

# LONDON Grid for Learning

Making the most of your LGfL

*LGfL – Service Agreement*



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## **Introduction**

The LGfL is the leading Regional Broadband Consortium in the UK providing secure and safe high quality Internet Access and Services for education. The LGfL actively participates in the UK educational ICT arena and has very good relationships with a large range of educational suppliers.

The LGfL re-procured its services in 2011 to enhance the core network by providing additional redundancy and resilience, offering better performance, improving services and delivering better value for money.

This Service Agreement is between the London Grid for Learning Trust and each served establishment and sets out the responsibilities, performance, connectivity and availability of Internet Access, email and other associated Internet services to provide a secure and safe service for education users.

There are 4 main sections to this agreement:

- Connectivity and Internet Access
- E mail services
- Support Services
- Additional Services.

Each section will provide a brief description of the services provided by the LGfL, the responsibilities of the connected establishment, and service availability. More technical descriptions of the services are available on the LGfL Support Site

## **Connectivity and Internet Access**

The LGfL shall provide connectivity and Internet Access that is safe and secure to your establishment that will be pro-actively managed to ensure the best service is delivered. All equipment, software and systems that provides the connectivity, and security will be maintained by the LGfL or one of its contactors.

The performance of the LGfL connectivity and onward connection to the internet shall ensure that the full bandwidth of the connection to the establishment will be available.

From time to time it will be necessary to maintain / upgrade the network to meet current and future demands of bandwidth and Internet security threats. Most updates / upgrades can be undertaken without loss of connectivity or performance. Where loss of connectivity is likely then establishments will be informed, and the work will be scheduled outside of the core hours of 07:00 – 19:00 weekdays. If the issue is likely to immediately effect the security or safety of pupils / students then the LGfL will work with the establishment to resolve the issue as soon as possible.

The LGfL provides a support site offering monitoring, access to management controls of services, online management of issue and resolutions, FAQ and online help. Access to this site is via USO.

The connection shall be protected by a managed firewall. Changes required by an establishment may be made on application to the support desk, which will assess these for performance, security and e-safety before making any changes. Any issues will be discussed with the establishment to find an appropriate resolution.

The connection shall be filtered by a leading supplier of filtering services. The filtering service shall have a default e safe configuration. The establishment has management control of the service and the service can be managed at a site, group or individual level.

The LGfL provides an account provisioning LGfL USO (Unified Sign On) service where a single username password and optionally an OTP (One Time Password) tag gives access to all LGfL services. This is enhanced through the use of Shibboleth to use this service to access compatible third party services. The LGfL shall provide a service that will automatically populate and update user accounts for staff and pupils / students from the establishment's MIS.

### **Establishment responsibilities**

Each establishment shall have at least one Nominated Contact, who is a member of staff, who will provide the link between the LGfL and the establishment. Nominated Contacts will be able to access the support site and make changes to the services for their establishment. For certain actions, authorisation will also be required by the Headteacher / Principal.

The establishment shall be responsible for the operation and management of the ICT infrastructure of the establishment, and its configuration to be able to use the LGfL connectivity.

The establishment should take reasonable precautions to ensure that computer viruses and other malicious software are not present on their infrastructure. The LGfL will inform establishments where any such software is affecting the LGfL network or any of its suppliers and will provide information to help the establishment resolve the issue. In the event that the presence and behaviour of such software is affecting other schools or the security of the LGfL infrastructure, LGfL, working with the establishment, may restrict the establishment's access to the LGfL network until the issue has been resolved.

### **Internet Access and Connectivity Availability**

The LGfL infrastructure is designed to provide a high availability service. If the service is not available for more than 6 hours in any calendar month then the LGfL will apply service credits. The LGfL monitors the infrastructure and will apply the service credits automatically.

### **Calculation of Service Credits:**

Number of hours service is unavailable divided by (the total hours in the month less any agreed planned maintenance) multiplied by one twelfth of the annual service cost for the establishment.

Example : In March, Anytown School has an outage which leaves the school with no internet access for 27 hours in March. Their annual service fee is £10000, and there was a 2 hours planned maintenance.  $\text{Service Credit} = 27 / (31 \times 24 - 2) \times 10000 / 12 = \text{£}30.24$

Should the establishment require higher availability then resilient connectivity options are available. Please contact the LGfL for details.

# Email Services

## The LGfL StaffMail service

The LGfL shall provide an email service dedicated for staff, based upon Microsoft Exchange.

The LGfL shall provide a management service that enables establishments to manage accounts.

Features:

- Fully-functional Outlook Web Access mail interface with support for full and 'lite' web clients
- Accessible via MS Outlook 2007/ 2010/ 2013 and other compatible applications
- Accessible from mobile clients on compatible mobile phones and other devices
- Employs a highly-resilient, LGfL-hosted, Microsoft Exchange email platform
- Inbound and outbound email scanned by the LGfL Mail Protect service
- Supports personal and shared calendars and address books.

The LGfL Staff Mail service has a target availability of 99.5%

## LGfL LondonMail service for Pupils / Students

The LGfL shall provide an email service dedicated for pupils / students known as LondonMail. This service is based upon the Microsoft Office 365 product specially configured for the LGfL. Accounts can be automatically created from the information held in the USO Service.

Features

- Outlook Web Access mail interface with support for full and 'lite' web browser clients
- Accessible via Microsoft Outlook and other compatible email client applications
- Accessible from mobile clients on compatible mobile phones and other devices
- Email address based upon USO username
- provides users with 10GB of mailbox space and email attachments up to a maximum message size of 20MB.

The LGfL LondonMail service has a target availability of 99.5%.

# Support Services

## Support Desk

The LGfL shall provide a support desk available to the establishment's Nominated Contacts. At least one Nominated Contact must be a member of staff. Nominated Contacts can be appointed by Head teachers / Principals who may choose to appoint themselves to that status.

The LGfL support desk shall be available from 08:00 – 18:00 weekdays excluding bank holidays. The service desk performance indicators are:

- Average wait time to pick up of call                      8 rings
- Resolution of issue on first call                              50%
- Resolution of calls with 5 days                                95%

## Management of change

Critical to the success of the LGfL is the ability for each establishment to make changes to the security, filtering and other services. The LGfL manages all the equipment and systems required to ensure that the network can meet the requirements of this Service Agreement. However elements of the network may need changing to suit a particular establishment's requirement.

To make these changes establishments through their Nominated Contact make the request. The request is evaluated, particularly if it compromises security or e-safety, and normally the request is completed within 5 working days. If however there are issues the LGfL will discuss and work with the establishment to find an appropriate solution wherever possible.

## Provision of the support web site

The LGfL shall provide a support web site that acts as a one stop shop for all support, monitoring, management and changes for most LGfL Services. However some services will require dedicated management applications to make changes.

Access to areas of the LGfL Support Site is controlled through each user's USO. The features and functionality of the site are dynamically configured to match the services available to the establishment and the permissions given to individual users.

The Support Site will provide monitoring information about the performance and availability of the LGfL network and its services.

## Escalation Process

The aim of the service is to resolve the majority of calls to the support desk in an appropriate timescale typically within five working days. Priority is given to calls and/or incidents where there is a loss of services or an e-safety issue. If, however the call is not resolved to the establishments satisfaction then the following escalation process is available.

Level	Status	Action
1	Where a call has not been resolved to the satisfaction of the establishment then the establishment can escalate to the service desk manager.	The call is escalated to the service desk manager
2	Escalation Review - The LGfL and the Service Desk Manager hold monthly reviews of calls escalated to the service desk manager. Any calls not resolved can be agreed at this stage to be escalated.	Monthly joint review of calls escalated to the service desk manager by LGfL.
3	Any calls not resolved within 1 month will be automatically escalated for review by Senior Management.	Internal escalation to senior managers of the Managed Service Supplier
4	Escalation by an establishment to the LGfL where the resolution after levels 1, 2 and 3 have been completed and not resolved to the establishment's satisfaction.	Escalation to LGfL Chief Operations Officer.
5	Final arbitration of any issue not resolved using the escalation process.	Escalation to the LGfL CEO

# Additional Services

The LGfL shall provide a range of included and additional services, some examples of both are provided below. Where the services are provided directly by the LGfL then the target availability is 99.5%, unless the additional service specifies a higher availability.

For more information see [www.services.lgfl.net](http://www.services.lgfl.net)

## Communication

- Digital Signage            A solution for providing digital information to students on large screens
- Mail Protect                Manage the content of emails
- USO-AutoText              Uses the USO to automatically send text or email messages to parents / teachers
- Video Conferencing      A variety of Video conferencing solutions are available
- VOIP Telephony            A fully featured centrally hosted telephone service

## Data Security & Transfer

- GridStore                  A secure data storage solution
- SIF                          A National standard for data interchange
- Sophos Anti-Virus        An anti-virus solution deployable on your network with updates
- USO-OTP                    A key ring tag providing second factor authentication
- USO-FX                     Secure document exchange for sensitive data with full audit trails

## Multimedia

- Espresso / Web Cache    A popular set of content for Primary Schools
- Podcasting                 A safe way of publishing your podcasts
- Video Central HD         Managing video online
- Weather Stations         Have your own weather station and share your results
- Website Hosting            A variety of web site hosting solutions are available

## Know your LGfL

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The main entrance to LGfL	<a href="http://www.lgfl.net">www.lgfl.net</a>
Learn more of what's available	<a href="http://www.services.lgfl.net">www.services.lgfl.net</a>
See the latest content	<a href="http://www.showcase.lgfl.net">www.showcase.lgfl.net</a>
E-safety resources and guidance	<a href="http://www.esafety.lgfl.net">www.esafety.lgfl.net</a>
Keep informed	<a href="http://www.news.lgfl.net">www.news.lgfl.net</a>
See it in action and show your team	<a href="http://www.primary.lgfl.net">www.primary.lgfl.net</a>
See it in action and show your team	<a href="http://www.secondary.lgfl.net">www.secondary.lgfl.net</a>
Support for Nominated Contacts	<a href="http://www.support.lgfl.net">www.support.lgfl.net</a>

We wouldn't be where we are without LGfL and the MLE. It does for us a brilliant job - it's enabled us to personalise learning in a way we couldn't before. The children and staff are totally enthused with it.



**...making the unaffordable, affordable...**