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| **Service Specification****IT Support for DBMAC Primary Schools** |
| **Context:** This service specification is to provide an ICT support service to the 6 DBMAC primary schools. * [St Thomas More Kidlington](http://www.st-thomas-more.oxon.sch.uk/)
* [St John Fisher Littlemore](http://www.st-john-fisher.oxon.sch.uk/)
* [Our Lady's Cowley](http://www.our-ladys.oxon.sch.uk/)
* [St Joseph's Thame](http://www.st-josephs.oxon.sch.uk/)
* [St Joseph's Carterton](http://www.stjosephsprimarycarterton.co.uk/)
* [Our Lady of Lourdes Witney](http://www.ololwit.org.uk/)

In addition, an occasional presence is expected within the Primary School of St Gregory The Great , Oxford such that staff are involved with agreed CPD and primary wide IT initiatives. No direct IT support for users is required at St Gregory The Great. We would recommend you view this as “6.2 schools” for that reason.**Details:** The contract will be for an IT support service. The service will provide scheduled onsite support, a responsive helpdesk, procurement advice as well as targeted training. The service provider will be expected to work alongside the DBMAC IT Manager to help shape the future IT strategy including moving towards a cloud based solution.**Legal Requirements:** ALL suppliers who are required to come on site are subject to the DBMAC safeguarding and Health and Safety policies. It is preferable for all supplier staff to be DBS checked; however in the case of staff whose on-site attendance may be minimal, a risk assessment may be appropriate.**Service required:****IT Support Service**1. A weekly scheduled visit for each of the 6 Primary schools with an average duration of half a day during term time.
2. Scope to conduct additional project work as directed by the DBMAC IT Manager during school holiday periods.
3. 24hr online Helpdesk with active monitoring 8am-4.30pm Monday to Friday.
4. Responsive 0800-1630 Monday-Friday remote support available to users, to include telephone support during term time.
5. Timely escalation and reporting of significant issues to the DBMAC IT Manager, within agreed criteria.
6. Emergency response to serious issues (that fall within agreed criteria) at the direction of the DBMAC IT Manager. This may include sending additional bodies to the school to deal with the most urgent of problems.

**Responsibilities**1. Ensuring classroom technology works and is well maintained.
2. Proactive network maintenance including firmware updates, software updates and all reasonable scheduled maintenance.
3. Ownership and responsibility for providing a reliable and secure off site backup option to each school.
4. Managing the creation, replacement, updating and deleting of user accounts and all associated tasks.
5. Ensuring the uptime and full functionality of the schools communication lines, liasing with suppliers as directed by the DBMAC IT Manager to ensure value for money is obtained.
6. Ensuring each school has an upto-date asset list for all IT equipment.
7. Maintaining accurate records for IT software licensing and hardware warranty through liaison with the DBMAC IT Manager.
8. Making recommendations for hardware and software replacements and upgrades that are required, liasing with the DBMAC IT Manager to gain procurement approval.
9. Maintaining accurate technical documentation for each school.
10. Read and understand DBMAC IT and data security policies. Work to ensure that the agreed DBMAC procedures, standards and values are implemented within schools as far as is reasonably possible. Make the DBMAC IT Manager aware of instances where a school is non-compliant.
11. Work alongside the DBMAC IT Manager and school Principals to develop an ambitious IT Strategy for each school.

**Training**1. Offer at least 6 hrs of on-site structured CPD to DBMAC primary staff to improve their understanding and effective deployment of IT within the curriculums they are delivering per year.
2. Lead on the training associated with new software and technologies that are deployed within the schools, ensuring staff are confident and informed.

**Contract Outcomes:** 1. Schools have a warm personal relationship with the technician conducting their scheduled visits.
2. ICT Service in each school is compliant with DBMAC standards.
3. Schools have an effective, responsive and flexible support service.
4. The principal of each school, and the DBMAC IT Manager feel equally well informed about progress that has been made and opportunities for improvement in each school.

**Performance Measures:** 1. 100% attendance for site visits.
2. 90% of staff scoring the IT Support Service as 8/10 or better when surveyed.
3. 100% on-site emergency response within 3 working hours, Monday-Friday, year round (Excluding bank holidays).
4. Well delivered CPD offered for all technologies in use as required.
5. Volume of “tickets” logged to show a negative correlation as the contract progresses and proactive monitoring addresses more of the issues present.
6. 90% of scheduled visits to be conducted by no more than 2 named personnel across the 6 primary schools during term time, to ensure ownership and familiarity.

**Feedback on contract will be obtained in the following ways:** 1. Reports from schools.
2. Quarterly contract meeting.
3. Statistics on call outs and repairs at each contract meeting.
4. User satisfaction survey, to include an initial benchmarking survey.
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