

Service Level Agreement for

Broadband Sandwell Technical Support Service

SECTION 1 – Terms of this Agreement

1 The Parties

This agreement is between Broadband Sandwell and the subscribing School

2 Period of Agreement

- This Agreement shall commence on 1 April for a period of one year and shall continue thereafter until terminated by either party.
- This Agreement can be terminated by either party subject to notice in writing to the other by 30 November in any year to terminate the contract on 31 March the following year (ie. 4 months' notice).
- Any notice of termination received by Broadband Sandwell will be acknowledged in writing.

3 Service Contact Details

Broadband Sandwell can be contacted via the following methods:

Telephone: 0121 569 2400 or 0121 569 2414 Fax: 0121 511 1022

Email: helpdesk@broadbandsandwell.org.uk

Technical Support Hours: Monday to Friday 08:30 to 17:00 except public holidays.

At all other times an answer phone service is available

When your call is logged you will receive a call reference number – please make a note of this and refer to it if you need to make any follow-up enquiries

Please note: If you do not have a call reference number then your request for assistance is not recorded on our system. It is important to report problems to the helpdesk as described above so your request is not overlooked.

4 Service Overview

We will provide the following for your school:

Advice, support, configuration, troubleshooting and fault finding for:

- **Software**
 - Microsoft Windows XP, Vista
 - Microsoft Windows Server 2003
 - Microsoft Office 2000, XP, 2003, 2007
 - Anti-virus and anti-spyware tools
 - Veritas back-up tools
 - Software supplied or recommended by Broadband Sandwell Technical Support Team or the Curriculum and Content Services Manager

- **Hardware and network infrastructure**
 - Network connections
 - Computer peripherals (Digital Whiteboards, projectors, scanners, etc)
 - Tape back-up
 - USB Flash Drives
 - PC and PC configuration
 - Printers
 - Sound & Graphics

- **Administering MS Windows Active Directory network**
 - Network domains and active directory structures
 - Diagnosis of network infrastructure problems (*including passive (e.g. wiring) and active components (e.g. equipment)*).
 - Fileservers (*excluding repair and hardware maintenance*).
 - The management of users
 - The management of network user profiles and policies
 - The management of passwords
 - The management of network printer queues
 - Data backup

- **PC Workstation Administration**
 - Desktop configurations
 - Mapping and re-mapping devices (*disc drives etc*)
 - Connecting Laptops and PCs to the network
 - Automated software installation (*where appropriate*)
 - Printer driver problems

Advice and support with:

- **Hardware and software audits**
 - auditing of hardware
 - auditing of software
 - auditing of network infrastructure and performance
 - procurement and provision of hardware, software and services

- management of software licenses
 - development of your school's network infrastructure
 - checking log files of network and user activity
- **Security**
 - the physical security of ICT equipment
 - network and ICT systems security
 - anti-virus, ad-ware and spy-ware measures
 - virus disinfection following a computer virus outbreak

Training (as required)

- Training for school based technicians is available on management of networks and ICT equipment provided by Broadband Sandwell/EMU

Annual Health Check of your ICT equipment

- A comprehensive report will be produced identifying issues for attention and making recommendations on steps to be taken to keep your ICT systems operating optimally. We will guide you in planning and implementing the recommendations.

5 Service Delivery

- Support is offered initially by telephone and email and in most cases remote assistance via the broadband network is available.
- If a site visit is deemed necessary by the technical team, an appointment will be made for the earliest possible mutually convenient time.

6 Charges for the Service

- The charges for services are detailed separately and are recalculated for 1st April each year.
- Broadband Sandwell reserves the right to make additional charges where problems arise that are caused by:
 - a) Negligent and/or unauthorised actions performed by the school, its staff, partners or agents
 - b) A fault with a system for which Broadband Sandwell is not responsible for managing and operating

7 Method of Charging

- The subscription charges will be made annually at the beginning of each year by invoice. The school can opt to pay the subscription charges by standing order in 10 monthly installments.

8 Quality of Service

- The services will be provided in a professional manner and the highest possible quality standards will be maintained at all times. It is our aim to respond by telephone or email to support calls logged with our helpdesk within **4 working hours**.

9 Equipment and Resources

- Any equipment and resources loaned to the School will remain the property of Broadband Sandwell

10 Arbitration / Conciliation in Cases of Dispute

- Both parties to the Agreement will act in good faith towards each other in relation to all matters arising under this agreement.
- The parties will use their best endeavours to resolve by agreement any dispute, difference or question arising out of the Agreement. If there is a failure to agree, the matter will be referred to the Head of Planning, Performance and Business Services or his/her nominated officer.

11 Limitation of Liability

- In so far as the law allows Broadband Sandwell will not be liable for any direct, indirect, special or consequential damages, or any loss of revenue, profits, or data, arising in connection with this agreement.
- In so far as the law allows Broadband Sandwell cannot be held responsible for acts or omissions.
- **Force Majeur:** Clearly, some matters are beyond our control – for example; suppliers occasionally fail to deliver in the time-scale expected or sudden staff illness, fire or flood may result in unavoidable delays. We will always endeavour to alert schools whenever such problems arise, however, in such circumstances we cannot be held responsible.