



SERVICE SPECIFICATION

Service Specification & Service Level Agreement Document

TURN IT ON

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TECHNICAL SUPPORT AND CONSULTANCY

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** Technical Support and Consultancy contract. It should be noted that this SLA should be read in conjunction with our Welcome Pack and with our full Terms and Conditions document.

CORE SCHEDULE OF VISITS

The service entitles The Customer to a set of on-site regular visits. The number of visits is determined by the level of the contract as agreed between **turn IT on** and The Customer.

The visits will be carried out by a designated **turn IT on** Consultant. Unless otherwise agreed the visits will be carried out by the same Consultant on the same day of the week. The arrival time of the Consultant will be mutually agreed between The Customer and the **turn IT on** Consultant. Unless otherwise agreed between The Customer and **turn IT on**, each half day visit will be 3.5 hours.

The visits will be scheduled in advance and be visible to The Customer via the **turn IT on** Customer Portal.

Turn IT on aims to maintain consistency wherever possible, however it reserves the right to change The Customer's Consultant and the visit times or days. This will be discussed in advance by the team manager and The Customer, with reasonable notice given.

Turn IT on will not ordinarily provide school visits over school holidays. For state schools we will not provide visits in the final weeks of the autumn or summer terms unless agreed previously. Term time is considered to be 36 weeks of the year.

VISIT CONTENT

The Customer should nominate at least one key contact for the **turn IT on** Consultant to correspond with. The Customer should record all support issues and tasks using the **turn IT on** Customer Portal.

At the conclusion of each visit the **turn IT on** Consultant will either:

- Email the key contact a summary of tasks completed or carried out.
- Or meet with the key contact at The School with a summary of tasks undertaken after each visit.

As well as tasks identified by The Customer and listed on the Customer Portal, the **turn IT on** Consultant will carry out the following regular maintenance tasks:

- Key server processes monitoring and maintenance, including processor, memory and hard drive utilisation.
- Backup monitoring and maintenance.
- UPS status and performance monitoring and maintenance.
- General Network Performance monitoring and maintenance.



- Anti-virus monitoring and updates.

Please read your Welcome Pack for more on what you can expect from your **turn IT on** Consultant.

WHAT ELSE IS INCLUDED IN YOUR SUPPORT CONTRACT?

IT EMERGENCY SUPPORT

If The Customer has an IT Emergency whilst the **turn IT on** Consultant is not on site, **turn IT on** will support The Customer at no additional cost to get The Customer backup to a functioning IT state. Please note that such incidents may result in a temporary fix. If this is the case, then **turn IT on** will arrange a convenient time with The Customer to implement a permanent fix. There may be an additional cost to implement a permanent fix.

THE FOLLOWING ARE EXAMPLES OF WHAT IS DEFINED AS AN EMERGENCY WITHIN THIS SLA AND THE INITIAL RESPONSE TIME THE CUSTOMER CAN EXPECT FROM **TURN IT ON.**

FOR CLARITY THE “IT SERVICES” THAT ARE REFERRED TO IN THE TABLE ARE AS FOLLOWS:

CRITICAL IT SERVICES*

Broadband, Management Information System, Local Area Networking, Server Down, Cyber Attack

SIGNIFICANT IT SERVICES**

Site wide printing, phones, WIFI, and door access control.

Priority	Response Time	Priority Identifier
P1 (CRITICAL)*	1 business hour	Critical IT Services not available (All users affected and all school’s key business functions unable to operate).
P2 (SIGNIFICANT)**	2 business hours	1 significant IT service unavailable or severely affected. A significant number of users are unable to carry out their key business functions or 1 VIP user has a significant issue.

For example

“The school server has become unresponsive and as a result is unable to provide services such as, system log on, access to files and applications.”

“The school’s internet service is no longer available and therefore no users are able to access resources online.”

FOR CLARITY, THE FOLLOWING ARE EXAMPLES OF WHAT IS DEFINED AS NON-EMERGENCY ITEMS WITHIN THIS SLA.

Priority	Response Time	Priority Identifier
P3 (STANDARD)	8 business hours	1 significant IT service (P1 or P2) partially affected. Users can still carry out their key business functions, although they may be impaired or slow.
P4 (MINOR)	24 business hours	Single issue and single user or small number of users affected.



P5 (BACKLOG)	40 business hours	Advice and change requests
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For example

“A single user is unable to access the school system, including the internet, applications and resources.”

“One of a number of printers becomes unavailable.”

“User accounts need to be created for new students and staff.”

Turn IT on will support The Customer for certain non-emergency items between visits when a Remote Support Service contract is purchased.

IN ADDITION:

- The Customer can request and will receive one School Development Management meeting per year.
- Further meetings can be scheduled by agreement and subject to availability.
- The Customer has full access to the **turn IT on** procurement team and service throughout the year.

TURN IT ON OBLIGATIONS AND ENTITLEMENTS**OBLIGATIONS**

- We will ensure that all our staff entering The School are DBS checked on a three yearly basis or are on the DBS Update Service which is checked annually.
- We will ensure that all our staff are aware of Health and Safety at work legislation.
- We will undertake risk assessments where necessary.
- **Turn IT on** staff will be issued with ID Cards.
- We recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.

ENTITLEMENTS

- If an environment is deemed to be unsafe The Company’s representatives will not begin work until appropriate safeguards have been put in place.
- All parts necessary to repair out of warranty IT equipment will be chargeable.
- The support of any of The Customer’s third-party admin software, such as SIMS, is not included as part of this SLA.
- **Turn IT on** staff will at no time have sole responsibility for the care/oversight of any children in The School.
- **Turn IT on** staff will not be expected to register children at the start of the day.
- **Turn IT on** staff will not bear the responsibility for handing over children to parents and carers at the end of the school day or at the end of an after-school club.



THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- All support tickets are to be raised by The Customer via telephone or the **turn IT on** Customer Portal.
- Children always remain the full responsibility of The Customer.
- Software and hardware licences are the full responsibility of The Customer. All software installed by the Consultant is assumed to be fully licenced.

REMOTE SUPPORT SERVICES

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** Remote Support Service. The service is intended to supplement schools on-site support and entitles The Customer to a guideline number of hours, non-emergency remote support each year. 95% of The Customer's technical support tickets will still be dealt with by The Customer's on-site consultant. However, if school staff members want to escalate tickets that cannot wait until their next visit, then they can do this via our Customer Portal or by phone call.

OVERVIEW

- The service entitles The Customer to unlimited access to the service with a guideline number of hours expected as detailed on the order form.
- The service is subject to fair usage. Where a school ask for an excessive number of tickets to be dealt with remotely **turn IT on** reserves the right to request a review meeting and we may suggest The Customer increases the level of remote support or the number of onsite hours currently purchased.
- All tickets will be logged in our helpdesk system, tracked and prioritised according to requirements.
- Support calls will be assigned to the appropriate specialist where required.
- We aim to respond within the times as listed below.
- The remote support helpdesk is open from 7:30 am – 6:00 pm Monday to Friday, except bank holidays.

The Customer can raise tickets in term time and in school holiday periods.

TICKETS LOGGED WITH THIS SERVICE WILL BE RATED AND RESPONDED TO AS FOLLOWS:

CRITICAL IT SERVICES*

Broadband, Management Information System, Local Area Networking, Server Down, Cyber Attack

SIGNIFICANT IT SERVICES**

Site wide printing, phones, WIFI, and door access control.



Priority	Response Time	Priority Identifier
P1 (CRITICAL)*	1 business hour	Critical IT Services not available (All users affected and all school's key business functions unable to operate).
P2(SIGNIFICANT)**	2 business hours	1 significant IT service unavailable or severely affected. A significant number of users are unable to carry out their key business functions or 1 VIP user has a significant issue.
P3 (STANDARD)	8 business hours	1 significant IT service (P1 or P2) partially affected. Users can still carry out their key business functions, although they may be impaired or slow.
P4 (MINOR)	24 business hours	Single issue and single user or small number of users affected.
P5 (BACKLOG)	40 business hours	Advice and change requests.

If additional site visits are required in order to resolve an issue allocated to the Remote Support team, this will be **CHARGEABLE**, or The Customer will need to wait until their next scheduled Consultant visit.

TURN IT ON OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will respond to tickets raised within our agreed response times.
- We will ensure that all of our staff are aware of Health and Safety At Work legislation.
- We will undertake risk assessments where necessary.
- **Turn IT on** staff will be issued with ID Cards.
- We recognise our responsibility for Safeguarding and Child Protection and have an established. Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.
- **Turn IT on** will conduct an initial on-site audit and a subsequent annual on-site review as part of the agreement.

ENTITLEMENTS

- Tickets that have not been responded to by The Customer for seven business days will be automatically closed. (This does not include during holiday periods.)
- All parts necessary to repair out of warranty IT equipment will be chargeable.
- The support of any of The Customer's third-party admin software is not included as part of this SLA.
- Any work that is required on site as part of a call will be carried out by The Customer's **turn IT on** Consultant during their next visit or will be chargeable.
- Any work that is required on site in addition to the initial on-site audit or subsequent annual onsite review, will be chargeable at a day rate plus reasonable travelling expenses as agreed between The Customer and **turn IT on**.



THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- All support tickets are to be raised by The Customer via telephone or the **turn IT on** Customer Portal.
- The Customer will provide **turn IT on** with the name and contact details of a nominated main contact (e.g. the Network Manager or Head of IT), and the names and contact detail of up to two nominated deputy contacts who are eligible to raise support tickets with the **turn IT on** helpdesk via telephone.

3RD LINE REMOTE SUPPORT SERVICE

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** 3rd line Remote Support service. This service is designed for schools who have their own onsite technical support provision and require 3rd line support and advice only for their on-site team.

OVERVIEW

- The service entitles The Customer to unlimited telephone and remote technical IT support.
- All support calls will be made via telephone or the **turn IT on** Customer Portal by the school technical team or key contact.
- The service is subject to fair usage. Where a school ask for an excessive number of tickets to be dealt with remotely **turn IT on** reserves the right to request a review meeting and we may suggest The Customer increases the level of remote support or the number of onsite hours currently purchased.
- Remote support tools will be used to provide the support.
- Our response times are as listed below.
- The remote support helpdesk is open from 7:30 am – 6:00 pm Monday to Friday, except bank holidays.
- The Customer can raise tickets in term time and in school holiday periods.
- If necessary, **turn IT on** will conduct an initial on-site audit and a subsequent annual on-site review.

Priority	Response Time	Priority Identifier
P1 (CRITICAL)*	1 business hour	Critical IT Services not available (All users affected and all school's key business functions unable to operate).
THIRD LINE SUPPORT AND CHANGE MANAGEMENT ADVICE	24 business hours	Change management advice for long term project work, support, and advice with ongoing technical issues.



If a site visit is required in addition to the initial on-site audit or subsequent annual on-site review, this will be **CHARGEABLE** at a day rate plus reasonable travelling expenses as agreed between The Customer and **turn IT on**.

TURN IT ON OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will respond to tickets raised within our agreed response times.
- We will ensure that all of our staff are aware of Health and Safety At Work legislation.
- We will undertake risk assessments where necessary.
- **Turn IT on** staff will be issued with ID Cards.
- We recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.
- We take data protection and GDPR seriously and all data is processed in line with current data protection legislation. All our staff receive training in data protection and adhere to company policies and procedures relating to data security.
- **Turn IT on** will conduct an initial on-site audit and a subsequent annual on-site review as part of the agreement.

ENTITLEMENTS

- Tickets that have not been responded to by The Customer for seven business days will be automatically closed. (This does not include during holiday periods.)
- The support of any of The Customer's third-party admin software (e.g. SIMS) is not included as part of this SLA.
- Any work that is required on site in addition to the initial on-site audit or subsequent annual onsite review, will be chargeable at a day rate plus reasonable travelling expenses as agreed between The Customer and **turn IT on**.

THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- All support tickets are to be raised by The Customer via telephone or the **turn IT on** Customer Portal by the school technical team or key contact.

The Customer will provide **turn IT on** with the name and contact details of a nominated main contact (e.g. the Network Manager or Head of IT), and the names and contact detail of up to two nominated deputy contacts who are eligible to raise support tickets with the **turn IT on** helpdesk via telephone.



CURRICULUM SUPPORT SERVICES

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from **turn IT on** Curriculum Support. **Turn IT on** Curriculum Support will provide the school (hereafter referred to as 'The Customer') with a rolling contract agreement for the provision of **turn IT on** Ltd. (hereafter referred to as '**turn IT on**' or 'The Company') teaching computing support. The Customer's support will be provided by a DBS checked teacher who will visit the school on the regular basis outlined in The Customer's contract.

BEFORE THE FIRST SUPPORT VISIT

An initial planning and audit meeting will take place before the first visit occurs. The subject lead at The School is required to be present at this meeting.

The purpose of this meeting is to:

- Establish The Customer's teaching requirements.
- Review The Customer's existing computing provision.
- Begin any planning where required.
- Create the initial scope of work to be carried out in the support visits.

SUPPORT VISIT SCHEDULE AND TEACHER

- Visits to The School and lessons to be taught will be planned in advance by mutual agreement.
- The frequency of the visits depends on what type of support The Customer requires and will be outlined in the contract.
- The Company reserves the right to assess and suggest what type of support The Customer requires.
- Exact visit start times will be agreed upon by The Customer and **turn IT on**.
- **Turn IT on** will not ordinarily provide school visits over school holidays or in the final week of the autumn or summer terms unless agreed previously.
- While **turn IT on** aims to maintain consistency wherever possible, **turn IT on** reserves the right to change The Customer's consultant and/or visit times/days. If this is necessary, the regional **turn IT on** team manager will discuss the situation with The Customer in advance and give them reasonable notice.

SCOPE OF SUPPORT

TEAM TEACHING

- A **turn IT on** teacher will work with any number of teachers at The School on the ongoing basis outlined in The Customer's contract.
- The teacher(s) at The School must be available for the full visit in order to benefit fully from The Company's support.
- The aim of the visits is to plan lessons and build a scheme of work by following a clearly outlined plan, teach, review cycle.



- A one-hour lesson will be taught per teacher, per week. The remainder of the visit will be used to discuss and review the teaching and learning.
- Planning for lessons will be completed by the teacher(s) from The School in conjunction with the teacher from The Company, during one of the contracted support visits at the start of the term.
- Time for assessment and reporting is not included in these visits and remains the responsibility of the teacher(s) at The School. However, the **turn IT on** teacher will provide guidance and support as to how to report and assess progress.

SKILL-SPECIFIC DEVELOPMENT

- A **turn IT on** teacher will teach a one-hour, skill-specific lesson on the ongoing and frequent basis outlined in The Customers' contract and will be observed by the teacher at The School.
- The teacher at The School must be available for the full hour's lesson in order to benefit fully from The Company's support.
- The aim of the visits is to upskill teachers in specific software or teaching skills in order to fill in the gaps in The Customer's computing knowledge.
- Planning for lessons will be taken from The Company's central bank of lesson resources.
- Time for assessment and reporting is not included in these visits and remains the responsibility of the teacher at The School. However, the **turn IT on** teacher will provide success criteria for assessment and reporting purposes.

PPA COVER

- A **turn IT on** teacher will act as cover for PPA time at The School as outlined in The Customer's contract.
- For health and safety reasons another DBS-checked adult from The School must be present in the classroom at all times during the lesson The Company is covering.
- The aim of the visits is to provide a smooth continuation in the delivery of best-practice computing which is already being provided by The Customer.
- The lessons The Company cover will be taught as part of The Customer's pre-planned scheme of work and planning of each lesson will be provided by The Customer.
- Assessment and reporting remain the responsibility of the teacher at The School.

AFTERSCHOOL CLUBS AND TRAINING SESSIONS

- Afterschool clubs and training sessions can be provided on an ad-hoc basis if The Customer already has a Curriculum Support visit on the same afternoon. This must be agreed in advance.
- Evening sessions (after 6.30 pm) can be provided at an additional charge. This charge will cover the time taken to run the club and the additional time required for planning.
- **Turn IT on** staff members will not register or release children from classes.

OTHER

MATERIALS AND RESOURCES

- It is assumed that all software and hardware required to deliver the planned lessons will be in place. If The Customer has support visits from a technical consultant, they will be informed ahead of time and will endeavour to ensure all required IT is ready ahead of the lesson.
- Unless stated specifically in the Scope of Support section above, all resources will be provided by The Customer.



- Failure by The Customer to provide the previously discussed resources may result in a missed or ineffectual lesson.
- Software licencing remains the responsibility of The Customer.

ADDITIONAL ICT SERVICES

Any projects outside the scope of the tasks outlined in this document are chargeable. The following other services are available from **turn IT on** at an additional cost and are not included in the price of The Customer's Curriculum Support Contract (the **turn IT on** brochure is available on request and will be included in The Customer's Welcome Pack. The Customer's consultant can advise and facilitate the purchase of further services for The Customer):

- Technical Support and Consultancy
- MIS Support (SIMS, RM Integris, Bromcom, Arbor and ScholarPack)
- Remote Backup
- Broadband
- GDPR

PUPIL PROTECTION

- All **turn IT on** staff entering The School are DBS checked.
- We recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.
- Children remain the full responsibility of The School at all times.

HEALTH AND SAFETY

- **Turn IT on** representatives are aware of Health and Safety At Work Legislation.
- Where necessary staff will undertake risk assessments before starting work.
- If an environment is deemed to be unsafe **turn IT on** representatives will not begin work until appropriate safeguards have been put in place.

BEHAVIOUR MANAGEMENT

- It is not The Company's responsibility to apply the school's behaviour sanctions. These must be applied by The Customer.
- Where applicable, **turn IT on** teachers will endeavour to work within The Customer's existing rewards systems. Details of this should be discussed during the initial planning and audit meeting.



MANAGED SERVICE

INTRODUCTION

Where any School or Multi Academy Trust has a managed service contract with **turn IT on** please refer to that specific specification.

MIS SUPPORT SERVICES

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** MIS Support services. The relevant sections will provide The Customer with the provision of **turn IT on** support service covering our MIS Support. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** MIS support, it should be noted that this SLA should be read in conjunction with the contract and the full Terms and Conditions document.

SIMS AND FMS SUPPORT

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** SIMS and FMS Support services. The **turn IT on** SIMS and FMS support agreements will provide The Customer with the provision of a **turn IT on** telephone remote support service covering SIMS and/or FMS. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** support, our full Terms and Conditions document should be read by The Customer in conjunction with it.

SUPPORT SERVICES

THE CORE SIMS AND FMS SUPPORT SERVICE PROVIDED BY **TURN IT ON** INCLUDES THE FOLLOWING:

- Unlimited telephone support.
- All support calls and support emails logged to our helpdesk system where they are tracked and prioritised.
- Access to 1st, 2nd and 3rd line SIMS and FMS support specialists.
- Support during term time, Monday to Friday 8 am – 5 pm.
- Support during school holidays, Monday to Friday 9 am – 4 pm.
- Remote support using the latest support tools.
- Access to a named Account Manager.
- Places at statutory returns seminars at selected regional locations.
- Customised statutory booklets for census, key stage and other returns.
- Access to the Customer Portal for free MIS resources, newsletters, updates, FAQs and statutory booklets.



- Full technical support relating to any issues with the SIMS application software or the SIMS application database.
- Technical support escalation to ESS support services where necessary.

PLEASE NOTE: If you have a technical support contract with another vendor, we may only offer support and guidance around technical issues, in this case we will have limited access to technical configuration options.

SUPPORT FOR SIMS INCORPORATES THE FOLLOWING KEY AREAS:

- Assessment Manager
- Attendance/Lesson Monitor
- Behaviour
- Curriculum Management Suite (Timetabling, Options, Cover)
- Exams
- Personnel including Staff Performance Module.
- Pupil Data
- Reporting
- SEN
- SIMS Discover
- SIMS InTouch
- SIMS Pay and Dinner Money
- Statutory Returns
- System Manager
- Teacher App

SUPPORT FOR FMS INCORPORATES THE FOLLOWING KEY AREAS:

- Accounts Payable
- Accounts Receivable
- General Ledger
- Budget Management
- Equipment Register
- Asset Register
- Personnel Links
- Financial Reporting Suite (FRS)
- CFR Reporting

THE FOLLOWING IS APPLICABLE TO SIMS AND FMS SUPPORT SERVICES. SUPPORT CALLS RAISED THROUGH THIS SERVICE WILL BE RESPONDED TO AS FOLLOWS:

Priority	Response Time	Target Resolution Time	Committed Service For Resolution Times	Priority Identifier
P1	1 business hour	4 business hours	75%	System not available to users/statutory returns deadline not met/safeguarding issues.



P2	2 business hours	8 business hours	80%	System not available, significant impact on several users/statutory return deadline in jeopardy.
P3	4 business hours	2 working days	85%	Day to day issues, queries and "how do I"
P4	8 business hours	4 working days	90%	General low priority query or advice.
P5	Timescale agreed with The Customer	Timescale agreed with The Customer	n/a as agreed with The Customer	Longer term projects, help and assistance, such as reconciliations, remote admin support etc.

PLEASE NOTE: Where the issue is forwarded to a Third Party for resolution then we may not be able to meet these timescales but will keep The Customer informed of progress.

TURN IT ON OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will respond to 95% of tickets within our agreed response times.
- We will answer the telephone within 3 rings 90% of the time.
- We resolve 70% of our calls immediately.
- All staff providing support on a school site will be DBS checked on a 3-year cycle.
- We ensure that all our staff are aware of Health and Safety at Work legislation.
- We will undertake a risk assessment where necessary.
- All staff visiting a school will carry with them an ID card.
- We recognise our responsibility for Safeguarding and Child Protection and have an established. Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company and a copy of our Safeguarding and Child Protection policy is available on request.

ENTITLEMENTS

- To meet our obligations **turn IT on** need one system administrator and one system manager password to be set up on FMS/SIMS for the use of MIS **turn IT on** consultants.
- The support of any third-party software is not included in this agreement, and we reserve the right to charge for any such support.

THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- To have a robust remote backup solution in place; please note that **turn IT on** will not be able to accept responsibility for any issues with data being backed up successfully if **turn IT on** is not providing your remote backup solution.
- To keep your data secure and accessed only by authorised users in a secure environment.



- To have available a user or users who hold the FMS Administrator password. These will be the primary contacts for FMS in The School.
- To be responsible for setting up of new users onto their MIS systems and for granting them with the appropriate level of access.
- To provide an accurate number of pupils on roll for charging purposes
- To ensure that your admin staff are suitably experienced and trained on the use of SIMS and FMS and understand the service provided.
- Children remain the responsibility of The School at all times.
- To ensure, as a minimum, that the nominated MIS contacts have access to the Customer Portal using non-generic email addresses.

PLEASE BE AWARE THAT THIS IS NOT AN EXHAUSTIVE LIST OF REQUIREMENTS.

SIMS & FMS APPLICATION UPGRADES AND PATCHES SERVICE

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** SIMS Application Upgrades and Patches Service. It should be noted that this SLA should be read in conjunction with the contract and the full Terms and Conditions document.

SCOPE OF SUPPORT

- Installation and deployment of database upgrades and patches (in accordance with ESS releases).
- Management and maintenance of SIMS SOLUS management console.
- Management and maintenance of the SIMS SOLUS client.

PLEASE NOTE: For clarity, this SLA does not cover any technical support for the hardware that the SIMS software may be hosted on or used on. This SLA also does not cover general IT support for users such as MS Office support, email support, printer support, etc. To have support for those items customers must use the **turn IT on** Remote Support Service.

TICKETS LOGGED WITH THIS SERVICE WILL BE RATED AND RESPONDED TO AS FOLLOWS:

Priority	Response time	Priority identifier
P1 (CRITICAL)*	1 business hour	Critical IT Services not available (All users affected and all school's key business functions unable to operate)
P2(SIGNIFICANT)**	2 business hours	1 significant IT service unavailable or severely affected. A significant number of users are unable to carry out their key business functions or 1 VIP user has a significant issue.
P3 (STANDARD)	8 business hours	1 significant IT service (P1 or P2) partially affected. Users can still carry out their key business functions, although they may be impaired or slow.



P4 (MINOR)	24 business hours	Single issue and single user or small number of users affected.
P5 (BACKLOG)	40 business hours	Advice and change requests.

TURN IT ON OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- To comply with the current ESS process of database and system upgrades and patches
- To ensure that schools are contacted in advance of any system/database upgrades and patches.

ENTITLEMENTS

- The support of any of The Customer's third-party admin software is not included in The Customer's SIMS Application Upgrades and Patches Service.
- Upgrades and Patches may take place during school hours. The Customer will be notified prior to upgrades taking place.

THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- All support tickets are to be raised using the Customer Portal.
- To comply with the current ESS minimum hardware requirements. This details the hardware specifications for running the SIMS suite on servers, PCs and laptops.
- To have a robust backup solution in place.
- To ensure all users remain logged out of SIMS during pre-agreed installation work for upgrades and patches.
- Software and hardware licences are the full responsibility of The Customer. All software installed by The Company is assumed to be fully licensed.

ENTITLEMENTS

- To be provided with all relevant database and system upgrades in accordance with the ESS upgrade timeline.

ARBOR

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from **turn IT on** Arbor Support. The **turn IT on** Arbor Support agreement will provide The Customer with the provision of a **turn IT on** telephone remote support service covering Arbor. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** support, our full Terms and Conditions document should be read by The Customer in conjunction with it.



SUPPORT SERVICE

THE CORE ARBOR SUPPORT SERVICE PROVIDED BY **TURN IT ON** INCLUDES THE FOLLOWING:

- Unlimited telephone support.
- All support calls and support emails logged to our helpdesk system where they are tracked and prioritised.
- Access to 1st and 2nd line MIS support specialists.
- Support during term time, Monday to Friday 8 am – 5 pm.
- Support during school holidays, Monday to Friday 9 am – 4 pm.
- Remote support using the latest support tools.
- Access to a named Account Manager.

SUPPORT FOR ARBOR INCORPORATES THE FOLLOWING KEY AREAS:

- Attendance
- Business Roles and Permissions
- Clubs and Trips
- Communications
- Custom Report Writer
- Pupil Core Data
- School Meals and Payments
- Staff Core Data
- Statutory Returns

RM INTEGRIS

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from **turn IT on** RM Integris Support. The **turn IT on** RM Integris Support agreement will provide The Customer with the provision of a **turn IT on** telephone remote support service covering RM Integris. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** support, our full Terms and Conditions document should be read by The Customer in conjunction with it.

SUPPORT SERVICE

THE CORE INTEGRIS SUPPORT SERVICE PROVIDED BY **TURN IT ON** INCLUDES THE FOLLOWING:

- Unlimited telephone support.
- All support calls and support emails logged to our helpdesk system where they are tracked and prioritised.
- Access to 1st, 2nd and 3rd line Integris support specialists.
- Support during term time, Monday to Friday 8 am – 5 pm.
- Support during school holidays, Monday to Friday 9 am – 4 pm.
- Remote support using the latest support tools.
- Access to a named Account Manager.
- Places at statutory returns seminars at selected regional locations.
- Customised statutory booklets for census, key stage and other returns.



- Access to the Customer Portal for free MIS resources, newsletters, updates, FAQs and statutory booklets.

SUPPORT FOR INTEGRIS INCORPORATES THE FOLLOWING KEY AREAS:

- Assessment
- Attendance
- Behaviour
- Dinner Money
- Intelligence
- Pupil Data
- Reporting
- SEN
- Staff Details
- Statutory Returns
- System Manager

BROMCOM

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** Bromcom Support. The **turn IT on** Bromcom Support agreement will provide The Customer with the provision of a **turn IT on** telephone remote support service covering Bromcom. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** support, our full Terms and Conditions document should be read by The Customer in conjunction with it.

SUPPORT SERVICE

THE CORE BROMCOM SUPPORT SERVICE PROVIDED BY **TURN IT ON INCLUDES THE FOLLOWING:**

- Unlimited telephone support
- All support calls and support emails logged to our helpdesk system where they are tracked and prioritised.
- Access to 1st and 2nd line MIS support specialists.
- Support during term time, Monday to Friday 8am – 5pm.
- Support during school holidays, Monday to Friday 9am – 4pm.
- Remote support using the latest support tools.
- Access to a named Account Manager.

SUPPORT FOR BROMCOM INCORPORATES THE FOLLOWING KEY AREAS:

- Attendance
- Business Roles and Permissions
- Clubs and Trips
- Communications
- Custom Report Writer
- Pupil Core Data
- School Meals and Payments
- Staff Core Data



- Statutory Returns

SCHOLARPACK

INTRODUCTION

The following information aims to give The Customer an overview of the level of service they can expect from the **turn IT on** ScholarPack Support. The **turn IT on** ScholarPack Support agreement will provide The Customer with the provision of a **turn IT on** telephone remote support service covering ScholarPack. Whilst this agreement aims to provide a comprehensive overview of **turn IT on** support, our full Terms and Conditions document should be read by The Customer in conjunction with it.

SUPPORT SERVICE

THE CORE SCHOLARPACK SUPPORT SERVICE PROVIDED BY **TURN IT ON** INCLUDES THE FOLLOWING:

- Unlimited telephone support
- All support calls and support emails logged to our helpdesk system where they are tracked and prioritised.
- Access to 1st and 2nd line MIS support specialists
- Support during term time, Monday to Friday 8am – 5pm
- Support during school holidays, Monday to Friday 9am – 4pm
- Remote support using the latest support tools.
- Access to a named Account Manager.

SUPPORT FOR SCHOLARPACK INCORPORATES THE FOLLOWING KEY AREAS:

- Pupil Core Data
- Staff Core Data
- Electronic Registration
- Report Engine
- Other Standard modules (Meals, Clubs, Interventions, Data Digger and Behaviour Management)
- Assessment module (if purchased separately)
- Communications Package (if purchased separately)
- Statutory Returns

THE FOLLOWING IS APPLICABLE TO ARBOR, RM INTEGRIS, SCHOLARPACK, AND BROMCOM.

Support calls raised through this service will be responded to as per the [SIMS and FMS](#) Response times table.

PLEASE NOTE: Where the issue is forwarded to a Third Party for resolution then we may not be able to meet these timescales but will keep The Customer informed of progress.



TURN IT ON OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will respond to 95% of tickets within our agreed response times.
- We will answer the telephone within 3 rings 90% of the time.
- We resolve 70% of our calls immediately.
- We will ensure that all our staff entering The School are DBS checked on a three yearly basis or are on the DBS Update Service which is checked annually.
- We ensure that all our staff are aware of Health and Safety at Work legislation.
- We will undertake a risk assessment where necessary.
- All staff visiting a school will carry with them an ID card
- We recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.

ENTITLEMENTS

ARBOR, BROMCOM AND SCHOLARPACK

- The support of any third-party software is not included in this agreement, and we reserve the right to charge for any such support.

RM INTEGRIS

- To meet our obligations **turn IT on** need one system manager password to be set up on RM Integris for the use of MIS **turn IT on** consultants.
- The support of any third-party software is not included in this agreement, and we reserve the right to charge for any such support.

THE CUSTOMERS OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- To keep your data secure and accessed only by authorised users in a secure environment.
- To have available a user or users who hold the MIS System Manager password. This will be the primary contacts for MIS Support in The School.
- To be responsible for setting up of new users onto their MIS systems and for granting them with the appropriate level of access.
- To provide an accurate number of pupils on roll for charging purposes
- To ensure that your admin staff are suitably experienced and trained on the use of the MIS system and understand the service provided.
- Children remain the responsibility of The School at all times.
- To ensure, as a minimum, that the nominated MIS contacts have access to the Customer Portal using non-generic email addresses.

PLEASE BE AWARE THAT THIS IS NOT AN EXHAUSTIVE LIST OF REQUIREMENTS.



GDPR SUPPORT SERVICES

PRIMARY & SEN SCHOOL DATA PROTECTION OFFICER SERVICE

INTRODUCTION

The following information provides an overview of the level of service The Customer can expect from the **turn IT on** Data Protection Officer Service and outlines the shared responsibilities between **turn IT on** and The Customer.

OVERVIEW

THE **TURN IT ON** GDPR DATA PROTECTION OFFICER (DPO) SERVICE ENTITLES THE CUSTOMER TO:

- An appointed DPO team to ensure that The Customer have ongoing access to a designated expert **turn IT on** DPO, a key requirement of UK GDPR.
- Unlimited telephone, email and remote support to help ensure that you are successfully guided through any Data Protection issues and queries that take place.
- The service is subject to fair usage. Where a school ask for an excessive number of tickets to be dealt with remotely **turn IT on** reserves the right to request a review meeting and we may suggest The Customer increases the level of remote support or the number of onsite hours currently purchased.
- An annual remote or on-site audit or evaluation review report to evaluate ongoing progress with UK GDPR compliance.
- If any on-site visits are required or requested in addition to the termly on-site audit, these will be chargeable at a rate of £395 per half day and £595 per full day.
- GDPR and data protection support requests should be logged via phone call, email to gdpr@turniton.co.uk or raise a ticket for the data protection team on the **turn IT on** customer portal.
- All support calls logged will be tracked and prioritised according to requirements.
- A dedicated GDPR helpdesk is open from 8:30 am – 5:00 pm Monday to Friday during term time (excluding bank holidays) and 8:30 am – 5:00 pm Monday to Friday during school holidays.

TICKETS LOGGED WITH THIS SERVICE WILL BE RATED AND RESPONDED TO AS FOLLOWS:

Priority	Response Time	Priority Identifier
P1	4 business hours	Guidance and advice on data breach incidents and critical data protection issues where information or data subjects are at risk.
P2	24 business hours	Guidance and advice on Subject Access Requests (SAR)
P3	96 business hours	General guidance and advice on data protection, GDPR principles and best practice.



OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will provide The Customer with access to an appointed DPO team with the appropriate in-depth understanding of GDPR and level of expertise commensurate with the sensitivity, complexity and amount of data processed by The Customer.
- **Turn IT on** will respond to tickets raised within our agreed response times.
- **Turn IT on** will conduct an annual on-site or remote audit or evaluation review report to assess ongoing progress with UK GDPR compliance.
- **Turn IT on** will ensure that all our staff are aware of Health and Safety at Work legislation.
- **Turn IT on** staff will be issued with ID Cards.
- **Turn IT on** recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.
- The Customer will provide **turn IT on** with the name and contact details of a nominated main contact, and the names and contact details of up to two nominated deputy contacts who are eligible to raise support tickets for the service with the **turn IT on** Data Protection team.
- The Customer will ensure that the nominated main contact is available for the first on-site/remote audit within three months of the contract commencing. Failure to provide **turn IT on** with an audit date within the first three months of the service can result in termination of contract.
- The Customer will ensure that the nominated main contact is available for the annual on-site audit.
- If legal protection is required by The Customer at any time in relation to GDPR then they should contact their legal department.
- The Customer must supply the DPO team with adequate resources in a timely manner so the DPO team can help The Customer meet their GDPR obligations.
- The Customer must ensure that it meets its key responsibilities of being a data controller as and processor outlined by the ICO, a full description can be found [here](#).
- The Customer must ensure that relevant school email accounts and normal mail are monitored throughout holiday periods. Data Breaches (DB) and Subject Access Requests (SAR) need to be actioned or resourced by The Customer to meet legal requirements for completion of work required e.g., SAR redaction. The following times are the legal requirements, these are from receipt of the request and not when it is first opened:
 - Data breach – 72 hours to report to the ICO.
 - Subject Access Request – 1 month to return data from receipt of request.
 - Freedom Of Information request – 20 working days to respond to a request.

ENTITLEMENTS

- The **turn IT on** DPO team is not personally responsible for non-compliance with the GDPR. The GDPR makes it clear that it is the controller or the processor who is required to ensure and to be able to demonstrate that processing is performed in accordance with this Regulation (Article 24(1)). Data protection compliance is the responsibility of the controller or the processor.



- The DPO operates independently and will not be dismissed or penalised for performing their role.
- The DPO service supports The Customer handling of a SAR but does not include any retrieval of data e.g. e-discovery this will be additional work chargeable at a rate of £395 per half day and £595 per full day.

SECONDARY SCHOOL FE & HE DATA PROTECTION OFFICER SERVICE

INTRODUCTION

The following information provides an overview of the level of service The Customer can expect from the **turn IT on** Data Protection Officer Service and outlines the shared responsibilities between **turn IT on** and The Customer.

OVERVIEW

THE **TURN IT ON** GDPR DATA PROTECTION OFFICER (DPO) SERVICE ENTITLES THE CUSTOMER TO:

- An appointed DPO team to ensure that The Customer have ongoing access to a designated expert **turn IT on** DPO, a key requirement of the UK GDPR.
- Unlimited telephone, email and remote support to help ensure that you are successfully guided through any data protection issues and queries that take place.
- The service is subject to fair usage. Where a school asks for an excessive number of tickets to be dealt with remotely **turn IT on** reserves the right to request a review meeting and we may suggest The Customer increases the level of remote support or the number of onsite hours currently purchased.
- Remote or on-site audit and monitoring meetings (up to three meetings per annum) or evaluation review report to evaluate ongoing progress with UK GDPR compliance.
- If any on-site visits are required or requested in addition to the termly on-site audit, these will be chargeable at a rate of £395 per half day and £595 per full day.
- GDPR and data protection support requests should be logged via phone call, email to gdpr@turniton.co.uk or raise a ticket for the data protection team on the **turn IT on** customer portal.
- All support calls logged will be tracked and prioritised according to requirements.
- A dedicated GDPR helpdesk is open from 8:30 am – 5:00 pm Monday to Friday during term time (excluding bank holidays) and 8:30 am – 5:00 pm Monday to Friday during school holidays.

TICKETS LOGGED WITH THIS SERVICE WILL BE RATED AND RESPONDED TO AS FOLLOWS:

Priority	Response Time	Priority Identifier
P1	4 business hours	Guidance and advice on data breach incidents and critical data protection issues where information or data subjects are at risk.
P2	24 business hours	Guidance and advice on Subject Access Requests (SAR)
P3	96 business hours	General guidance and advice on data protection, GDPR principles and best practice.



OBLIGATIONS AND ENTITLEMENTS

OBLIGATIONS

- **Turn IT on** will provide The Customers with access to an appointed DPO team with the appropriate in-depth understanding of GDPR and level of expertise commensurate with the sensitivity, complexity and amount of data processed by The Customer.
- **Turn IT on** will respond to tickets raised within our agreed response times.
- **Turn IT on** will conduct a termly on-site or remote audit (up to three reviews per annum) or evaluation review report to assess ongoing progress with UK GDPR compliance.
- **Turn IT on** will ensure that all our staff are aware of Health and Safety at Work legislation.
- **Turn IT on** staff will be issued with ID Cards.
- **Turn IT on** recognise our responsibility for Safeguarding and Child Protection and have an established Safeguarding and Child Protection policy. All staff are made aware of this policy, the procedures for child protection and the name and contact details of the Designated Safeguarding Lead(s) as part of their induction into the Company. A copy of our Safeguarding and Child Protection policy is available on request.
- The Customer will provide **turn IT on** with the name and contact details of a nominated main contact, and the names and contact detail of up to two nominated deputy contacts who are eligible to raise support tickets for the service with the **turn IT on** Data Protection team.
- The Customer will ensure that the nominated main contact is available for the first on-site/remote audit within three months of the contract commencing. Failure to provide **turn IT on** with an audit date within the first three months of the service can result in termination of contract.
- The Customer will ensure that the nominated main contact is available for the termly on-site audit.
- If legal protection is required by The Customer at any time in relation to GDPR then they should contact their legal representation or HR support.
- The Customer must supply the DPO team with adequate resources in a timely manner so the DPO team can help The Customer meet their GDPR obligations.
- The Customer must ensure that it meets its key responsibilities of being a data controller as and processor outlined by the ICO, a full description can be found [here](#).
- The Customer must ensure that relevant school email accounts and normal mail are monitored throughout holiday periods. Data Breaches (DB) and Subject Access Requests (SAR) need to be actioned or resourced by The Customer to meet legal requirements for completion of work required e.g., SAR redaction. The following times are the legal requirements, these are from receipt of the request and not when it is first opened:
 - Data breach – 72 hours to report to the ICO.
 - Subject Access Request – 1 month to return data from receipt of request.
 - Freedom Of Information request -20 working days to respond to a request.

ENTITLEMENTS

- The **turn IT on** DPO team is not personally responsible for non-compliance with the GDPR. The GDPR makes it clear that it is the controller or the processor who is required to ensure and to be able to demonstrate that processing is performed in accordance with this Regulation (Article 24(1)). Data protection compliance is the responsibility of the controller or the processor.



- The DPO operates independently and will not be dismissed or penalised for performing their role.
- The DPO service supports The Customer handling of a SAR but does not include any retrieval of data e.g. e-discovery this will be additional work chargeable at a rate of £395 per half day and £595 per full day.

BROADBAND SERVICES

AGREEMENT

- Broadband suppliers EXA Education Limited and Zen Internet Limited (hereafter referred to as 'The Supplier') guarantees its network up time to be not less than 99.99% for leased line connections only. ADSL and FTTC connections are at the discretion of BT Openreach, as BT Openreach reserve the right to undertake cabinet maintenance at any time.
- Any issues with The Customer's broadband service should be reported immediately to our Schools' Support Team (hereafter referred to as 'The Team') who will organise a fault diagnosis.
- The Team will initiate steps to begin a remedy within one working hour of the call being logged.
- **Turn IT on** aims to restore The Customer's broadband line within 24 hours of the fault being initially reported to The Team (*) (***)

FAULT DIAGNOSIS PROCESS

1. The Customer will call The Team on 01865 597620 (option 1) to report the issue when it becomes apparent there is a problem.
2. The Team will diagnose whether the issue is external or internal. If the issue has occurred internally The Team will liaise with The Customer to either resolve it remotely or identify whether a **turn IT on** engineer needs to visit the school for onsite diagnosis. In the event of an onsite visit the engineer will identify whether there is a need to replace any faulty equipment. (**)
3. If at initial diagnostics the issue is found to be external to the school, the issue will be escalated to The Supplier who will make all arrangements to test and resolve. (***)
4. During downtime The Team will update The Customer by hourly phone calls.

(*) Calls will be dealt with within The Team's working hours which are Monday to Friday 7:30 am – 6:00 pm. If a new part is required, this timeframe will be dependent on stock availability.

(**) A charge will be made to The Customer if any out of warranty equipment on the school's network is deemed to be faulty and requires replacement.

(***) Any fault with the line outside the school will be escalated immediately to BT Openreach. However, whilst both **turn IT on** and The Supplier will endeavour to organise the quickest repair possible, BT Openreach is ultimately responsible for the repair and the timeline for this.



ESCALATION PROCESS

SHOULD WE FAIL TO MEET OUR SLA DEADLINES THE FOLLOWING ESCALATION PROCESS WILL BE AFFECTED:

- The Team to Head of Operations
- Head of Operations to Managing Director

REMOTE BACKUP SERVICES

AGREEMENT

Turn IT on, in conjunction with Cloud backup supplier Redstor (hereafter referred to as 'The Supplier') uses reasonable endeavours to ensure that services are available at a minimum of 99.5% per month.

Total unavailability means the total time in minutes in any calendar month during which the service is not available due to any acts of omissions of The Supplier or **turn IT on** Team (hereafter referred to as 'The Team').

It is important to note that availability calculations do not take account of any installation or maintenance work in relation to the service. A regular maintenance window of one hour per month is reserved by The Supplier for platform upgrades. Details of this timetable can be provided by The Team.

DATA RETENTION

Backups are scheduled to run each evening through the local Redstor console. Redstor scheduled backup is then held for **ONE CALENDAR MONTH** with the previous two calendar months rolled up into monthly rollups. All backups are available to The Team to restore on your local server to either original location or separate location for verification.

LICENCE AND SOFTWARE

A non-transferable non-exclusive licence is supplied by **turn IT on** to the end user for each device Redstor is installed on. An extra licence will also be supplied and assigned to the school for any additional plugins, such as ESS SIMS/FMS & Discover, which is the ESS recommended way of backing up the SQL databases safely.

The end user shall only use the software in accordance with any manual and/or instructions provided by The Team or The Supplier.

ALTERATIONS

In the event that the End User makes any unauthorised use, alterations or modifications of the software all ongoing obligations set out in this agreement shall cease.



FAULT DIAGNOSIS

- Any issues with The Customer's remote backup service should be reported immediately to our Schools' Support Team, who will organise a fault diagnosis.
- The Team will initiate steps to begin a remedy within one working hour of the call being logged.
- **Turn IT on** aims to restore The Customer's remote backup service with 24 hours of the fault being initially reported to The Team (*)

FAULT DIAGNOSIS PROCESS

1. The Customer will call The Team on 01865 597620 (option 1) to report the issue when it becomes apparent there is a problem.
2. If at initial diagnostics the issue is found to be external to the school, the issue will be escalated to The Supplier who will make all arrangements to test and resolve.
3. During downtime The Team will update The Customer by hourly phone calls.

(*) Calls will be dealt with within The Team's working hours which are Monday to Friday 8 am – 6 pm.

ESCALATION PROCESS

Should we fail to meet our SLA deadlines the following escalation process will be affected:

- The Team to Service Desk Manager
- Service Desk Manager to Head of Operations

