

Kent Learning Zone (KLZ)

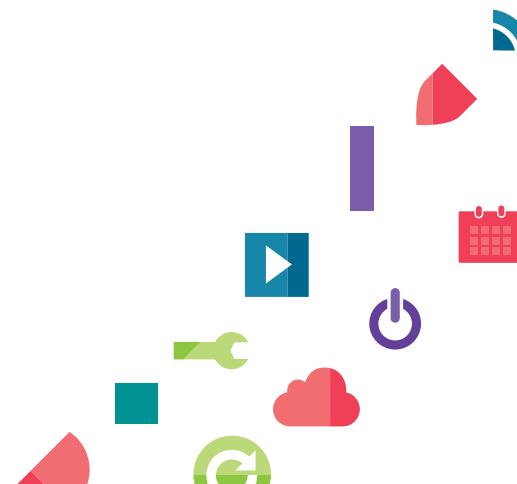
Service Level Agreement

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eis
LET'S KEEP IT SIMPLE



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1. Service Overview

1.1. The Kent Learning Zone is a secure online collaboration and communication portal for schools to use within their own school, across local districts or even the County. The KLZ is a framework for delivering authenticated services through a web based single sign on portal. It is the foundation for adding further building blocks of content and functionality.

1.2. With effect from the Commencement Date, EIS will provide the Customer with the Services as detailed below on KCC working days and between normal working hours. EIS will use reasonable endeavours to provide the level of Service which relates to the Start to Fix Times (for the avoidance of doubt Start to Fix Times does not mean the time to diagnose and rectify any fault). EIS and the Customer, both acting in good faith, shall endeavour to agree the level of priority to be given to a call for faults identified by the Customer. In the event of disagreement, the matter shall be treated as a dispute and shall be dealt with according to the provisions of the Terms and Conditions document.

2. Duration of Agreement

2.1. This Agreement shall continue until terminated in accordance with the provisions of the EIS Terms and Conditions.

3. Service Availability

3.1. The EIS Service Desk will be available from 08:00 to 17:00 each KCC working day. There will be a maximum of 2 staff training days per year when the Service Desk will close – these will normally be during school holiday periods.

3.2. With the exception of essential maintenance periods, the service is expected to be available for all users 24 hours per day 365 days per year with no restrictions on the amount of time spent accessing the KLZ websites. Where possible we will provide prior notice of maintenance periods via the EIS and KLZ websites in good time and try to minimise any actual downtime.

3.3. In addition, there are regular scheduled maintenance slots where the KLZ service should be considered 'at risk'. These maintenance slots allow for routine tasks to be completed. Service outage is not expected as a regular occurrence within the regular maintenance slots. Details of the regular maintenance slots can be found on the EIS website.

4. Responsibilities

4.1. EIS Responsibilities

- EIS is responsible for the support of all servers relating to this service
- EIS aims to provide a customer focused, cost effective and high quality of service for the areas of work defined within this SLA
- EIS will advise the customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, EIS will respond urgently to restore the service and will work with 3rd party suppliers to enable this to happen

4.2. School Responsibilities

- Use the defined processes for logging incidents and service requests
- Respond to requests from EIS, in relation to a current incident or service request
- Comply with security and policy requirements set by EIS, KCC or its suppliers
- Agreeing projects and the use of new technology with EIS prior to ordering
- On the Commencement Date, if not before, provide EIS with the names, business telephone number and business e-mail address of the person(s) representing the School. They will be located at the Site and shall act as the main contact point and channel of communication for the provision by EIS of the Services during the currency of this Agreement. The School shall inform EIS of any change in the identity of any such person(s) immediately.
- Supply EIS with a detailed description of any fault found, and the circumstances in which it arose. If requested by EIS to set out in writing the detailed description and to send it to EIS as soon as practicable
- Make available to EIS, free of charge, all facilities and services which are required by EIS to enable EIS to provide the Services
- Allow EIS access to the Site at all reasonable times to enable EIS to provide the Services. Access to the Site will be on working days between 8:30 to 16:00 during term time and any access required outside term time will be agreed between the parties
- Ensure that the System Manager and all end-users of the Supported Products are adequately trained in the use of the Supported Products
- Ensure that the School's IT system is managed in such a way as to maintain data integrity and to minimise the risk of security breaches or virus infection
- Ensure adequate licence levels for software applications including those accessed remotely
- Comply with and register in accordance with all data protection and freedom of information legislation and regulations and orders in force from time to time
- Co-operate fully with EIS in diagnosing any faults covered by this agreement
- Compliance with EIS, KLZ and KCC security and acceptable use policies and advice
- Availability and capacity of Internet Services is the responsibility of the school and/or their Internet Service Provider

5. Continuous Service Improvement

EIS will commit to on-going improvements to ensure the services provided keep pace with latest teaching methods and customer needs. We will make use of the latest technology where beneficial to the school and learning.

6. Escalation And Complaints Procedure

If you are not satisfied with the level of service, please contact the Service Level Manager in the first instance. If you are still not satisfied please escalate to the Service Manager and then the EIS Manager.

A complaints process is available should you wish to log a formal complaint. Please put your complaint in writing to the Service Level Manager to invoke this process.

7. Appendix 1: Definitions

“EIS”	Means the unit which is owned and managed by KCC
“Commencement Date”	As set out in Clause 2.2 of the EIS Terms and Conditions
“Customer”	Means the person or firm who purchases services from EIS
“KCC”	Means The Kent County Council, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ
“Response Times”	Means the response times in the table set out in Appendix 2
“Start to Fix”	Means the time it takes before an attempt is made to start to fix the issue in the table set out in Appendix 2
“Services”	Means those services described in this document and any variation agreed in accordance the EIS Terms and Conditions document
“Software”	Means the Software described in this document
“Supported Products”	Means the Software and Hardware
“Terms and Conditions”	Means the EIS Terms and Conditions as amended from time to time by EIS
“Working Day”	Means Mondays to Fridays (inclusive) excluding any bank and other public holidays
“Working Hours”	Means 08:00 to 17:00 hours (inclusive)

8. Appendix 2: Response Times

Start to Fix Times

The “start to fix times” in the table below are during core hours on normal working days (Monday to Friday 08:00 to 17:00).

Priority	Relevance	Start to Fix
1	Complete failure in availability of critical KLZ supplied application where internet / network access is not the cause	20 minutes
2	Partial failure in availability of critical KLZ supplied application where internet / network access is not the cause	1 hour
3	Issues affecting individuals ability to make use of KLZ supplied applications where internet / network access is not the cause	8 hours
4	All other reported issues and requests	3 working days

8.1. In the event of a major outage effecting a significant number of schools, EIS will provide an alert on our website and a message on our telephone system. Further updates on the progress of resolving the issue will appear regularly on our website.

9. Appendix 3: Software and Hardware

The range of software available and for which EIS is confident in providing full support is constantly evolving. If a particular product is not listed, please contact us to discuss the level of support we will be able to provide.

KLZ Provision

KLZ provides:

- **MyPortal:** An internet homepage to allow Single Sign-On (SSO) access to KLZ applications and Microsoft Office 365. MyPortal is configurable by schools admins and individual users to provide access to all online resources and subscriptions required by the school and user
- **Email:** Filtered Exchange based email providing anytime / anywhere access via the Internet using Outlook Web Access (OWA) or Outlook Client with a standard mail box size of 3GB. KLZ contracts provide additional larger mail boxes intended for senior staff use
- **Secure Messaging:** A method for sending emails containing 'Sensitive' classified information securely to external recipients
- **Collaboration:** Space for a School SharePoint site for internal collaboration with full administration rights. Space is allocated in 2GB allotments as required by Primary schools and 4GB allotments as required by Secondary schools. Access to further additional shared storage for collaborating on projects with other schools around the County
- **OneDrive for Business:** 1Tb of personal cloud based storage for each user. Ability to share files between staff or between staff and students
- **Communications:** Instant messaging to colleagues, desktop sharing, presence information (who's online), audio and video conferencing
- **Remote Applications:** Including remote access to SIMS and FMS. See Note 1 below
- **Parental Reporting:** Presentation of SIMS data to parents via the school SharePoint site. Attendance, Behaviour, Achievement and Assessment are available where the relevant SIMS modules are being used by the school. See Note 1 below
- **User Management:** School control of user accounts with a user provisioning and Management Tool. See Note 1 below
- **Home Connect:** Functionality to allow sending emails and SMS text messages to groups of parents. Text messages are chargeable in addition to the KLZ subscription price at 4p per message. Unused credits are not refundable upon a school terminating their KLZ service. See Note 1 below
- **Office 365 Integration:** Single Sign on access to Office 365 applications with KLZ account. With evidence provided of OVS licensing, the ability for staff and students to download Microsoft Office for use at home on upto five devices.
- **Consultancy:** On-site or online conferencing based consultancy is available to help and advise on KLZ best practice and to assist with school engagement activities. Help: EIS provides a Service Desk to record, track and resolve issues connected to your use of KLZ - see Appendix 4. Support pages are also available within the SharePoint portal.

Note 1: Some KLZ functionality requires schools to have a SIMS admin support contract with EIS. A KLZ SIMS agent is loaded onto SIMS databases managed by EIS to provide a connection between SIMS data and KLZ to assist with automated user management tasks and to provide SIMS data within KLZ. HomeConnect and Parental Reporting will not work for schools without an EIS SIMS admin support contract.

KLZ Compatibility

Software: The integration of KLZ with other products will have some impact on the functionality available within those applications. EIS will maintain compatibility between KLZ services and other applications as recommended periodically by Microsoft. To ensure that KLZ provides the best functionality, security and on-going supplier support, EIS will utilise the latest versions of Microsoft products where possible.

User devices need to be kept fully up to date with software updates and security patches to get the best performance and features from KLZ.

Support will only be provided where the minimum requirements for the version of Microsoft Office and Internet Browser are used.

Minimum Requirement: 32bit Internet Explorer 11 or later, Microsoft Office 2007.

Recommended Requirement: 32bit Internet Explorer 11, Microsoft Office 2013.

Hardware: EIS recommends that PC, workstations, servers and standard peripherals which conform to the computing industry standard are used. Support will only be provided where software is running on a PC with at least the minimum specifications for that software.

10. Appendix 4: Support Service

Support Service

Telephone Service Desk Support

1. Telephone support to provide a resolution to any support problem in relation to the use of KLZ on PCs owned and located at the school. EIS will use a remote connection to the schools IT system when required which will need to be accepted by the school.
2. Telephone support in relation to the KLZ provides for:
 - Identification and where possible correction of software and user errors
 - Assistance with KLZ documentation queries and use of instruction manuals
 - Advice on appropriate training and availability
 - Advice on best practise and use of KLZ

Hardware is not supported under the terms of this agreement.

On-Site Support

1. There is no provision for on-site support under this agreement.
2. If the School wishes to pay for on-site support, a cost estimate will be provided based on the information provided by the school. EIS will provide an estimate of the time required to resolve the issue on-site. If the issue is not resolved within this time, EIS will provide a revised estimate of additional cost and time required to resolve the issue until either completion or the school decides not to pursue.

Restoring Files

There is no provision for restoring documents / folders or emails deleted (accidentally by the customer or not) from SharePoint / Microsoft Exchange or OneDrive for Business under this agreement. User maintainable recycle bins are included in all these products.