

Appendix N – ICT Support

1. ICT Support service

In total you should be receiving support for all ICT resources, telecommunications equipment and associated infrastructure within the school. An appropriate ICT resource is available to support the needs of the school, including technical support, maintenance, training and development services. Engineers and managers must be available to discuss, advise and source ICT requirements with appropriate notice.

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population, see Table 1 below.

Year	Number of responses	% of Leeds Schools
2004/05	77	28.3%
2005/06	67	24.6%
2006/07	37	13.6%
2007/08	21	7.78%
2008/09	77	28.3%
2009/10	116	42.96%

Table 1 : Total number of ICT responses by year.

3. Service providers

Those service providers recording five or more responses are shown below in Table 2.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Connect Up Ltd	4	5	10	17	67	2	0	69
Datacable Ltd	22	15	11	26	19	0	0	19
Pudsey Computers	10	5	-	10	10	0	0	10
RM Education				5	1	5	0	6
School ICT Services	-	-	-	-	28	4	0	32

Table 2 : Total number of responses by service provider.

There were a number of service providers in this section. The Education Leeds contracted provider Connect Up recorded the most responses and School ICT Services appear in the survey for the first time. Many schools recorded that they use two providers; one for MIS support and one for curriculum support.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg	Performance Level	Avg	Performance Level	Change
Connect Up Ltd	2.3	Good	2.18	Good	2.67	Highly Satisfactory	Worse

Datacable Ltd	2.09	Good	2.23	Good	2.32	Good	Worse
Pudsey Computers	-	-	1.8	Good	1.70	Good	Better
RM Education	-	-	3.4	Highly Satisfactory	4.50	Below Satisfactory	Worse
School ICT Services	-	-	-	-	2.00	Good	-

Table 3 : Performance level

Datacable Ltd, School ICT Services and Pudsey Computers are private sector providers of ICT support and received an average performance score operating within a good level. Connect Up are operating at a highly satisfactory level. RM Education are operating below the level required by the Traded Services Forum.

The full list of unedited comments is available in Annex N

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Connect Up Ltd	45	14	8	1	1	0	46	15	8
Datacable Ltd	11	2	6	0	0	0	11	2	6
Pudsey Computers	8	1	1	0	0	0	8	1	1
RM Education	1	0	0	0	5	0	1	5	0
School ICT Services	21	1	6	3	0	1	24	1	7

Table 4 : Value for money by service providers

Connect Up Ltd, Datacable Ltd, School ICT Services and Pudsey Computers were all recorded as providing value for money. All secondary responses to RM Education stated that the service provided was not value for money. However, the primary response felt that it was value for money.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place, see Table 5.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Connect Up Ltd	38	6	23	0	1	1	38	7	24
Datacable Ltd	12	1	6	0	0	0	12	1	6
Pudsey Computers	7	1	2	0	0	0	7	1	2
RM Education	0	0	1	3	1	1	3	1	2

School ICT Services	14	4	10	4	0	0	18	4	10
---------------------	----	---	----	---	---	---	----	---	----

Table 5 : Expected improvement by service providers

A mixed response to this question left the majority expecting the service to improve.

The full list of how schools think the service providers could improved is available in [Annex N](#).

Annex N- ICT Support

Connect Up Ltd

1. Please explain why you rate the service provider this way?

Positive responses

- Phone line support and technical support has been good except that they recommended a printer that is not fit for purpose and we have been ringing and emailing them about it for months and have not got an adequate response. Training has not been adequate - we attended an excel course in June 09. I have still not had notes or handbook. Sims dinner money course was poor. Venue and facilities are also poor.
- Only been with them 6 months but no problems. However, had we known what was going to happen we would have gone with Schools ICT.
- We have been signed up for Curriculum ICT support for over a year now and have been very satisfied with their service.
- New to us this year. Always efficient and obliging.
- Connect up staff are always willing to help but occasionally delays in getting problems resolved do occur. However, in the main the school is happy with the service, their rates are competitive and the technician who visits each week is extremely helpful and supportive. Recent quotes for the ICT suite have confirmed that Connect still offer best value to schools.
- Connect Up have had some teething problems supporting our admin network but have worked really hard to resolve them.
- Early days but so far the service has been good.
- First year with connect up. So far, very helpful.
- Problems and work resolved quickly.
- Satisfied overall.
- Connect Up is very good.
- Take over was very smooth. Usually respond quickly to requests for advice.
- Excellent Service all round - very pleased.
- Excellent support and service.
- Early days as yet.
- Very helpful staff at the end of the phone. They sometimes take a while to get back to you with a query but generally they are very efficient.
- Initial SLA costs good. Strong phone and technician support. Remote support effective. Sales not always cheapest but service still provides vfm.
- So far so good. Much better level of technical advice and provision than our last provider.
- Quick to respond - clear helpful and efficient.
- Only been with Connect Up a few months but they have already proved to be efficient and helpful.
- Improved response times.
- Service has improved throughout the year.
- I'm impressed so far.
- Always very helpful, queries dealt with very promptly. Recently a great deal of time was given to Admin support with census. Excellent help.
- Tech support good, although there have been teething problems with new provider.

- Very responsive.
- Very good service. Technician is very good. Friendly and very accommodating.
- Found transition from Enterprise to Connect Up went well.
- Reliable weekly service.
- Very Reliable.
- Assistance given immediately when requested.
- Connect Up have continued to provide the service we were getting from Enterprise. It was a difficult time during the switch over but Connect Up have maintained a good service and have introduced some new very valuable services.
- Great.

Negative responses

- Just take too long to sort things out. Simple jobs like adding a laptop to the network took forever. New server no end of problems.
- We signed up with Connect Up for administration support too after Enterprise withdrew, but have been very dissatisfied with their support in this area. Staff were unfamiliar with the problems we were facing, appeared not to take our concerns seriously, and failed to offer a back up service they had promised to deliver. We have agreed to switch our admin support to Schools ICT Services from January, and they have been providing us with high quality support in the interim.
- Disappointed with take over from Enterprise.
- This is the first year we have used Connect Up for admin support and we will not be using them again. We continually have to chase the answer to problems we raise as they take so long to get back to us.
- We use Connect up for Sims Support and RM Education for network support. They constantly disagree about what causes our network faults, problems with Sims and find it difficult to work together.
- For Admin - Do not always return telephone calls, long wait for help desk facilities. Courses need to be more informative and run by confident personnel. When on site very satisfactory and helpful.
- Communication issues. Poor standard of technician. Failure to deal with priority issues in school.
- Since they have taken on more schools I would say their quality of service has diminished. We have been without an admin server for a number of weeks now.
- Support not been as good in year 2 of the contract.
- Feel we were forced into a choice when would have rather stayed with Enterprise. Would have gone with Schools ICT services if we'd have known in time. Connect up poor at returning calls, although staff reasonable, not always sure of subject. Training room / staff in Armley of poor quality. Will probably move.
- We had a terrible time at the beginning of the financial year when the service seemed to be over-whelmed and unable to help us. We lost 5-6 weeks work which we are still struggling to catch up on.
- Had a new server fitted in the summer and it was several weeks before all relevant staff were happy with their PC's ie software or views missing etc, Training facilities not very good.
- Feel since Enterprise finished and Connect Up became our provider the service hasn't been as good. Telephone calls and emails are not always answered and problems with ICT are taking longer to solve.
- Still concerned with their capacity to meet schools' needs. Also their training facilities are a lot to be desired.
- Depends who you speak to on the helpdesk. Don't consider to be very good value for money - but best of what was on offer.
- At time Connect Up struggle to provide the service required as they seem over stretched. Service from both companies is expensive, but we have to have it.
- Have had a very difficult initial period when replacing our server and SIMS system computers. This has now been resolved but caused office staff a huge amount of stress through their mismanagement.

- Very disappointed with this service. They haven't helped us to solve our ICT problems - sometimes causing additional problems.
- Slow in responding to logged calls.

Datacable Ltd

1. Please explain why you rate the service provider this way?

Positive responses

- They have always offered fast response and good service.
- Datacable continue to provide a good service for the curriculum in school.
- Highly satisfactory, weekly maintenance / support.
- Well established working relationship. Datacable - source products for best value and have skill technicians.
- Technical support from both Connect Up and Datacable is reliable and very supportive.
- Listen and respond quickly to need.
- Datacable are great.
- Engineer / technician good now we have same person each week.
- We have a long standing relationship which gives us a very good service.
- Quick to respond - clear helpful and efficient.
- Good consistent service.

Negative responses

- Not as professional as it once was - change of personnel.
- This service is being monitored.
- Still too many network problems and some slow to resolve.

Pudsey Computers

1. Please explain why you rate the service provider this way?

Positive responses

- We are very happy with the service and support provided by Pudsey Computers.
- A good service and prompt replies to queries.
- Have performed consistently over a number of years. Friendly, professional advice Reliable, fast response.
- We have a relationship with the technician who is always helpful and will come in quickly if we need him in an emergency.
- Excellent service, reliable, helpful, quick to solve problems.
- Good service.
- Very helpful and efficient.
- Good so far.
- Pleased with service. Always helpful.

Negative responses

- Service from both companies is expensive, but we have to have it.

RM Education

1. Please explain why you rate the service provider this way?

Negative responses

- We use Connect up for Sims Support and RM Education for network support. They constantly disagree about what causes our network faults, problems with Sims and find it difficult to work together.
- Lack of knowledge by Engineers of SIMS programmes. Inferior quality of equipment purchased - at much greater expense than high street prices.
- Regular meetings seem to go over same issues. Do not seem to have enough staff on site which has effect on teaching and learning.
- We had 3 fulltime staff now have only two. Response time variable, never think to be proactive.
- Calls can take a while to resolve once logged with RM.

School ICT Services

1. Please explain why you rate the service provider this way?

Positive responses

- We always receive excellent service from School ICT Services.
- They have experienced staff, provide good training at a reasonable cost and offer a good support service. This may improve further if they are recognised as a main supplier to Leeds schools by Education Leeds.
- Seamless move from Enterprise.
- Excellent service. Helpful, knowledgeable friendly staff. Most problems dealt with the same day.
- Well established working relationship. Schools ICT - effective helpdesk and good training programmes.
- Very good - always available and prompt service provided when required.
- Good professional support from very pleasant team. Accurate and speedy responses to queries.
- Originally signed up with Connect Up but they let us down and so we changed to Schools ICT. Support Service and we are happy with their support and advice.
- School ICT Services has resolved all calls to our satisfaction and offered excellent training and support in a timely manner.
- Only been with them 3 months.
- Very happy with service and the fact that we have an allocated technician.
- Schools ICT Services have proved invaluable. They respond very quickly and are always on hand to talk at any time.
- Once a week technical support.
- Still waiting for a call back.
- Really glad we were able to use them again very good service.
- Reliable consistent advice.
- Very good at supporting admin network.
- Helpful. Advice and training good. Meets requirement.
- has been a star. Thank you x.
- Fantastic. Staff are always helpful and patient. Phone answered quickly.
- We signed up with Connect Up for administration support too after Enterprise withdrew, but have been very dissatisfied with their support in this area. Staff were unfamiliar with the problems we were facing, appeared not to take our concerns seriously, and failed to offer a back up service they had promised to deliver. We have agreed to switch our admin support to Schools ICT Services from January, and they have been providing us with high quality support in the interim.

Negative responses

- Recently experienced problems with installation of a new server - ongoing issue with back up drive. Prior to this we have been very happy with support / service provided.
- Satisfactory but not consistent enough. Quick fix problems were dealt with so learning not disrupted. Software / server problems left until holidays so learning was impacted on.