



ICT Services for Secondary Schools

2021/22



Welcome to Calderdale ICT

Welcome to Calderdale ICT Services for 2020/21

We are a long established Local Authority team of ICT professionals who have been looking after ICT support needs of schools for many years. This guide covers everything you can expect as a Calderdale customer.

We offer a wide range of technical and support services to the Local Authority, partner organisations, schools, academies and other educational establishments in Calderdale and surrounding areas. Our intention is to offer a service that clearly focuses on the needs of your establishment.

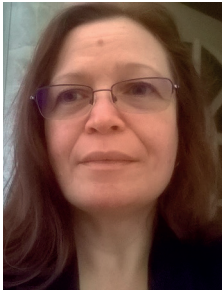
We pride ourselves on very high levels of customer care and service delivery. Our widespread customer base is testament to the support we are able to offer and our specialist knowledge of using ICT in education is second-to-none among local service providers.

We hope that you find this catalogue helpful in allowing you to access a wide-range of high quality ICT services, enabling your establishment to continue to offer a digitally-enriched curriculum. If you cannot find a service that meets your needs, please talk to us. We will do our very best to provide it, making full use of our diverse, talented and highly skilled workforce.

Phil Judson and Rebecca Holton
Senior IT Officers



Phil Judson



Rebecca Holton

Contact Calderdale ICT

Log your call online: <http://servicedesk.calderdale.gov.uk/Sostenuto/SContacts/>

Telephone: 01422 392560

7.30am to 5pm Monday - Thursday
7.30am to 4pm Friday

All our staff are enhanced DBS checked



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IT Support Packages

Calderdale IT Services offer two distinct IT support services, allowing us to meet the needs of all schools' requirements, whatever your IT infrastructure, needs and expertise.

Platinum for SIMS schools

A comprehensive "one-stop shop" support package. Providing seamless first-class support for both the administration and curriculum networks, we will take ownership of all reported problems and incidents whilst also working with you to ensure that your network remains robust and resilient to prevent disruption. It includes a contribution to SIMS software annual maintenance, technical support for SIMS software errors, SIMS software upgrades and installations on the server, and backup user support for specific SIMS modules.

Our Platinum Support Plan is recommended for schools that:

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.
- Lack the skills required to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.
- Require pre-determined response times for all problems/incidents.
- Please note that server installations, rebuilds and disaster recovery will incur additional costs in this package.
- Require SIMS user support for Capita SIMS package.
- Onsite presence during Ofsted inspections (on request).

Diamond Non-SIMS School Support

A comprehensive "one-stop shop" support package for non-SIMS schools. Providing seamless first-class support for both the administration and curriculum networks. We will take ownership of all reported problems and incidents whilst also working with you to ensure that your network remains robust and resilient to prevent disruption.

Our Diamond Support Plan is recommended for schools that:

- Wish to have all elements of an ICT service provided and/or managed on their behalf with one point-of-contact, including liaison with Internet Service Providers.
- Please note that server installations, rebuilds and disaster recovery will incur additional costs in this package.
- Lack the skills required to maintain their own network on a proactive basis and deal with day-to-day faults requiring immediate attention.
- Require pre-determined response times for all problems/incidents.
- Onsite presence during Ofsted inspections (on request).



Core for all schools

Our basic support package, all schools that sign up for any service within Calderdale must also sign up for our Core Support Package. This plan provides:

- A dedicated service desk to log incidents.
- The facilitation of the transfer of pupil data from SIMS to Calderdale (via SIMS B2B) and support for the use of secure local and national websites for transferring pupil data to and from SIMS.

The Core Support Package is free to maintained schools that use Capita SIMS as their MIS.

Quotation will be provided if required.

Included Services

| | Core | Platinum | Diamond |
|---|------|----------|---------|
| Support for use of secure local & national websites for transfer of pupil data | ✗ | ✓ | ✗ |
| ICT Support for B2B software for automatic transfer of staff data between the Local Authority and schools (when functionality is available) | ✓ | ✓ | ✓ |
| Predetermined Service Standard Response Times | ✗ | ✓ | ✓ |
| Special advice line for ICT staff in schools | ✗ | ✓ | ✓ |
| Network consultancy services, including evaluation of school requirements and supplier proposals (equivalent of one day) | ✗ | ✓ | ✓ |
| Piloting new technologies of benefit to schools | ✗ | ✓ | ✓ |
| Internet Service Provider Liaison in the case of faults external of your LAN | ✗ | ✓ | ✓ |
| Brokering of bespoke SIMS training by external agencies | ✗ | ✓ | ✗ |
| Application and user support for all listed SIMS modules: | ✗ | ✓ | ✗ |
| STAR 7 | ✗ | ✓ | ✗ |
| Attendance 7 | ✗ | ✓ | ✗ |
| SEN 7 | ✗ | ✓ | ✗ |
| Reporting 7 | ✗ | ✓ | ✗ |
| Personnel 7 | ✗ | ✓ | ✗ |
| Assessment 7 | ✗ | ✓ | ✗ |
| System Manager | ✗ | ✓ | ✗ |
| CTF | ✗ | ✓ | ✗ |
| Exams Organiser | ✗ | ✓ | ✗ |
| Discover (when available and staff trained) | ✗ | ✓ | ✗ |
| SIMS School Census and School Workforce Census modules | ✗ | ✓ | ✗ |
| Lesson Monitor 7* | ✗ | ✓ | ✗ |

* Separate purchase required, see page 9

Pricing

Our packages are individually quoted depending on several factors. These include:

- The number of pupils you have on roll
- The support package level you will receive

We quote your school based on the identical level of service received in the previous year, but are happy to revise this based on new requirements your school may have.

Please contact us and we'll happily discuss this with you.

School Information Management System (Capita SIMS)

Capita SIMS is the school management system used by the majority of Calderdale schools. This has advantages for both the Council and the School regarding the support provision we can offer and data sharing.

SIMS Support is provided to schools who sign up for the Platinum Level ICT Support Package. Details of the services offered are illustrated below:

- **Technical support for SIMS.net software errors on the school server.**
- **Installation of SIMS software, upgrades, enhancements and patches (apart from beta test software).**
- **Technical support for FMS.**
- **Backup user support for specific SIMS modules on administration PCs (see page 5).**
- **SIMS support for the production of the termly School Census and Key Stage Collection (excluding training).**
- **SIMS support for the production of the annual School Workforce Census (excluding training).**

SIMS Licences

Calderdale historically procures SIMS licences for Maintained Schools on a yearly basis. Prices for these licences are based on the number of children attending your school and are **extremely favourable** compared to procuring your licence directly from Capita.

Please note that this service is only available to Maintained Schools. Academies, Free Schools and other institutions outside of Local Authority control must procure their licence directly from Capita. For more information see <http://www.capita-sims.co.uk>

Maintained Schools are required to sign-up for the Platinum ICT Support package to take advantage of Calderdale's SIMS licence procurement deal.



GDPR Compliant Backup

However you currently backup your data, whether by cloud, tape or disk-based methods – or all three, with the EU regulation, consumers are able to access, correct or request deletion of their personal data. Education establishments need to ensure backups under GDPR are fit for purpose. Older backup techniques such as disk or even tape will make swift access, alteration and deletion under the 'right to be forgotten' rule far trickier to achieve.

Attix5, our backup platform is a data backup solution that will ensure your backup is GDPR compliant. Our software fully encrypts data on-site before sending the information to our data centre and has an interface that can be managed on premise.

With around 90% of backup providers based in the US or outside of the EU most are not EU compliant. Our Attix5 platform is based in Calderdale Council's own data centre, and the software fully encrypts all school data that we manage.

Our backup solution is available for not only servers but can be used on individual devices, Computers, laptops etc.

Our backup services for education establishments remove the burden of worrying about how to recover from a major data loss on your Administration and Curriculum networks.

How it works:

- Data to be backed up is encrypted and compressed as a "first pass" ready to be sent to our data centre in Calderdale Council.
- Subsequent backups will only look for changed data meaning that the backup is quick and effective.
- All data is completely encrypted at source before being transmitted to our data centre, meaning there is never a requirement to physically remove the data.

Benefits:

- **Safeguard your data**
Ensure your data is appropriately managed and easily recoverable.
- **No manual backups!**
Your school is freed from the burden of having to remember to conduct manual backups.
- **No extra hardware, DVDs, CDs or tapes**
Eradicate slow backups and restores, mechanical breakdowns and data loss from faulty tapes and DVDs.
- **Backed up online and stored off-site in Calderdale**
Instant disaster recovery and access to data stored in our resilient and secure data centre.
- **Backup of your SIMS Database**
Where your school holds a valid SIMS licence, we will backup your SIMS database as part of the regular backup cycle.
- **Fast & easy data recovery**
Instantly recover any lost data at a click of a mouse.
- **Reduce your carbon footprint**
No need for ICT technicians to drive around visiting schools to fix tape related backup issues.
- **Simple & affordable pricing**
Transparent prices that are based on the number of servers, applications and the amount of data you wish to backup at your school. No need to waste money on new backup tapes, tape drives etc.
- **100% compatible with SIMS MIS (check for other MIS systems)**
Works with Windows, MS Office, SIMS, FMS, curriculum, admin and is a CAPITA approved backup service.
- **Proven & tested service**
The service is currently in use in over 12,000 schools across 70+ Local Authorities and service providers.

Backup Costs

| SLA/Contract Plan Level | Licence & Maintenance Cost (mandatory) | Admin SIMS Network + 25Gb | Additional Data (10Gb intervals) |
|-------------------------|--|---------------------------|----------------------------------|
| Platinum | £60 | £150 | £5 per 10Gb |
| Diamond | £60 | £150 | £5 per 10Gb |

NB: One off new licenses cost £300 plus £60 maintenance cost for first 12 months.

Exceptions

Schools should be aware that the backup solution will not store the following file types:

- **Image/Picture files** (.jpg, .png, .raw, .bmp, .tif and other media file types)
- **Video files** (.avi, .flv, .wmv, .mov, .mp4, etc and other media file types)
- **Audio files** (.mp3, .ogg, .aac, .wma, .flac, etc and other media file types)

We can offer a customised on-site solution to backup these file types. Please contact us for further information.

Remote Access

We offer several solutions for remote access to meet the needs of different schools and academies. These are based on our unique knowledge of schools and many years' experience of working with education professionals.

If you need a remote access solution to meet the needs of your school, get in touch for our bespoke, reliable, value-for-money options.



ICT Training Courses

SIMS Attendance in the Classroom Package

The Attendance in the Classroom module for SIMS will allow your classroom staff to take the register electronically using your existing SIMS setup.

The package includes setup and configuration, on-site whole school training, remote support to setup the individual users and passwords and day one follow-up support.

Bespoke Training Packages (SIMS and MS Office)

We can arrange for our trainers to come out and provide on-site training in any aspect of your school's day-to-day activities. Our packages can be delivered to your school, schools or clusters on a date and at a time that suits you.

The group sizes, course content can be tailored to your requirements and facilities, and can be provided on a half or full day basis.

We can deliver or source bespoke training packages in:

- STAR 7
- Lesson Monitor / Attendance 7
- SEN 7
- Reporting 7
- Personnel 7
- System Manager
- Assessment 7
- CTF
- Discover
- Dinner Money 7
- FMS
- Microsoft Office

"Really useful mornings training - thank you!" - **Heptonstall J, I & N School**

"The course was a great experience and the course leader was excellent. He made it very enjoyable and made sure we all understood everything he was saying." - **Withinfields Primary School**



Additional Services

SIMS Support Packages: Termly Census Returns, Key Stage Collections

These packages are tailored for schools with the Core ICT Support Package who require SIMS support in completing their returns as easily and accurately as possible. This includes:

- SIMS Service Desk support including telephone and remote access.
- Step-by-step manuals on how to prepare your data and complete each collection in SIMS.

Post-16 Census Consultancy Service

Use this package to help optimise your Post-16 funding.

- A flexible package of training and/or consultancy designed to meet the needs of secondary schools with 6th Forms.
- This will help to ensure that you are able to understand how the different modules in SIMS fit together to produce this return.
- We will show you how to check your data to ensure that your return is as accurate, complete and valid as possible.

School Workforce Census SIMS Support Package

A package of SIMS support to help you complete the School Workforce Census.

If you need to produce all or part of your annual School Workforce Census return in SIMS, this package will make the process as straightforward as possible.

- Differentiated help with completing a full or partial return in SIMS, depending on the needs of your school.
- SIMS service desk support including telephone and remote access.
- Step-by-step manual on how to prepare your SIMS data for the Census.
- Step-by-step manual on how to complete the Census return in SIMS.
- Configuration of your SIMS system to ensure that you collect the correct data in your full or partial return.

Bespoke SIMS Report Writing Service

Calderdale ICT is able to write bespoke SIMS reports for your school to meet your specific requirements. Our staff have advanced skills in writing reports and can produce them for you in any required format and provide further support to allow you to reproduce them in the future.

SIMS User Support and Consultancy Services

- SIMS training courses (prospectus published termly).
- School Workforce Census Support. Assistance with production of annual workforce census in SIMS.
- Bespoke SIMS support and consultancy to enable you to maximise your use of the software for school improvement and workforce reform.
- Assistance with recruitment of administrative staff in schools in relation to DfE Information Management Strategy (IMS) competences.
- Realising the potential of technology in education.
- A strategy for education Providers and the technology industry.
- Special projects.

Printing Services

Calderdale Council's Print Unit is a modern, well equipped and efficient design, printing and finishing facility whose services are available to all schools. The unit, located at Mulcture House, provides complete print and copying solutions, including the design from concept of artwork through to the printing/copying and finishing of publications to the highest quality and standards of finish.

We design and produce a wide range of publications, leaflets, documents, reports, booklets, folders and promotional material for a wide range of clients reflecting the diversity of services the Council provides to the public of Calderdale.

The Printing Services unit is now responsible for the procurement of all the Council's printing requirements.

Printing Services offer:

- The latest full colour, computerised, digital printing equipment producing extremely high quality, high resolution, and low cost, full colour printed publications on behalf of all Council services.
- We give our customers the guidance and advice to ensure printed paper products and publications are designed, produced, finished and delivered to the highest standards at a competitive price, ensuring quality and value for money for customers.
- Professional, friendly, expert staffs who take pride in ensuring customer's requirements are paramount and they are always available to discuss personally in detail the design and print specification of customer's products.
- A responsive design and print service for all routine, urgent or emergency job requirements.

We assure you of a first class, friendly, design, print and finishing service which will always endeavour to provide you with the guidance and advice to deliver your print requirements to the highest standards, at a competitive price within your budget constraints, while ensuring quality and value for you, our customer.

Contact details for Calderdale Printing Services:

E: Print@calderdale.gov.uk

T: 01422 393520



Price of Additional Services

| Service | Detail | Price | Notes |
|---|--|-------------------|--|
| Core Service Support Package for non-maintained schools and academies | Required by all non-maintained schools buying any other service | £325 | |
| Specialist ICT, Support and consultancy | Full day | £620 | |
| | Half day | £325 | |
| Work required to support bespoke MIS systems, including support when schools transfer from one MIS to another | Full day | £620 | |
| | Half day | £325 | |
| SIMS Training Courses - Scheduled | Full day courses | £325 | |
| | Half day courses | £200 | |
| SIMS Training Courses – Bespoke | Half Day On Site | £325 | Council Hosted training includes refreshments |
| | Half Day Council Hosted | £325 | |
| SIMS Attendance in the Classroom | Setup and Initial Fee | Please contact us | |
| | Training | £325 | |
| SIMS Bespoke Report Writing Service | Prices supplied for individual projects | | |
| Termly School Census Support | Per annum | £870 | Included in Platinum Support Package |
| Annual Key Stage Collection | Per annum | £450 | Included in Platinum Support Package |
| Annual School Workforce Census Support | Per annum | £470 | |
| Individual Modules: | Per annum | | |
| • SIMS Core Modules Support | | £830 | |
| • SIMS Examinations Module | | £470 | |
| • SIMS Assessment Suite Support | | £830 | |
| • SIMS Timetable Suite | | £830 | |
| • SIMS Resource Suite Support | | £830 | |
| • SIMS Timetable Suite, Examinations and Cover | | £1200 | |
| • SIMS Course Manager | | £450 | |
| Microsoft Office Training Courses – Bespoke | Half Day On Site | £325 | Council Hosted training includes refreshments |
| | Half Day Council Hosted | £325 | |
| ICT and SIMS Services & Consultancy | Includes: ICT Consultancy Strategic Management Printing Special Projects | On quotation | Please contact us for any additional services required not listed here |

ICT Top-Up Service: please contact us for a price

We can offer a bespoke ICT top-up service to assist your on-site ICT engineers; this can vary from strategy and consultancy meetings, ad-hoc projects to full server disaster recovery as well as temporary cover of qualified ICT engineers on-site to cover sickness and illness. We also offer an Academy onboarding and transition service.

- **Safety Net: Emergency Server Response**

Servers rarely crash, but if they do, the results can be disastrous. Our safety net ensures an exceptionally fast response with remote support and engineers on-site to protect your systems. In addition, our cloud backup service protects your critical school data with off-site backups.

- **On-site Engineers and Technician visits**

All our engineers are fully qualified and DBS checked. You can book on-site visits as regularly as you need to keep your ICT system running smoothly.

- **School ICT Roadmap, Review and ICT Development**

Regular audits from our ICT support consultants mean your ICT networks stay up to date in the most cost-effective manner. We'll help with forward planning and recommendations to help you develop and maintain cost-effective ICT systems to help you run your school.

- **Ofsted Panic Button**

When you get the dreaded OFSTED phone call, we'll visit to work alongside your team and make sure all systems are running optimally. Even when things are going smoothly, Calderdale ICT will always be there with ICT support, working in the background to make sure your ICT performs not well, but outstandingly.

- **1 to 1 Remote Support**

Not every ICT issue requires an on-site visit. With conscientious desktop support, we can resolve the majority of issues for you remotely without a visit from an ICT technician, saving time, frustration and ensuring a speedy resolution.



Appendix 1: Supported Software/Services

| Type of Software | Product | Technical support |
|----------------------------|--|---|
| School Management software | SIMS | All modules We support use/operation of SIMS. See modules listed under Platinum subscription service. Support for Finance modules available from LFM team or your own bursar/finance contractor. Not included under Diamond. |
| Operating system | Standalone PCs or workstations: Windows 10 (Professional/Enterprise editions) Servers: current versions of Windows Server 2012, 2016 and 2019 Apple OS X and iOS Google Chrome OS Android | Yes |
| Tablet devices | Apple iPads Android Tablets Amazon Kindle | Yes |
| Desktop applications | Microsoft Office Family of products | Yes |
| Internet access | Internet Service Provider Liaison | Yes (Platinum and Diamond only) |
| Internet filtering | Supported ISPs liaison | Yes |
| Anti-virus software | Sophos | Yes |
| Backup software | Calderdale Centralised Backup | Yes |
| Curriculum software | Curriculum software which was designed for the operating system on which it is being installed /run ² | Yes |

- 1 School must be subscribed to centralised backup system
- 2 Please note that technical staff cannot be expected to have detailed or specialist knowledge of all the application software to be found in schools today. However, they will always attempt to resolve issues concerning these products, but on a "reasonable endeavours" basis

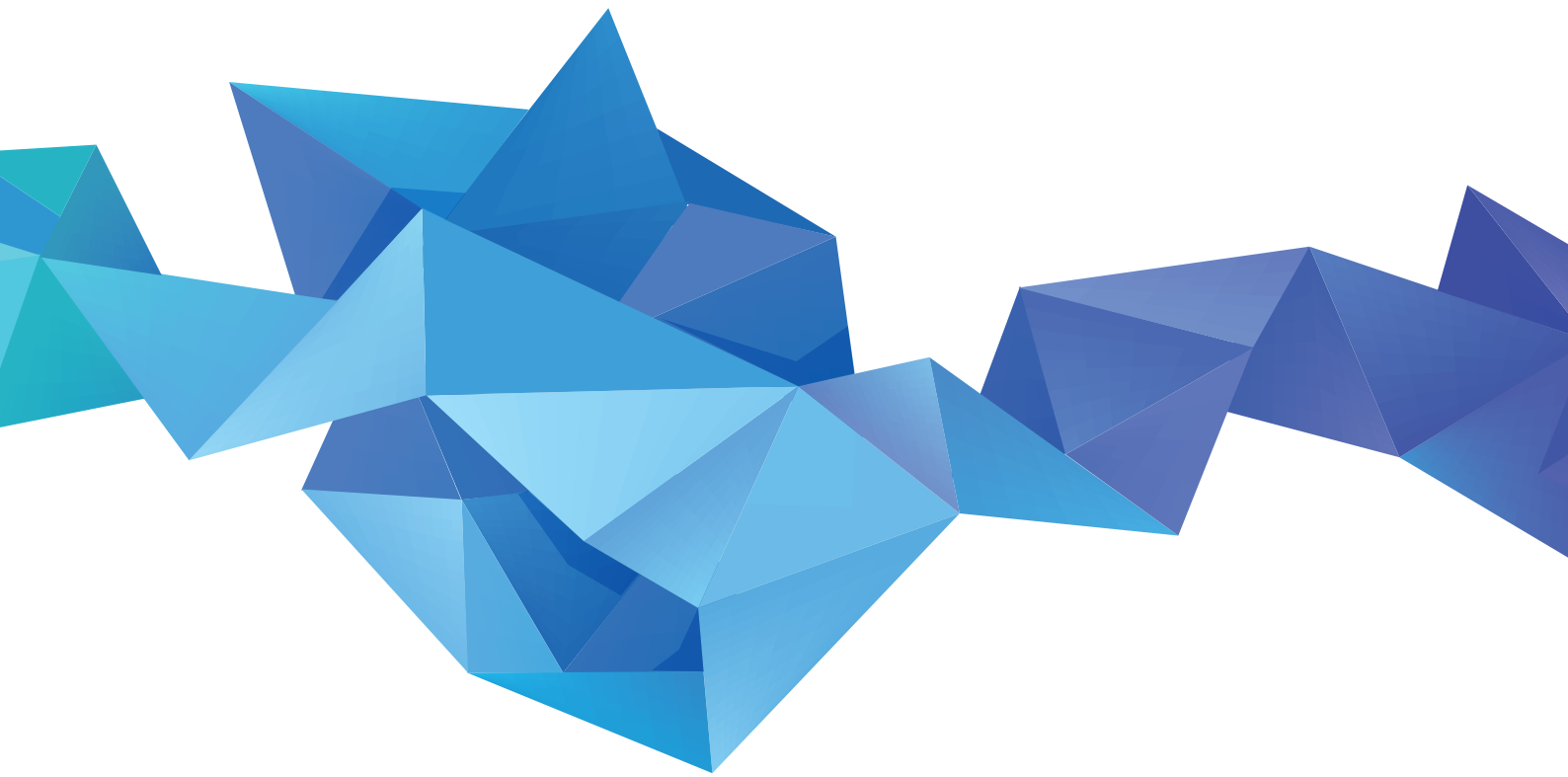
Note: We offer technical support on the systems and software as listed above and user support for all primary SIMS modules. Any help with use/operation of systems and software in addition to this is offered on a reasonable endeavours basis only.

Appendix 2: Service Standards

| Priority Level | Definition of problem | Frequency with which the school will be updated on progress |
|-----------------------------------|---|--|
| 1: Critical | A key SERVICE is not available to multiple users and is having a major business impact. Stopping a lot of people working. Problem affecting more than one school. A major infrastructure failure e.g. loss of central service, all communication to a site, or site services. The problem may have been overcome but there is a high risk of recurrence and impact. Will receive immediate attention from anyone who is assigned to the problem. Ranks highest and above all other ICT Support Team activity. | Daily, while unresolved. |
| 2: High | Service failure affecting one or more users in a school, though not widespread, where there is no adequate workaround, or which has the potential to cause major business impact if not resolved. Response target: 2 hours Resolution target: 1 day | On receipt After initial assessment Then every 2 days. |
| 3: Medium | User problem where the work process is affected but not enough to prevent it. Response target: 2 days Resolution target: 5 days | On receipt After initial assessment Then weekly. |
| 4: Low | Low Impact - more an irritation or a simple request. Response target: 5 days Resolution target: 28 days | On receipt After initial assessment Then monthly. |
| 5: Hold | Where problems may be posted; when they are deemed to have been overcome but a period of time is required for confirmation, or where no active work is to be done for the foreseeable future, or the problem is referred to a third party e.g. under warranty. | Monitored monthly and reported as and when required. |
| 6: Waiting for School | Problems returned to school for action. | Monitored monthly and reported as required. |
| 7: Request for information/advice | School needs a brief conversation to obtain advice or information regarding an ICT query. Where possible this will be provided by a Service Desk technician or, if necessary, referred to another colleague on the same day. Case may be logged if initial query becomes complex | N/A |

Ask us about

- VoIP Telephone systems
- Digital Signage
- CCTV
- Microsoft software licensing
- Data cabling and network points
- Wi-Fi Installations
- Remote Access
- Email services (including encrypted email)
- School wide ICT Audits



ICT Services for Secondary Schools, 2021/22

Digital and ICT, Mulcture House, Mulcture Hall Road, Halifax HX1 1SP