



3 Year Service Level Agreement Memorandum of Agreement

Service Title:	Leeds Learning Network Service
Head of Service	Adrian Fegan Head of Service Delivery
SLA ID Number:	LLN2010-12_Core_Schools
Agreement Date	01/04/2010 to 31/03/2013
Address:	Corporate ICT Services Leeds City Council Selectapost 16 Apex Centre 8 Apex Way LEEDS LS11 5LT
Service Manager:	Andrew Byrom Support Services Manager
General Enquiries:	☎ Telephone 0113 336 8999 ✉ servicedesk@leedslearning.net ☎ Fax 0113 395 1347

Table of Contents

TABLE OF CONTENTS.....	1
• CONDITIONS OF THE AGREEMENT	2
• SPECIFICATION OF WORK.....	4
• APPENDIX A: CUSTOMER SERVICE STANDARDS.....	9
• APPENDIX B: MEMBERSHIP ENTITLEMENT & SERVICE LEVELS.....	10
• APPENDIX C: MEMBERSHIP SERVICES CHARGING TABLE	12
• APPENDIX D: TRADED SERVICES.....	13
• APPENDIX E: OPTIONAL VALUE ADDED SERVICES	14

■ Conditions of the Agreement

■ Purpose of the Agreement:

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the Specification of Work.

■ Length of the Agreement:

The provision of the services shall commence from: **April 1st 2010** for a period of: **36 months - terminating March 31st 2013**

Services provided and fees will be reviewed on an annual basis

■ Method of Payment

The method of payment for the Service Level Agreement as specified below will be made by Internal Recharge on an annual basis.

■ Confidentiality

Neither party shall disclose to any other party, any information in connection with the provision of the service or any information contained in the agreement, other than the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

■ Statutory Requirements

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

Leeds Learning Network internet services are regulated by the laws governing ISP provision in the UK, specifically the European Union Access Logging Directive 2009; Anti-terrorism and Disorder Act 2000, the Regulation of Investigatory Powers Act 2000, the Human Rights Act, the Data Protection Act 1998, requiring all public internet usage and email traffic to be recorded in the event it may be required for investigation by the appropriate authorities.

Leeds Learning Network has provided a registration notice to the Data Commissioner as required by the Data Protection Act 1998.

■ Assignment & Subcontracting

Leeds City Council will manage the provision of the services by subcontracting to various specialist service providers that may change subject to EU tender regulations and compliance.

■ Agreement Monitoring & Liaison

The parties to this agreement will attend a joint performance review of the service within one month of a request by either party.

- **Compliments, Requests, Complaints and Escalations**

- **Escalation 1:** Resolve Service Desk issues or expedite an incident

Contact: Naveed Sabir – Service Desk Manager

Tel: ☎ 0113 336 8999

Email: 📧 naveed.sabir@leeds.gov.uk

Or

Contact: Mick Winters – Service Desk Manager

Tel: 0113 395 1881

Email: : michael.winters@leeds.gov.uk

- **Escalation 2:** Progress business or unresolved service issues

Contact: Phil Elvidge – Service Centre Manager

Tel: 0113 247 4031

Email: : phil.elvidge@leeds.gov.uk

- **Escalation 3:** Progress business or unresolved service issues

Contact: Andrew Byrom – Support Services Manager

Tel: 0113 395 0553

Email: : andrew.byrom@leeds.gov.uk

- **Ultimate Escalation**

Contact: Adrian Fegan – Head of Service Delivery

Tel: 0113 336 8999

Email: : adrian.fegan@leeds.gov.uk

- **Notice**

Either party may terminate the agreement on the basis of a Leeds City Council financial year boundary (31st March), provided that three months written notice is given by either party. Termination charges from suppliers arising from issuing the cease notice will be borne by the school.

Neither party shall have claims against the other arising out of the termination of the agreement.

■ Specification of Work

■ Context

Leeds Learning Network is managed by Leeds City Council ICT Services and is a not-for-profit service provider. All costs are passed on from suppliers and all annual membership fees are spent on operating and improving the service for the benefit of the Leeds Learning environment.

The Star network infrastructure supporting the service, and all related applications and databases, are provided by Leeds City Council ICT Services.

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to the Leeds schools.

■ Services to be Provided

See Appendix A, B, C, D and E.

■ Method Statements

All requests should be submitted to the Service Desk by authorised members of Staff by telephone or email.

Service Desk availability:

08:00 to 17:30 – Monday to Friday excluding Bank Holidays

■ Service Availability Monitoring

Filtering, learning platform and network services are monitored according to best practise tools and techniques. Service providers work to agreed Service Level Agreements SLA, which underpins this SLA to schools.

The service undergoes annual ISP safety accreditation and submits quarterly availability reports to BECTa as part of that process

Service status can be viewed at the following portal web-page:

<https://portal.leedslearning.net/pages/servicestatusreport.aspxs>.

▪ Internet and Email Monitoring Policy

Leeds City Council will monitor all Internet activity of member users of Leeds Learning Network and member users of Leeds Libraries for the purposes of providing safe Internet access to the membership.

Information recorded as part of this automated monitoring process includes user identification, computer address, domain names of websites visited and blocked, duration, date and time of visits, and URL's of files and objects requested, blocked and downloaded from the Internet.

Privacy:

Member users must be aware that monitoring may reveal sensitive data about them, for example visits to websites which details the activities of a particular political party or religious group might indicate the political opinion or religious belief of that staff member, or self-help or health advice sites might identify a physical or mental health condition. By accepting the usage and monitoring policy when logging into and carrying out such activities using Leeds Learning Network and Leeds Libraries Internet access facilities, all users consent to Leeds Learning Network processing any sensitive personal data about them; this may be revealed through monitoring. All monitoring data collected will be kept secure and private within the system and its use compliant with UK access monitoring and reporting laws.

All e-mail is checked for inappropriate language and content by the managers of Leeds Learning Network and designated managers within each Leeds Learning Network access point (Schools, Libraries, City Learning Centres, Training Centres etc).

Leeds City Council shall not be liable under any circumstances for any injury, distress, loss or damage incurred by users, which may arise directly or indirectly from use or loss of the Internet facilities, the use or loss of e-mail, or from other users' unauthorised use of those facilities or e-mail. Incoming and outgoing e-mail will be regarded as public and will be monitored.

Processing of monitoring data:

All Monitoring data may be processed by authorised personnel of Leeds City Council and the contracted managed service provider for the purposes of service management, ensuring continued eSafety, security and integrity of Leeds Learning Network.

School specific monitoring data concerning their own staff, pupils, contractors and governors may be processed by school leaders and their authorised delegates to monitor usage or assist enquiries at their school.

Sharing of monitoring data with third parties:

Monitoring data may be shared with Education Leeds as part of their duties as the Local Education Authority.

Monitoring data may be shared with the British Educational Communications and Technology Agency (BECTa) and the Department for Children, Schools and Families (DCSF) for the purposes of annual ISP safety accreditation and improvements to the ISP safety accreditation process itself.

Following receipt of formal requests, specific monitoring data may be shared with the Police or other UK government authorities to assist their enquiries.

Access Log Retention Policy:

Monitoring data stored and archived within the Leeds Learning Network systems will be retained for a period of 12 months and then destroyed.

Monitoring data supplied to the valid stakeholders above will be stored and retained according to their respective Data Protection Statements.

- **Service provider requirements of the School**

School statutory responsibilities

1. The School must keep accurate records of computer usage for statutory requirements and are responsible for all misconduct investigations involving school staff and pupils. In the event of a police, school or authority investigation, Leeds Learning Network will assist with the investigation and retrieve forensic web access logs on receipt of a compliant formal request.
2. The school will ensure all staff and pupils have signed the schools' own acceptable use policy. Users will be held responsible for the confidentiality of their password
3. Users will be held responsible for e-mail sent from their account. The forwarding of chain letters is banned. The sending of any sensitive personal data, for example home address, photographs or telephone numbers relating to the user or any other person is forbidden.
4. Statutory responsibility for all online activities within the school is the School's responsibility
5. It is the School's responsibility to ensure that no misuse occurs in the use of Leeds Learning Network usernames and passwords. In the event of a school installing a proxy server (contrary to clause 6 below) which results in the identity of the user being hidden from Leeds Learning Network's monitoring tools, then the school will be responsible for providing activity information to the police or other investigatory body in compliance with applicable UK and EU legislation.
6. The School must take the responsibility for informing the Leeds Learning Network Service Desk when user accounts require deletion/creation.
7. The School should not enable in-school proxies or other devices that mask the identity and/or workstation and hence enable the end user's activities to become anonymous.
Schools that do install an in-school proxy must accept full legal responsibility and compliance for maintenance and retrieval of forensic web access logs on receipt of a compliant formal request and absolve LLN of any reporting responsibility. Furthermore the School must understand and accept that network performance may well be impacted for which LLN will not be held responsible.
8. Any school that allows or deliberately enables users to bypass the internet filtering and monitoring will be held in breach of this agreement for services and risks the service being withdrawn.
9. Any school that installs and requests access to an in-school terminal services gateway or Citrix server for remote access to in-school resources accepts that this is a potential for both virus

- and attack and compromise and that LLN will not be held responsible for any such attack.
10. Any school that enables a 'backdoor' access (via another connection to the internet bypassing the Leeds Learning Network, or connects separately to a remote annexe site) will be held in breach of this agreement for services and risks having all services withdrawn.
 11. Schools must use the allocated network address IP range(s) for connection to Leeds Learning Network services and must not maintain separate ranges otherwise they risk having the service withdrawn
 12. Schools must ensure that all devices connected to the network have software installed to prevent the transmission of network viruses and spyware. Whenever possible, schools should utilise the Sophos Antivirus distribution system provided as part of their Leeds Learning Network subscription.
 13. The school will keep all non-Microsoft computing devices updated with the most recent manufacturer's security updates.
 14. Schools must ensure that all Microsoft devices connected to the network are kept up to date with Microsoft security updates. Whenever possible, schools should utilise the Microsoft Windows Software Update Service (WSUS) distribution system provided as part of their Leeds Learning Network subscription.
 15. Staff and pupils must use their own allocated Leeds Learning email addresses. These are non-transferable. If there is any abuse/misuse of email addresses and account details, Leeds Learning Network reserve the right to disable/terminate these accounts without further notice
 16. Staff and students must not use privately held email accounts for any activities related to the school. Staff could expose themselves, other users of the network, information contained within the school and the network to risk by students using private email accounts.
 17. The school will conform to Leeds City Council ICT network security policy and network addressing scheme.
 18. The school will make every endeavour to keep contact details up to date on the schools contact details portal page.
 19. The school will designate a user accounts recipient email address to receive all usernames and passwords allocated to users at the school. Given the confidential nature of passwords, the Head Teacher or their deputy must inform Leeds Learning Network service desk of any changes regarding the schools designated user account recipient.

■ Appendix A: Customer Service Standards

- **On the Portal and Website we will:**
 - publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
 - provide electronic feedback forms;
- **When customers telephone Service Desk we will:**
 - answer the telephone **within six rings**;
 - provide a customer-friendly environment;
 - provide confidentiality if needed;
 - take a brief message for colleagues who are not there. (*The message should include the caller's name, telephone number, date, time and a brief message*);
 - return calls by the next working day if a message is left on voicemail;
 - explain to callers what will happen when we put them on hold or transfer them;
 - be prepared for the customer when we make a call.
- **When customers send us letters, faxes and e-mails, we will:**
 - aim to provide an acknowledgement within three working days and a full response within ten working days. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
 - end all e-mails to external customers with Leeds City Council corporate email footer.
- **When we speak to customers, we will:**
 - be polite and courteous;
 - welcome them;
 - give our name;
 - treat them with respect;
 - listen and give them our full attention;
 - give help.
- **Our Service Desk responsibilities will include the provision of:**
 - trained & knowledgeable personnel;
 - a Line 1 'first time fix' facility;
 - logging, tracking, chasing and reporting on calls;
 - a fully managed Help Desk service.

■ Appendix B: Membership Entitlement & Service Levels

Core hours service availability

08:00 to 19:00 – Monday to Friday – term time only

There are no formal availability targets outside of core hours though the infrastructure has been designed to be available nominally 24*7.

Scheduled service at-risk maintenance periods are Tuesday and Thursday evenings after 9:00pm.

Default availability target for all Core Services is 99.9% of working day hours specified (660 minutes x working days in month) e.g. If there were 20 working days in one month there would be 13,200 minutes equating to 100% availability therefore 99.9% availability would equate to a 13.2 minute outage in the month.

Availability Targets

Core Service Element	Target during core hours
Site Uplink Connection 10 & 100Mbs	99.9%
Star Network Resilient Core	99.99%
BECTa accredited Filtered internet	99.9%
BECTa accredited Filtered email	99.9%
Learning Platform Portal	99.9%
Learning Platform School Sites	99.9%
Learning Platform My Sites	99.9%
Learning Platform Collaboration Sites	99.9%
Service Desk	See Appendix A
Access to National Education Network	NO SLA
Access to Regional Broadband content	NO SLA
Home access to email	NO SLA
School Web Site Hosting	NO SLA
Use of local & national Video Conferencing access	NO SLA
LCC Authorised Access to Apps & DB's	NO SLA
Education Leeds Access to Apps & DB's	NO SLA
Managed Site Specific Filtering	99.9%
Filtered Instant Messaging	NO SLA
SUMS – User Management System	99.9%

Requested actions targets

Detailed Elements of Core Service	Target Performance Levels
Change Request	No SLA
New User Account Creation	90% within 2 working days
URL Blocks	90% within 4 working hours
Server Farm URL Block Lists	At least one update per 24 hours
Server Farm Anti Virus Updates	At least one update per 24 hours
Server Farm WSUS Updates	At least one update per 24 hours
Email/File Restore	10 working days
Service Desk – Call Handling	70% calls answered in 30 seconds
Service Desk – Call Ref and Priority	Within 1 working hour
Service Desk – Call attempted Resolution	Within 24 working hours
Service Desk – Priority 1 Call	LLN investigate within 8 hours in 90% of calls
Service Desk – Priority 2 Call	LLN investigate within 12 hours in 90% of calls
Site Specific Filtering URL Blocks	90% within 4 working hours
Site Specific Filtering recategorisations	90% of sites to be categorized within 4 hours

■ Appendix C: Membership Services Charging Table

We operate a fair pricing formula for Local Authority schools to try ensure cost sharing is proportional to expected service uptake.

Fees = Membership + Connection + Accounts + Development

Where:

Membership contributes to the costs of running core filtering, email and learning platform, calculated by type and size of school.

Connection contributes towards total cost of core and uplink connection rentals as well as maintaining the private wide area network, calculated by type and size of school and connection speed.

User Accounts charged for all pupils in KS2 and above. Local Authority schools staff and governor accounts are inclusive in Membership fee.

Please see appendix D: Optional value added KS1 pupil account fees.

Development contributes towards the continuous cycle of hardware and software refresh, licensing and improving service capacity and function to ensure that the service remains sustainable for the next 5 years.

The fee is calculated in proportion to each school's total membership, connection and per capita charge.

■ Appendix D: Traded Services

VOIP IP Telephony - The costs of renting high capacity external telephone lines plus support and maintenance of the VOIP service can no longer be met out of schools' general LLN membership fees. An annual charge will be levied for each VOIP telephone handset. This in addition to quarterly call costs.

Video Conferencing – A maintenance and support charge for the core equipment will be levied per Codec.

Astrum – Schools deploying the Astrum Virtual Learning Environment over their Learning Platform will be charged a one off setup fee to cover the costs of the LLN consultancy required to activate the system.

Active Directory Integration (ADI) – A contribution will be levied for each school which has opted into the Active Directory Integration program to cover the additional support and maintenance of the core Active Directory required by ADI schools.

Parental Accounts – A setup fee will be levied per year for each parental account issued by the school. Parental accounts are free of charge for schools adopting the Parental Reporting Suite.

Parental Reporting – A setup fee and an annual charge will be levied on schools using the LLN parental reporting suite, Leeds Learning Gateway. Parental Accounts are included in this fee.

Annual membership fees are invoiced each April

Appendix E: Optional Value Added Services

OPTIONAL Service Code	Description	Charge
LLN_001VPN	Secure Remote Access per token & routing	Setup £500 Annual £100
LLN_002DOM	Domain names creation or transfers	£75 with 10 years inclusive renewal
LLN_003CAM	Secure site to site routing	£100
LLN_004STA	Star Network Connection Upgrade to 100MB	Setup Quote Annual £9500
LLN_005VOIP	Voice Over IP Telephones	Quote
LLN_006MOBILES	See LLN Portal for mobile phones, PDA and data.	Setup see portal Annual see portal
LLN_007VOI	<i>Line Rental Voice Over IP</i>	Annual £20 per phone
LLN_008VOI	<i>Voip user voicemail</i>	Annual £10
LLN_009VOI	<i>Auto Attendant</i>	Setup £100 Annual £100
LLN_010VOI	<i>VOIP system message change</i>	£30 per request
LLN_011STA	Resilient 10Mbs connection to Star Network	Setup Quote Annual Quote
LLN_012ROU	ADSL connection for annex	Setup £1800 Annual £1500
LLN_013EMA	Per user email inbox upgrade	£50 per 500Mb
LLN_014VOI	Email & Voicemail integration	£75 per user
LLN_015NET	Network Consultancy	£390 per day
LLN_016NET	Uplink interface switch upgrade to layer 3 routing	Quote
LLN_017CURR_ADMIN	Routing in-school Classroom to Admin Network	Setup £100
LLN_018VLE	My Site additional 500MB	£50 per user
LLN_019AAE	Anonymous Access Enabling	£100 per setup
LLN_020SMS	Text point SMS Service Prepaid text bundles	Setup £200 Annual £200 1000 for £55 5000 for £275 10000 for £550 15000 for £825 20000 for £1100
LLN_021ADI	Active Directory Integration	Quote Required
LLN_022HDVC	HD Video Conferencing Kit	Quote Required
LLN_023SPC	LLP School Site Upgrade	50GB - £200
LLN_024KS1	KS1 Pupil Accounts	Setup £100 per school Annual £2 per user
LLN_025ASTRUM-LASS	Astrum LA Secondary eLearning facilities	Setup £1,500
LLN_026ASTRUM-LAPS	Astrum LA Primary eLearning facilities	Setup £500

LLN_027LLP_EDU_TRAINING	Learning Platform On site Teacher Training	£300 for each two hour session
LLN_028LLP_WEB_TRAINING	Learning Platform On site Web developer Training	£120 for two hour session
LLN_029Wireless_management	Central management of multiple access points	Setup £quote Annual £quote
LLN_030Email Domain	New Own email domain hosted by LLN and integrated with Learning Platform	Setup £1000 Annual £100
LLN_031Podcasting	New Pod-casting plug-in for Learning Platform	Setup £ quote Annual £ quote
LLN_032Parent Access	New Parent account and access to pupil SIMs record	Setup £quote Annual £quote
LLN_033Wireless_management	New Central management of multiple access points	Setup £75/AP Annual £10/AP
LLN_034FMC	New Fixed voip and mobile phone convergence	Setup £quote Annual £quote
LLN_034LLP_SURVEYS	New Survey tool integrated with Learning Platform	Setup £quote Annual £quote
LLN-035LLP_TEMPLATES	Pre-created Learning Platform Templates available 'off the shelf'.	Setup £300 per template