Ed-IT Solutions (UK) Limited
Policy – Use Of Mobile Phones Within Schools And Particularly In EYFS Areas

Background

As IT Technicians, personnel working for Ed-IT Solutions find the use of a mobile phone an invaluable tool in helping to maintain your IT networks and equipment.

Firstly, for communication on your behalf, between equipment manufactures support/helpdesks. When calling, equipment manufactures support/helpdesks will expect us to be present at the subject piece of equipment for fault diagnosis and rectification, they will not proceed with the call until they have run through their own check list. In most cases it is not possible to take the piece of equipment to a normal landline.

Secondly, for communication with One Connect Ltd, CLEO or Cumbria ICT Services, very similar to the first point, our technicians on your behalf need to from time to time talk to the subject agencies about issues or problems that they are experiencing with your network or services, this communication is best done while present at the Server, or other item of equipment that is usually located somewhere within school and not necessarily close to a landline phone.

Thirdly, for communication with other Ed-IT Solutions technicians, our technicians are encouraged to share their knowledge and experience with each other for a faster and more proficient diagnosis and repair of your network and equipment by talking to each other.

Fourthly, to receive incoming calls from other supported schools, unfortunately your technician can not be at your school all the time. Invariable if you have a problem with your network that needs urgent attention, your first port of call will normally be to your dedicated IT Technician, he/she needs, for your benefit to be able to take your call ASAP.

Finally with the advent of 'Smart Phones' and associated 'Apps', here at Ed-IT Solutions we have found our mobile phones to be an invaluable 'tool' in fault diagnosing and rectification of problems and issues on your IT networks, without the use this tool, fault diagnosis and rectification could be a lot slower.

Procedure

Firstly we will clarify exactly what your policy on the use of Mobile Phones within School is and come to an agreement on how we will/will not be allowed to use ours on your school premises.

As a minimum this is what we will do:

Our technicians will not receive or make any personal calls while on your school premises.

If a technician has to make a call while on your premises, they will keep their calls to a minimum and only make calls when they are alone in the room or they have moved to a designated area where the use of mobile phones is permitted (if any), such as admin areas.

If another school, technician, support desk or other outside agency calls them while on your school premises they will not answer the call unless they are alone in the room or they have moved to a designated area where the use of mobile phones is permitted (if any), such as admin areas.

If a technician needs to take a photograph of a piece of equipment, they will not do so until they have received permission from the school stating what equipment they are taking a photograph of and why. Any photograph taken will not include any pupils.

Where a technician needs to use their mobile phone to fault diagnose a problem with your network, they will first inform you what they need to do and what areas within your school premises they will be using their mobile phone.

It is hoped that our policy on the use of Mobile Phones can be agreed once with you and there will not be a further need to continually seek your permission for its use.

Ed-IT Solutions (UK) Limited

Policy – Unavoidable School Closures

Background

From time to time, schools are faced with having to close due to unavoidable circumstances. These circumstances are usually things like snow and ice, bust water pipes, lack of heating or no electricity. Most unavoidable school closures tend to occur during the winter months in times of heavy snow falls.

Technicians from Ed-IT Solutions carry out regular IT maintenance support visits to schools holding a support level agreement (SLA) with us, as these visits are regular weekly, fortnightly or monthly they are always booked in advance. It is therefore possible that a school may be closed due to unavoidable circumstances when a technician should be making his/her regular scheduled visit.

Procedure

If a school is closed to pupils but open to staff and the technician can safely make his/her way to the school then the normal support visit will be carried out.

If the school is closed to both pupils and staff, then the following will apply:-

Where a school has a weekly contract with us, the missed visit due to an unavoidable school closure will be forfeited and not be rescheduled. However, the terms of the contract will still apply and if an issue is critical to learning then an emergency visit (or remote access) will be arranged before the next weekly visit.

Where a school has a fortnightly contract with us, the missed visit due to an unavoidable school closure will be rescheduled. The visit will be rescheduled within 5 working days, if due to continued unavoidable school closure, or lack of availability of the schools assigned technician, then the visit will be forfeited. However, the terms of the contract will still apply and if an issue is critical to learning then an emergency visit (or remote access) will be arranged before the next fortnightly visit.

Where a school has a monthly contract with us, the missed visit due to an unavoidable school closure will be rescheduled. The visit will be rescheduled as soon as possible after the school reopens.

Ed-IT Solutions (UK) Limited

Policy – Safeguarding

Although technicians from Ed-IT Solutions are not employed directly by a school, for safeguarding purposes they are seen as long-term contractors who work regularly in a school during term time and therefore subject to safeguarding procedures.

Our understanding of the safeguarding procedures is that each school is required to satisfy themselves that an individual coming into contact with children or vulnerable adults is safe to do so and may seek the consent of an individual for DBS (previously CRB) checks to be undertaken.

Procedure

Ed-IT Solutions takes the safeguarding of children and vulnerable adults seriously and will undertake any checks or training that a school requests of their technician or our company.

As a minimum this is what we will do:

All employees working for Ed-IT Solutions (UK) Ltd will be subject to Disclosure & Barring Service checks, (previously known as Enhanced CRB checks). These checks will be carried out once a new employee has been appointed on a full time contract and completed their probation period.

Until such time as a new employee has been subjected to DBS checks, then if visiting a school during term time, they will be accompanied by another Ed-IT Solutions employee who has undertaken DBS checks at all times. Where it is school policy that anyone who has not undertaken DBS checks has to be accompanied at all times by a member of the school staff, then that employee will not visit the school until they have undertaken DBS checks.

All employees will wear a photographic identification badge, with their DBS check number and date of issue on the reverse.

When visiting a school all employees will sign-in and out at the end of their visit.

Although we believe this is not a statutory requirement of people in our position, all employees will undertake level 1 child protection training, which will be refreshed on a 3 yearly basis. However, any new employees that have not undertaken level 1 child protection training will not undertake this training until the next 3 year renewal date.

Policy – Providing Best Value

Ed-IT Solutions (UK) Limited

Background

It is a requirement of any school financial management system to demonstrate the principles of 'Best Value'. School financial auditors can also request/demand to see/prove that schools are indeed applying the principles of best value to the purchases that they make.

Ed-IT Solutions are therefore aware, as a school provider that they have a role to play in this process.

Our understanding of 'Best Value' is as follows:

Best Value does not automatically mean the cheapest. Best Value means that a tradeoff between price, specification, performance and total cost of ownership (TCO) should all be taken into consideration, so ultimately it provides the greatest overall benefit to the school.

Providing Best Value to Schools

Firstly, we will only deal with trusted and tried brands, therefore ensuring that you get reliability and longevity from anything you purchase from us.

Most of our goods are sourced from UK distributors and not resellers, therefore helping to provide you with the lowest price.

We will buy in bulk to get as much discount as we can and pass that saving onto you, even if you only purchase one item.

We constantly review the products that we supply to ensure they meet the needs of the school, including specification and longevity of equipment to ensure they will have at least a 3 year life.

All orders will come with free delivery.

For any goods that are purchased from us:-

We will ensure that all warranty registrations are completed on your behalf.

We will provide 1, 2, 3 & 4 line support and handle any warranty claims on your behalf.

If you purchase any laptops or computer systems from us, we will install a 'basic image' on them free of charge, thereby removing all the 'bloat ware' and ensuring they have your current anti-virus program on them straight away.

We are only a small business and do find it very difficult to compete with 'The Internet'. However, we will always provide you with the most competitive price we can.

Ed-IT Solutions (UK) Limited

Policy – School Closure Due to Industrial Action

Background

From time to time, schools maybe closed in their entirety or partially due to industrial action.

Technicians from Ed-IT Solutions carry out regular IT maintenance support visits to schools holding a support level agreement (SLA) with us, as these visits are regular weekly, fortnightly or monthly they are always booked in advance. It is therefore possible that a school may be closed fully or partially due to industrial action when a technician should be making his/her regular scheduled visit.

Procedure

If a school is closed to pupils but open to staff not taking part in the industrial action then the normal support visit will be carried out.

If the school is closed to both pupils and staff, then the following will apply:-

Where a school has a weekly or fortnightly contract with us, the missed visit due to industrial action will be forfeited and not be rescheduled. However, the terms of the contract will still apply and if an issue is critical to learning then an emergency visit (or remote access) will be arranged before the next weekly visit.

Where a school has a monthly contract with us, the missed visit due to industrial action will be rescheduled. The visit will be rescheduled as soon as possible after the school reopens.

Our reasons for rescheduling a monthly and not a weekly or fortnightly is due to the small number of visits that monthly schools receive. Potentially a school on a monthly contract with us could go without a visit for 2 months if the industrial action fell on a scheduled visit.

Ed-IT Solutions (UK) Limited
Policy – Support for School Staff Personal Laptops and PCs

<u>Background</u>

A majority of Schools provide staff with laptops for 'working' at home. Whether staff have a laptop supplied or not, some choose to use their own personal laptop or PC to carry out work at home.

This has led to situations where technicians from Ed-IT Solutions have been expected, by some staff, to provide IT support for their personal laptops or PCs, *'because they use them for work'*. Other instances have occurred where school staff ask for/expect Microsoft Office to be put onto their personal laptop or PC, *'because they use it for work'* and can't work at home without it.

<u>Procedure</u>

While Ed-IT Solutions has always been more than happy to help school staff out, with advice and the occasional hardware fault diagnosis or repair of personal laptops and PCs, school staff should be aware that, hardware fault diagnosis or repair of personal laptops and PCs does not form part of the Service Level Agreement between a School and Ed-IT Solutions.

Ed-IT Solutions technicians are very mindful of the fact that when on an IT support visit they are there to provide on-site IT support to the school. Therefore at the discretion of the Ed-IT Solutions technician and where time allows, they will offer IT support to staff for personal laptops or PCs, unless senior management specifically say that they are not to offer support.

In particular, school staff should be made aware that Ed-IT Solutions is not able to install Microsoft Office onto their personal laptops or PCs, regardless of the reasons, to do so would be copyright infringement and therefore illegal.

Ed-IT Solutions (UK) Limited

Policy – Review of Charges

Ed-IT Solutions like all other individuals, partnerships and companies that are in business have overheads that have to be paid.

These overheads include things like staff wages and expenses, office rental, business rates, gas, electricity, water, insurance and a host of 'administrational' charges. Payment of these overheads allows us to provide an IT Support Service to your school or business.

Therefore to allow us to pay these overheads we charge you our clients accordingly for Support Contracts and Technical Services.

Unfortunately a great number of these overheads are affected by inflation year on year, so to allow us to continue to pay these ever increasing overheads we have to carry out an annual review of our charges.

Procedure

Using data that is freely available we keep track of the monthly Retail Price Index (RPI) and the Consumer Price Index (CPI) and take a monthly average of the two.

We then compile a yearly set of monthly averages and produce one final yearly average.

Using this yearly average of the RPI & CPI we apply an increase to all of our Support Contracts and Technical Services, not of the full average but just 75%, thereby ensuring (we feel) that all our clients and customers are getting a fair and not unreasonable price increase.

So an example would be if the RPI for one month was 2.5 and the CPI was 1.8 our monthly average would be 2.15, we then take the twelve monthly averages add them all together and divide by twelve. Let us say that yearly average is 2.15 we would then use 75% of this as the basis for our price increase, which in this case would be 1.61. So on £100 that would an increase of £1.61.

Ed-IT Solutions (UK) Limited
Policy – Support for School Administrational Networks, PCs and Servers

Background

The support of School Administrational Networks, PCs and Servers, has always been specifically excluded from the Support Level Agreements (SLA) that Ed-IT Solutions have had in place with Schools.

However, technicians from Ed-IT Solutions have always been more than happy, when conducting a curriculum support visit to assist school administrational staff with problems and errors that they have encountered on the Administrational Network, PCs or Server.

This has led some schools to believe that the support of School Administrational Networks, PCs and Servers is part of the IT Maintenance Support Contract between Ed-IT Solutions and the School.

Procedure

Ed-IT Solutions will continue to help administrational staff with issues or problems they encounter while on-site conducting a curriculum IT Maintenance Support Visit.

Where a school has taken out a SIMS Hardware, Systems and Software support contract with BT Lancashire Services (BTLS) (Option 1), then Ed-IT Solutions is unable to offer any support other than advice. To do any more would put you, the school in breach of your BTLS SLA and you may be charged (as stated in the SLA) for BTLS to reinstate the conditions of the SLA.

Where a school has taken SIMS Software Support Only with BTLS (Option 2), then Ed-IT Solutions will carry out hardware fault diagnosis and rectification when requested, but only while on-site carrying out a Curriculum IT Maintenance Support Visit.

If a school has only taken Option 2 with BTLS and wishes Ed-IT Solutions to carry out any hardware fault diagnosis and rectification of any administrational network, PC or Server while not on a Curriculum Support Visit, then a school will be charged at our standard Technical Hourly rate of £35 + VAT

If a school has no SLA with BTLS and wishes Ed-IT Solutions to carry out any hardware or software fault diagnosis and rectification of any administrational network, PC or Server while not on a Curriculum Support Visit then a school will be charged at our standard Technical Hourly rate of £35 + VAT

Please Note: In some circumstances the installation of SIMS and FMS may not have been carried out by BTLS, where this is the case, a school will not be able to take out option 1 of the BTLS SLA. However, as long as you are able to provide BTLS with any of the system passwords they ask for (for example the SA password) they will be obliged under the SLA to offer you software support, if you have taken option 2.