

Use of SecureStore Backup System Supplied by Broadband Sandwell

Please note that any and all legal requirements relating to the backup of data remain with the school. Broadband Sandwell does not accept any responsibility for backup procedures for schools that use this system.

Use of the SecureStore backup system will have the following advantages for the school:

1. Backups will be taken on a regular basis without the need for tape management
2. Backups will be stored off-site so that in the event of a loss of data at the school, a copy will remain.
3. Backups can be checked from anywhere on the schools' broadband network, thus Broadband Sandwell and SMIS will be able to assist schools with management of backups
4. Backup size can be easily increased. With previous systems, once the tape size limits were exceeded, it was difficult to introduce procedures to allow the extra data to be backed up.
5. While backing up, information is encrypted so that the backup is always secure.

Broadband Sandwell will assist schools in the following ways:

1. We will set up the initial backup configuration on the school's designated server and will ensure that the data set advised by the school (or their agents) is backed up
2. We will set a regular backup schedule, normally after 19:00 each weekday.
3. We will advise the schools of how to check that the backups are happening correctly.
4. We will undertake occasional checks of the backups to ensure that the system is operating.
5. We will supply training when requested to help staff to check that backups contain all required files
6. In the event of a total data loss at the school, Broadband Sandwell will offer to restore the Securestore software and backed up data set to new hardware once this has been obtained by the school.

Broadband Sandwell does NOT undertake to:

1. Carry out test restores and checks that all data has been stored. This is the school's responsibility. The same procedures should be used as were previously in place for backing up to tape.
2. Supply and commission replacement hardware, other than where the replacement is purchased separately by the school through Broadband Sandwell.
3. Make backups where the school's broadband links or internal network wiring are not functioning, e.g. if the server has lost connectivity to the internet.

The following rules will apply to use of this service:

1. The school must ensure that backups are checked and that "test restores" are undertaken regularly to confirm that the backup contains all required data. Broadband Sandwell do not accept responsibility for this.
2. Any conditions of service of Sandwell staff that may be changed following the implementation of the Securestore backup system must be fully considered.
3. The Securestore system should only be used on systems for which the school has purchased licenses.
4. Licenses are supplied on a 12 month contract from a commercial supplier; the school will undertake to notify Broadband Sandwell 28 days before renewal is due if they no longer require the use of the system, the license will then terminate on the renewal date.
5. The school will commission Broadband Sandwell to configure the Securestore backup system. This will usually be undertaken under other Broadband Sandwell SLAs and will have no additional cost.
6. Broadband Sandwell will endeavour to commission the Securestore backup system within 7 working days of the time of order, but will not be held responsible for delays to this timescale.
7. Any costs incurred as a result of problems must be met by the school.
8. The school will undertake to ensure that the use of the Securestore backup system is in the best interests of Sandwell MBC at all times.
9. The school will ensure that all charges to be made for the Broadband Sandwell service are paid.

Please return the completed form to Stuart Hadley at Broadband Sandwell (fax 0121 511 1022) to indicate acceptance of these conditions.

Name of School _____

Name of person within the school who will manage the backups: _____

- The person named above is able to manage the backups through Securestore
- The named person will require training to allow them to manage the backups through Securestore

Head teacher's declaration:

I agree to be bound by the terms for the provision of Securestore backup as stated above

_____ (Head teacher)

(Please note: this form will only be processed if signed personally by the Head Teacher)