strictly limited so that the level of service can be maintained without detrimental effect on other members of the SLA. No additional schools will be admitted to the SLA after the maximum membership is reached. The only commitment by a school to the SLA is to subscribe for Membership for a single term.

Regular visits form the core service of this agreement. However, the length of visit is dependent on many factors, including the size of the school and the number of computers in the school. Smaller schools may only need one visit of an hour per month whereas larger schools may decide to opt for one or more full days per month. The SLA offered is flexible, and no prerequisite booking of additional time is required. But the school may have some idea of their needs when opting into this SLA and so decide to pre-book a half-day visit per month. Emergency attendance is also included for admin systems and servers. The order of priority of visits is as follows: highest priority is emergency visits, followed by scheduled visits, and finally non-scheduled visits.

This is a service agreement only and the cost of upgrade, faulty or replacement parts are not included. However a limited supply of loan equipment may be available while faulty parts are swapped under manufactures warranties, or removed off site for a more efficient repair. Also a limited supply of common replacement parts will be available at competitive prices.

For purposes of this agreement, there are three terms in the school year. Spring and summer terms are three months long. Autumn term is four months long, giving 10 monthly visits per year.

It is the aim of this SLA to resolve problems with all ICT equipment and resources, but engineers can only use their best endeavours to do so. Inevitably, there will be some occasions where equipment is beyond economical repair or a specialist repair is required. The school will be advised of this if it occurs.

The minimum subscription to this SLA is for Membership for a single school term. Additionally, schools may subscribe to the Scheduled Visit service for attendance at monthly or other intervals, to the Pay-As-You-Go service or a combination of both. All costs are subject to VAT where applicable at the prevailing rate.

Membership

In order to be a member of the SLA a membership fee of £50 is payable per term. This entitles the member to the following:

- 1 hours attendance at the school per term
- unlimited telephone support to notify of equipment problems
- unlimited email support to notify of equipment problems, request additional visits, general technical and purchasing advice. All emails will have a response within 1 working day
- on-site emergency attendance within 2 working days to start resolution of problems with admin or other covered equipment that cannot be resolved by remote diagnosis or a short time by telephone troubleshooting. Resolution time on emergency attendance is charged at the Pay-As-You-Go rate. See later for peer-to-peer and server emergency support
- no travelling time charged for scheduled visits
- 2 weeks free loan of admin PCs in the event of system failure (subject to availability).

Membership will be restricted to a maximum of 22 half-day visits per month per engineer employed by or associated with the company.

Scheduled Visits

Many schools have seen the benefits of regular scheduled visits of the same engineer, to be proactive in routine maintenance of ICT equipment, so that the engineer can get to know the school's ICT equipment, school staff and their needs and aspirations, and for long term planning. Therefore members will pre-book monthly visits for the entire school term, and are charged at the standard Pay-As-You-Go rate of £25 per hour, with no additional charge for travelling time. Should there be few problems to resolve on the day taking less than 1 hour, the school will be charged for a minimum of 1 hour.

Pay-As-You-Go Service

The Member's Pay-As-You-Go service is for ad-hoc on or off site support requested by the school for emergency, routine maintenance work, upgrades, staff training, or consultancy, at the request of the school at times not pre-booked as a Scheduled Visit. There is a minimum charge £25 for the first ½ hour on site, and flat rate charge of £25 per hour thereafter, billed in ¼ hour increments, with no additional charge for travelling time.

Emergency Cover, Networked Admin Systems, and Servers

Standard Membership covers emergency attendance for the standalone or primary admin system, its printer, and one further peer-to-peer admin system (i.e. a finance workstation or head teacher laptop. Both PC systems count as one system for the inclusive emergency cover). Additional peer-to-peer workstations or non-curriculum systems can be covered for emergency service at £10 per system per term. Admin or curriculum servers can be covered for emergency service for an additional £25 per term. This is to pay towards the provision and upkeep of a number of loan Admin PCs and Servers for use in event of equipment failure.

Payment Terms

The Membership fees will be invoiced to the school at the end of the first month of the term together with that month's Pay-As-You-Go support. Invoice payment is due within 14 calendar days of issue. Late payment without previous arrangement may be subject to a surcharge as allowed by current business law.

Penalties

Should there have been no response (that is - a telephone call, email, remote support, or site visit) to a problem reported by telephone within 1 working day for equipment covered by the emergency service, then one additional hour onsite resolution time will be credited. If problem resolution has not commenced within 2 working days then the term's membership fee will be refunded.

Hardware and other Equipment Covered

Repair, maintenance and upgrade of any IBM compatible PC that has an ATX format case and motherboard combination, whether a desktop, tower, or server configuration. Standard power supplies, hard, diskette and CD-ROM drives, sound, network and other add-in cards, keyboards and mice will usually be replaced from spares carried. Monitors may be swapped with loan equipment while they are sent for specialist repair if appropriate.

Due to their specialist nature, all other equipment (network hardware, laptops, cameras, scanners, and projectors etc) will be examined to see if a viable repair can be attempted on a “best endeavours” basis. If not then an authorised service centre may be contacted to establish whether a repair or replacement is possible, and its additional cost.

Software Covered

Microsoft Windows operating systems, networking, and Office products are covered.

Engineers have extensive knowledge of RM, Black Cat, Granada Learning, and other suppliers’ software. However, all other software (apart from the specific Microsoft software above) will be covered on a “best endeavours” basis. This is because the level of support may be dependent on the school having the actual software media, software licence, software support contracts, and telephone help line support in place or available, in order to resolve a particular problem.

Other Services

In addition, a non-membership, Pay-As-You-Go service will also be offered. No guarantees of availability or response times can be made. All enquiries will be applied on a first-come-first-served basis, subject to diary availability, and have a lower priority than membership services. Cost £30 per hour billed in ¼ hour increments, for time on site and travelling time to the school. Minimum charge £30. In addition, Admin PCs may be loaned at £30 per week or part thereof.

Cost Examples

- An SLA Member that has no other support time pays £150 for the year.
- A Member that pre-books a one-hour visit per month pays £325.
- A Member that pre-books a half a day per month (10 visits of 3.5 hours) pays £950.
- A Member that pre-books a whole day per month (10 visits of 7 hours) pays £1825.
- A Member that only has 3 emergency calls that take 2 hours each to resolve pays £225 for the year (using their single hour allowance for emergency cover).
- A non-member school that has 3 emergency calls at the Pay-As-You-Go rate, that take 2 hours each to resolve, also pays £225 for the year, but no guarantees can be given as to the time to respond to the emergency.

Company Profile

This SLA is offered by myself - Steve Brewer - trading as Jetset Software Limited, a Private Company (no. 2786665) registered in England since 1993. I graduated with an Honours Degree in Computer Systems with Microelectronics from the University of London in 1985, and have been a freelance computer consultant for most of the time since 1987. I specialise in bespoke software solutions, PC systems, networking and Internet services. The Company is VAT registered, and holds full Employers and Public Liability insurance to £10,000,000.

Contingency Planning

Jetset Software has a joint working agreement with other ICT support businesses to provide emergency cover to the same standard in the event of sickness or other unforeseen circumstances. In this instance, scheduled visits may be postponed but emergency cover will be put into effect and take priority over regular visits. The limited number of schools admitted as SLA members will ensure that there is enough time allowed for scheduled visits, travel time, emergency cover, and the company' s staff training.