

LONDON GRID FOR LEARNING Services' Guide 2015

 USO Unified Sign On	 WebScreen™ 2.0	 myDrive	 MailProtect	 USO-FX
 SECURE	 OpenCheck	 StaffMail	 RemoteAccess	 RemoteAccess
 VideoCentral HD	 GridStore	 LondonMail	 LondonMail	 Curriculum Central NEW CURRICULUM 2014



LONDON
GRID FOR LEARNING

www.lgfl.net

The London Grid for Learning is a founder member of the National Education Network (NEN), the UK collaborative network for education, providing schools with a safe, secure and reliable learning environment and direct access to a growing range of online services and content.



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This booklet provides a guide to LGfL Services. The latest updates are always available at www.SERVICES.lgfl.net

For information on all LGfL Curriculum Content and Resources please visit www.CONTENT.lgfl.net

Introduction

Welcome to LGfL

The London Grid for Learning Trust was incorporated and registered as a charity with educational objects in 2001, since when it has been serving schools and local authorities as a specialist agent to procure and supply best-value leased-line broadband and associated services and content.

In 2011, following the end of a ten-year period during which central government had strategically directed grant through LAs for the purpose of ensuring all schools have a suitable broadband connection, the Trust launched LGfL 2.0 as a new service arrangement, contracted directly with schools, to reflect changed circumstances.

LGfL 2.0 is a complete package, which is designed to meet the needs of schools in the modern digital age. Instead of schools having to individually make piecemeal arrangements for connectivity, filtering, security, authentication, hosting, virus protection, learning resources and so on, LGfL has carefully designed, and continues to develop, a comprehensive service-offer tailored to the needs of schools.

By procuring services and resources for an entire community of 2,500 schools, substantial economies of scale and savings for schools are achieved.

The purpose of this booklet is firstly to set out in detail the components of the LGfL 2.0 service-offer, so that LGfL connected schools can be fully aware of all that is available to them at no additional cost, and secondly to provide a guide for how to take up each of the services, referencing where additional information can be found.

A third purpose is to outline services which are additionally available from LGfL (supported by selected key commercial partners) beyond the included services.

This booklet is intended to be accessible to a non-technical reader and is not a technical guide, although some technical concepts are explained. Technical guides are available online at the LGfL support site via www.support.lgfl.net

More LGfL booklets are published online at www.schools.lgfl.net

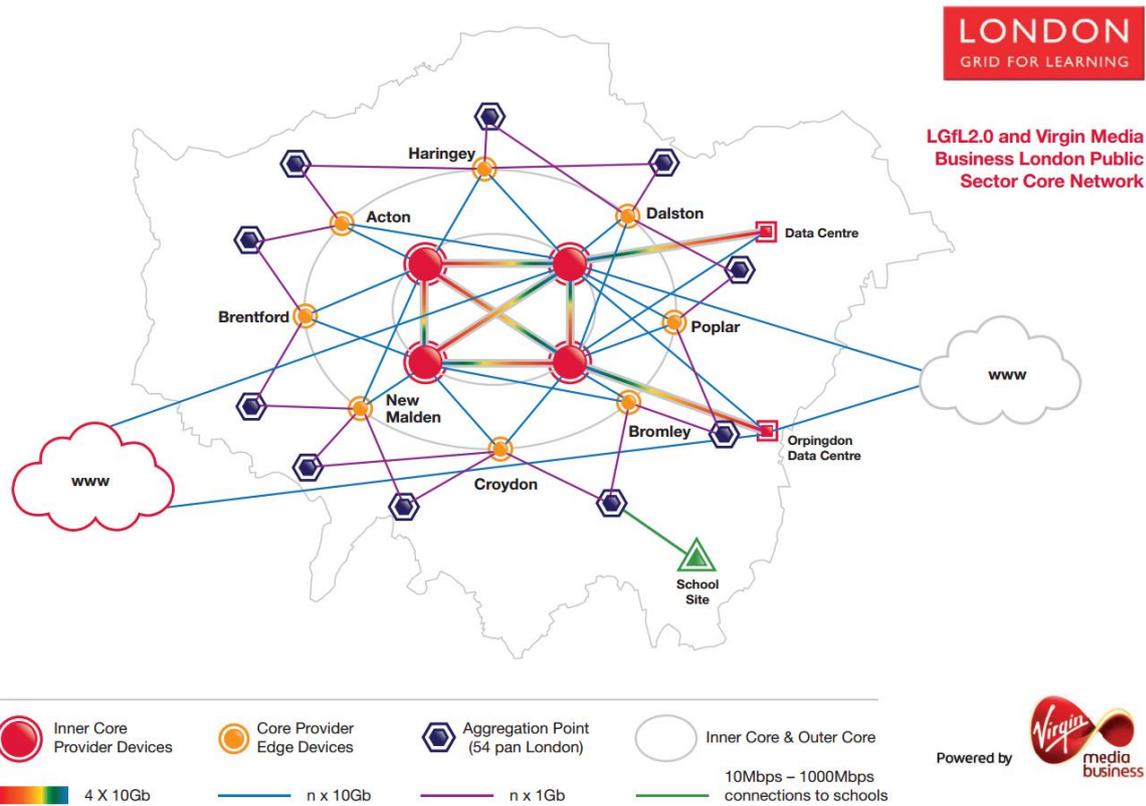
We very much hope that LGfL's services and online learning resources will make a material contribution to the safety and effectiveness of your school.

Brian Durrant, CEO LGfL
February 2015



Technical framework and support

Scalable broadband connectivity with bandwidths from 10Mbps to 1Gbps



At the heart of LGfL's service to schools is a secure and reliable, high-speed leased-line connection to the 'LGfL Core': a secure, dedicated regional network, with high-speed connections to the Internet. In fact, LGfL has multiple, distributed high-speed links to the Internet – a massive amount of capacity – more than Dubai! What is more, connected schools do not receive the same kind of Internet that you get at home, where in spite of promises to the contrary, bandwidth is shared with the neighbours – the more they surf, the slower your connection becomes. LGfL provides a dedicated leased line; whatever happens elsewhere, a school's allocation is for its traffic alone.

Over 2,500 London schools already have an LGfL connection, with new schools joining each year. Economies of scale enable the trust to offer many additional premium services at no extra cost, for the same total annual charge as Internet alone from many other providers. But the corollary of this is not a compromise in quality; the latest fibre-optic technology comes with an unrivalled 99.9% availability.



This is not achieved by forcing schools into a one-size-fits-all straitjacket – there are scalable options on offer according to a school’s roll and individual needs. By way of example, the LGfL portfolio of Internet connectivity and ALL included services would be offered within a London Borough to:

a small primary school (180 pupils) with a 10Mbps service (scalable to 40Mbps) for an annual charge of £5,366



a small secondary school (400 pupils) with a 100Mbps service for an annual charge of £9,682

a medium-sized primary school (240 pupils) with a faster 40Mbps service (scalable to 100Mbps) for £7,158



a medium to large secondary school (800+ pupils) with a faster 200Mbps service for £15,730

a large primary school (600 pupils or more) with an even faster 100Mbps service for £10,336



a large secondary school (800+ pupils) with the fastest 1Gbps service for £25,512

There are no installation or setup costs; the annual charge that is quoted is exactly what you will pay. LGfL service contracts are for a five-year initial term. For a range of options and an exact quote, visit the LGfL TrustNet portal via www.ORDER.lgfl.net

To find out about all the ways LGfL protects your connection and therefore you and your students, see ‘Safeguarding and security’ on page 10.

Our latest broadband information is always available at www.BROADBAND.lgfl.net

UK-based dedicated school service desk and 24/7 online support

You will not expect problems if you opt for the latest and best technology, installed and maintained by experts; and rightly so. However, you may have queries or need to make changes to your service, and that is why LGfL offers a unified service desk (only one number to ring – 0208 255 5555), open beyond the school day from 8am to 6pm, in addition to a 24/7 online support site: www.SUPPORT.lgfl.net



Email and MS Office apps

These services are included at no additional cost.

As the prevalence of email increases and it continues to bed down as the dominant method of communication, it is all the more important for schools to have a resilient, effective and above all secure email system that complies with their safeguarding obligations. Whilst of course some schools may choose to run their own email systems, all LGfL customers can take advantage of our cutting-edge, industry-strength email systems at no extra cost.

StaffMail

LGfL StaffMail is based on Microsoft Exchange and is designed to cope with the demands of a modern-day, mission-critical system. It is hosted at dual LGfL core sites for backup and redundancy purposes, helping to create a highly resilient system for all school staff. All users have an ample 5GB of mailbox storage and fully functional access to email through standard browsers, Microsoft Outlook, and mobile devices. StaffMail also supports personal and shared calendars and address books.



Access your mail from the www.lgfl.net front page or via www.STAFFMAIL.lgfl.net; find out more at www.STAFFMAILINFO.lgfl.net

LondonMail



This is LGfL's hosted email solution for students: a school-optimised implementation of Outlook Web Access, LondonMail gives students a fully-functional mail interface, accessible anywhere, anytime using students' USO login details on browsers and web devices.

LondonMail

Students can access mail from the www.lgfl.net front page or via www.LONDONMAIL.lgfl.net; find out more at www.LONDONMAILINFO.lgfl.net

SafeMail

In certain circumstances, you may be wary of allowing students free access to email. That is why LGfL developed SafeMail. Already used by many schools, this optional add-on is available for all LondonMail accounts. Simply put, it allows you to control who students can communicate with via email. A sliding scale of permissions for sending and receiving email ranges from none at all, through limited to class, year group, school, LA, etc., all the way to anyone online.



SafeMail is not activated as standard but can be configured via www.SAFEMAIL.lgfl.net; find out more at www.SAFEMAILINFO.lgfl.net

MailProtect



MailProtect

Whether you are using StaffMail, LondonMail or SafeMail, LGfL keeps email safe and secure. The industry-leading email filtering system, MailProtect, is designed to remove viruses and inappropriate content and attachments, at the same time as preventing spam mail reaching your inbox (you can opt to receive by email a daily digest of the spam items which have been filtered out so you can check for any you might want to see and help the intelligent system learn and improve).

Edit settings or view filtered spam messages at www.MAILPROTECT.lgfl.net

To initiate StaffMail, LondonMail or SafeMail, one of your school's Nominated Contacts should raise a support case (see page 21) once USO accounts have been set up for users.

Microsoft Office 365®

This latest exciting addition to the LGfL portfolio is set to generate considerable savings for connected schools, at the same time as allowing pupils and staff online access to valuable software packages. All school staff and students can now access an optimised version of Microsoft Office 365, for use at home and at school. Available via USO login to all users whenever and wherever they have an Internet connection, LGfL offers access to web versions of the main MS Office® packages (Outlook, Word, Excel, PowerPoint, OneNote) that schools spend thousands to license, plus 1TB online storage per user. The 'Education A2' plan was previously only available to schools with a separate login, which would have removed their control over user access, and critically, account monitoring and deletion. LGfL has now integrated Office 365 into users' USO login, giving the same easy, anywhere access, but with LGfL-standard controls and safeguards. In this way, schools can save the expense of licensing Microsoft Office (not to mention of installing, maintaining, troubleshooting and updating it), while retaining functionality.



Access Office365 by choosing Application Launcher (the green cog icon) from www.lgfl.net and then clicking on the Office365 icon, then upload Word®, Excel®, PowerPoint® or OneNote® files for anywhere access, or open and edit existing ones, or create a new document.

Further communication aids

myDrive

This is an included service.

myDrive has arrived! Commercial cloud file-sharing services such as DropBox® have long been widely used by teachers and pupils alike, despite the many (justified) data protection and e-safety concerns. What is needed is a secure, resilient alternative, offering the same ease-of-use but with full safeguarding compliance. The new LGfL myDrive offers exactly this, as part of an end-to-end secure file storage and sharing solution, with all data held securely in LGfL's own London-based data centres. Users can securely and easily upload, access and share (or not) documents, images or any other files, and crucially, this is possible from any device—download the app today!



But the functionality of the solution does not stop there: full USO-integration allows teachers to share a file with individual students or any class at the click of a mouse. myDrive is fully customizable: access privileges can be set when sharing a file; students' folders can be fully monitored to ensure appropriate use; storage limits can be defined per user or user group as appropriate; and of course you can share files within and beyond your organisation.

All connected schools are allocated a generous 500GB of space at no additional cost (this can be expanded by £299 p.a. for each additional 500GB), so what's stopping you? Log on to your myDrive today!

myDrive is enabled in demonstration mode for all schools—each member of staff has an initial 10MB allocation to try out the service. To enable the full 500GB space entitlement for each school, a Nominated Contact should simply log in to www.myuso.lgfl.net, navigate to the myDrive tab and click the “Accept” button found in the orange bar.

Users access myDrive by choosing Application Launcher (the green cog icon) from www.lgfl.net and then clicking on the myDrive icon.

USO-FX - secure document transfer

This is an included service.

As with so many of LGfL's services, USO-FX is a response to today's evolving ICT needs and expectations. USO-FX gives the same ease of use as commercially available file-sharing websites, albeit with much expanded functionality, at the same time as ensuring compliance with all relevant child and data protection legislation established by Local Education Authorities in gaining Public Services' government information transfer. the level of security they have advantage of this user-friendly securely to other schools within



USO-FX

choose which individuals or groups may view, retrieve or edit a file; you can set different levels of security including, if you wish, the need to use an OTP key to access a file; and most importantly, USO-FX generates an audit trail of all file access for full traceability and accountability.

Files can be made available for secure access by a third party who does not have a USO account (e.g. an NHS contact) and, where required, third parties can also be invited to send a file securely.

Read more at www.USO-FXINFO.lgfl.net or use the service via www.USO-FX.lgfl.net

This service is initiated on a Local-Authority-wide basis, simply raise a support case (see page 21).

OpenCheck

This is an included service.

When severe weather descends or a sudden emergency hits, a water main bursts in the playground or indeed any other unexpected problem forces a school to close, you do not want admin staff spending hours dealing with a barrage of parent queries. A reliable and very straightforward solution is called for in such situations where rumours and counter-rumours abound – what better than a message on the school's website? Unless, of course, the site has been brought down by the sheer volume of parents checking for a new message every few minutes.



OpenCheck allows parents to check the status of their children's school on any given day. The easy-to-use service gives at-a-glance updates on school closures, as well as detailed information on scheduled school closures and term dates.

The service can be accessed by schools and parents via automated telephone hotline, web browser, or the ParentComms mobile app. Parents do not need to log in for information on their child's school, but simply visit the site and select their school from a drop-down menu. For a school to update this vital information, the Headteacher or other Nominated Contact simply needs to log in and update the status message, which is then instantly available to parents.

Is it reliable? In a word, yes – widespread snow closures of recent years demonstrated the resilience of this stable site as OpenCheck handled hundreds of thousands of concurrent data requests with no outages.

To initiate this service, simply log in with your USO account at www.OPENCHECK.lgfl.net

USO-Chat - instant messaging for schools

This is an included service.

Students and staff will of course be familiar with the plethora of instant messaging products available these days. Yet few schools will be comfortable allowing unfettered access to such services. Well-founded safeguarding concerns, coupled with the likelihood of students making innocent, yet irrelevant contacts beyond the school network, will most likely preclude their use on most school networks.



At the same time, however, controlled access to a potentially useful communication tool can be a boon to Teaching & Learning. This is where USO-Chat comes into its own: in essence, it works just like a standard IM, yet only within the boundaries of your establishment, and only through the specific channels you choose to activate. For instance, pupils might only be able to contact their form tutor, or fellow students in a specific class.

There are two ways for users to access USO-Chat – either via a simple web interface at <https://chat.uso.im>, or with dedicated desktop software called Pidgin (www.pidgin.im).

To initiate this service, simply raise a support case (see page 21).

Video conferencing

Against a background of educational budget cuts and squeezed curriculum time, not to mention health & safety and other practical concerns, school trips are simply not as common as they once were. This is just one of the reasons for the rise in video conferencing, and as you would expect, LGfL is there to support schools in this area as well. Many of your students will be comfortable with video as a standard means of communication and will have used the various free options on today's mobile devices. But in the same way that the



corporate world would not necessarily set up a meeting on Skype®, schools too want a secure and customized, professional solution. LGfL provides two different approaches to video conferencing for schools.

Cisco Jabber

This is an included service, although a webcam will be required.

For users with a USO login, we recommend our high-definition desktop conferencing tool Cisco Jabber. It is completely interoperable with the existing LGfL VC network, JVCS and other standards-based endpoints, and can be run from any computer in school or at home. In addition to HD webcam images, you can also broadcast your active screen in real-time if you wish.

For conferencing with multiple participants, or to include users with no USO account, you should consider Janet Desktop (see next section).

To enable Jabber and receive your ID number with one click, and to download the desktop software, visit www.JABBER.lgfl.net

Dedicated HD endpoint equipment

LGfL customers can choose to source hardware from LGfL or elsewhere; LGfL provides the network infrastructure and support to establish your VC service.

If you opt for dedicated hardware-based video conferencing, where you are not bound to a computer, you may want a video-conferencing unit, known as an endpoint. LGfL can source a state of the art endpoint for dedicated VC use. As simple as connecting any device to your network, these devices comply with the latest H323 protocol and can be used in conjunction with Janet Desktop, the booking software solution offered by education network Janet. Janet Desktop is available for free to educational establishments around the world, and many content providers use this system as a platform for their educational training and resources, enabling access to the whole spectrum of benefits available from video conferencing.

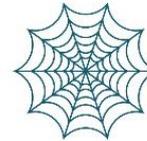
To initiate this service, simply raise a support case (see page 21).

Safeguarding and security

WebScreen 2.0 Internet filtering*

This is an included service.

As with so many aspects of school ICT, safeguarding is at the heart of LGfL's web filtering service WebScreen. But it is about more than simply keeping students or staff away from inappropriate or illegal content. WebScreen 2.0 has some of the most advanced and intuitive web filtering available, and was tailor-made for UK schools and the kind of websites students and staff are likely to access. It is a scalable solution that has pre-set configurations for staff and students, but at the same time allows you to specify who can access what, where and when.



WebScreen™ 2.0

For example, your school's filtering policy could be set so that staff can access social media sites, but only on staff room computers and only after 3pm. You could choose a restrictive policy that blocks all YouTube® and Google® Images sites; you might only allow them in a certain computer room; or to all users at all times. LGfL is not here to dictate how to run your ICT, but to serve your school and enable your systems to run as you plan them.

There is of course another side to web filtering; namely protecting valuable systems and data. In the past, a website was a website – the whole site was either good or bad. Today, however, it is not that simple, and one URL domain might include content from various locations. This is where WebScreen 2.0 really comes into its own, with an unprecedented ability to block damaging content, from phishing sites, through malware embedded in web pages, to data-mining bugs. LGfL errs on the side of caution with good reason, and with this service, you can too.

To request taking over your school's filtering policies, please raise a support case. Training for this is available and dates are posted via www.EVENTS.lgfl.net. To find out more about WebScreen 2.0, visit www.WEBScreen.lgfl.net or configure your school's filtering settings using the drop-down menu via www.SUPPORT.lgfl.net

This service is automatically included and is activated with an initial default policy when your connection is installed.

* See also page 4 of our Safeguarding booklet

Fully managed and supported firewall

This hardware and its management and support are included in the charge for an LGfL connection.

In the same way that you do not leave your front door open when you leave the house, and a cat flap is no bigger than a cat, you do not want to leave your network accessible to all and sundry. That is where your LGfL hardware firewall comes into play, ensuring that only the required access ports are opened between your network and the outside world. The firewall acts as a gatekeeper, ensuring only the relevant traffic flows through these unlocked, but in no way open, doors.

When your broadband service is connected, LGfL will install one of several models of firewall, all selected for their excellent performance in educational network environments: Cisco ASA 5505/5510/5512/5555/5585 (choice dependent upon bandwidth selected). Each of these devices integrate multiple enterprise-class, next-generation security services, without sacrificing performance. Standard initial installation will only leave those ports open that are needed to allow Internet traffic, but requests can be made for other ports to be opened as and when necessary, for example to allow cross-site collaboration between sister schools, for hardware-based video conferencing, IP telephony and so on. LGfL monitors school firewalls around the clock, and provides any maintenance and remote updates that are necessary.



Sophos Antivirus

This is an included service.

So emails are screened, websites are filtered and ports are monitored; surely any further security measures would be overkill? Absolutely not! In the same way as antivirus software is essential in the home, any professional network – and that is what today’s school networks are - also needs cutting-edge, enterprise-grade, regularly updated antivirus security suites. Especially given the abundance of memory sticks, and the advent of BYOD (bring your own device). That is why LGfL continues to fund a licence



for all connected schools to install Sophos Endpoint Security and Control on every school-based and staff-owned computer. Live updates ensure readiness for stopping viruses, malware, adware and all other nasties, long before they can take hold and cause damage. After all, it would be a disaster if your home computer was rendered useless, but what about your whole school network?

For more information, visit www.SOPHOSINFO.lgfl.net

To initiate this service, download the software and documentation from www.SOPHOS.lgfl.net

Safeguarding advice and resources

This is an included service.



Increasingly, parents and education professionals are all too aware of the darker side of the Internet and of technology in general. Whereas safeguarding, itself a relatively new term, used to consist of little more than warnings against accepting sweets or lifts from strangers, e-safety is today far more complex and challenging. From 'sexting' to violent video games, from cyber-bullying to virtual stalking, the dangers are manifold, and often invisible. Schools have a duty of care to safeguard pupils, and LGfL is concerned to fully support schools in this area.

The e-safety and safeguarding section of the LGfL website combines advice, signposting and resources in one easy-to-reach web collection. It brings together exemplar school policies and agreements, parental advice, the latest research, events, links to key national bodies, regular news updates, and guides and resources - for both children and adults. It is highly recommended that all student-facing staff spend time looking through the materials at www.ESAFETY.lgfl.net

Why not start off with our series of one-minute guides: www.1MG.lgfl.net. LGfL has also created a comprehensive Security Guidance booklet, which is available on request or at www.services.lgfl.net

Unified Sign-On for enhanced user authentication

This is an included service.

You can have all imaginable security devices and safeguards, but if the wrong people can log on to your network, there is still the potential for them to wreak havoc. That is why LGfL provides the Unified Sign-On (USO) system; complex but in no way complicated, each staff and pupil user is assigned a unique USO with which they log on as necessary to each LGfL service and resource, including the network itself and any access from home. This controls and limits access to appropriate resources for the individual and simplifies users' online presence, reducing the password proliferation that can lead to poor password protection. LGfL USO is based on the latest Shibboleth® protocol, used worldwide to ensure highly-secure identification, authentication and authorisation of users' credentials across various sites.



Once you have setup your Headteacher and Nominated Contacts' USO accounts when you initially join LGfL, new users, leavers and changes are easily managed using USO-AutoUpdate in conjunction with your Management Information System (e.g. SIMS). Such changes are automatically made during overnight updates.

Find out more at www.USO.lgfl.net and www.AUTOUPDATE.lgfl.net

The Service Desk can advise you on setting up USO accounts when you join LGfL.

OTP keys for added security

This is an included service for Nominated Contacts.

Nominated Contacts and Headteachers will have access to much more sensitive data and services than other users, so to further protect your systems, LGfL provides OTP (one-time password) keys. Normally £45, but now added cost during the initial connection, these keys, business world for those access, generate a unique number at the touch of a button, adding a valuable second-layer of highly secure authentication to user accounts. One of these pocket-sized keys will always be needed to raise a support case, for example, if you need to change configuration settings or activate a new service.



available on request for no setup of each school's which are used widely in the with high levels of security

For more information, visit www.OTP.lgfl.net

GridStore (off-site, resilient backup)

This service is available at competitive rates to all LGfL customers.

Even on a hermetically sealed hard drive, under armed guard in an underground vault at Fort Knox, data without backup would still not be 100% secure. Whether fire, flooding or theft, wear and tear,



GridStore

vandalism or online sabotage, any ICT equipment can be vulnerable to data loss. At home, data protection is seriously limited if you keep personal files backed up on a drive sitting next to your PC, or even in the same house. By the same token, a school cannot afford to take any chances with its valuable and confidential data stores. LGfL's GridStore offers a resilient remote-backup solution, hosted on LGfL servers in secure data centres, and mirrored at different locations. If you subscribe to GridStore, encrypted backups can be scheduled to take place at regular intervals: for MIS data, individual workstations, or even entire servers. The service is scalable to your changing storage needs, and on-demand backups are easily managed through the user-friendly interface, where lost data is recoverable in a few clicks.

To find out more and for the latest pricing information, check out www.GRIDSTORE.lgfl.net

Web hosting

Web hosting

This is an included service.

All schools now have a web presence, and it is not unusual for sites to snowball into monoliths that span hundreds of pages, each with interlinked images, documents and videos. If you would like one less thing to worry about, LGfL schools have the option of using a secure web-hosting platform for their websites and all embedded content. Hosting takes place at the same dual-site, cutting-edge data centres used for all LGfL data, on highly resilient servers located behind multiple levels of government-level



security measures. We support a variety of Internet protocols, including ASP.Net and PHP5, and all content is backed up on a nightly basis. As ever, you remain fully in control, with access to your hosting environment via a secure online-management interface (FTP management is also available).

LGfL also offers comprehensive DNS services as required for all your hosting and browsing needs.

All the technical details you need can be found at www.HOSTING.lgfl.net

To host a new website, or to transfer an existing site, simply raise a support case (see page 21).

Remote access



RemoteAccess

In the era of web proliferation, the ‘Internet of things’ and smart-everything, in terms of data and files, your teachers and students will expect to bring their home to school, and take school home with them. This is of course fairly easy to achieve, if you are a small business with no sensitive data or child protection safeguards to uphold. It is a big ‘if’, however, and LGfL has again worked hard to ensure that you have the access you need, when you need it – but without compromising your data, and therefore your school and its students.

Remote-access software can be downloaded free from the Internet, but such tools are not appropriate for use in a school environment. As part of our duty to help protect your data, LGfL has purchased enterprise licences for three different enterprise-level, highly secure solutions. These allow for the same from-home access to users that any network can allow, but also give extended functionality to any third party support companies you may employ to work remotely on your in-school systems.

NB – we are frequently asked to allow LogMeIn®, which for security reasons we cannot; as stated, however, our three solutions can give access to third parties in exactly the same way as you are accustomed, and with the same functionality – but with the level of security Ofsted will expect you to employ. It is prudent to bear in mind that this is a component of safeguarding – a ‘limiting judgement’: failure on this point leads to a school failing the entire Ofsted inspection.

RAv3

This is an included service.

RAv3 is our most secure solution, operating as it does on a virtual private network, using the latest secure Cisco technologies. It is appropriate for staff, students and third-party support agents alike, but as described above, uses the highest possible authentication protocols.

Log into RAv3 at www.RAV3.lgfl.net or find out more at www.RAV3INFO.lgfl.net

To initiate the service, your Headteacher needs to grant remote permissions via the “Service Desk” drop-down menu at www.SUPPORT.lgfl.net

RDP

This is an included service.

Remote Desktop Protocol provides a gateway into your network that is based inside your infrastructure, using MS Threat Server to ensure the highest possible security standards. Many users will find RDP a slightly simpler option than RAV3, but with slightly less complex functionality.

Find out more at www.RDP.lgfl.net



To initiate this service, raise a support case (see page 21) stating the IP address of the terminal server in question and which users or groups should be granted access.

CentraStage

A basic version of CentraStage is free to all LGfL customers for audit and remote control; charges are applied for the full version.

CentraStage, our third option for remote access, is designed explicitly for ICT managers to use as part of their asset management – and not intended for standard user login as with RAV3 and RDP. CentraStage enables you to carry out real-time audits and inventories of your estate, configure devices and roll out patches and updates. After trying the basic version, decide if you would like to scale up to the full version for more advanced functionality.

More detailed technical and pricing information is available at www.CENTRASTAGE.lgfl.net

To initiate this service, simply raise a support case (see page 21).

Content

Unrivalled range and quality of T&L resources and digital collections

The entire suite of LGfL curriculum content is free to use for all LGfL-connected schools.

For a price that compares favourably to just Internet from other sources, all LGfL schools receive reliable, high-speed fibre broadband, bundled with a list of premium services that would cost many thousands to purchase individually, plus the support needed to make the most of them all. But in fact there is more – much more!

The London Grid for Learning provides an array of high quality online learning resources which are available to all LGfL connected schools at no extra charge. Content comes from three main sources:

- 1) LGfL has created, licensed or commissioned a range of premium software resources focussed on supporting learning and teaching in both the Primary and Secondary phases.
- 2) Supported by LGfL, London LAs have produced online content resources that include the best and latest practice in using a range of software and hardware across the curriculum. These resources are then made available across the region through the LGfL community.
- 3) The London Grid for Learning is also a member of the pan-UK Educational Network (NEN), which brings together all the regions of the UK, each with its own unique content – available for all to share, and accessible via the LGfL Content Management System.

A carefully selected panel of practitioners drawn from across the region evaluates a wide range of materials and only selects those resources which are assessed as being of the highest standard for use by LGfL connected schools throughout the London region.

Selection by LGfL is widely regarded as an accolade of considerable significance by education content publishers. Schools can therefore be assured that time given to familiarising with these resources is well invested.

Full details of LGfL content can be found online at www.CONTENT.lgfl.net



VideoCentral HD

This is an included service.



Prepare, shoot, edit, view, share! That is all it takes to join the video sharing community. Readers will be familiar with YouTube® as a means of publishing video content, and aware that as a public system it is widely considered inappropriate for open-access in school. With this in mind, LGfL has created a secure video-sharing platform which is designed for ease of use, delivers the scalable options LGfL schools have come to expect, and addresses the concerns which would prevent most schools from embracing a public site.

VideoCentral HD allows users to share video and audio files in a controlled, secure environment. It encodes files automatically as they are uploaded, enhancing them for online streaming. Teachers can adjust privacy settings to determine who can view a video, whether that be staff, a particular class, the whole school, a partner school or, where appropriate, open to all via the Internet. You can embed a video in any website, MLE or email, and streaming automatically detects the best settings for your device and connection speed. You can even add post-production closed captioning for the hearing impaired.

Have a look at what is already available at www.VIDEOCENTRALHD.lgfl.net (change “Most Recent” to “No Limit” in order to browse all public videos) or click on the help button for more information.

LGfL podcasting service

This is an included service.

Podcasting is so yesterday! Or is it? People tend to forget that a podcast is not just a download by another name or a convenient way of storing mp3s or video files. Yes, most schools will use the London MLE to give students access to files, but podcasting allows you to reach students regularly without them logging into their USO account. Once you have created a podcast channel – a matter of a few clicks – you simply issue a link to students for them to subscribe to your channel, whether with Apple® iTunes™ or similar podcasting software (your channel will not be publically searchable, but will nonetheless be open to all who have the link). Thereafter, any audio or video file uploaded to your channel will automatically appear on students’ devices – ideal for weekly lesson overviews or revision notes.

And remember that podcasting is not just another way for teachers to send resources to students. In the same way as blogging has recently been discovered as a great literacy tool (www.BLOGGING.lgfl.net), podcasts can be used as an alternative presentation method. Where used in schools, it has already proven its worth, as it combines literacy with oracy skills, forcing users to consider register and audience as well as content – not to mention the added appeal of young people being able to easily share work they are rightly proud of with friends and family.



If you are not yet convinced of the benefits of podcasting, or think your colleagues may be reticent, why not read our case study from the Camden School for Girls, which has recently embraced this technology. It is available alongside guides to all aspects of podcasting, ranging from choice of content, software and hardware all the way through to uploading of the finished product and subscribing to podcast feeds at www.PODCASTING.lgfl.net

Ready to get stuck in and open a channel or upload your first podcast? Then go to www.PODCAST.lgfl.net

School Closure – online curriculum

This is an included service.

Your school probably has all manner of disaster-readiness planning and policies in place; as a result, most unexpected school closures will not prevent staff from assigning appropriate work to their own students (for example by using the London MLE from home). However, where this is not the case, or where the majority of teachers are incapacitated, LGfL has created an entire week's worth of high-quality curriculum resources, freely available to all on our website, which cover all key subjects for all years throughout the Early Years Foundation Stage and Key Stages 1, 2 and 3. These resources are all created by subject specialists, and include differentiated work spanning the ability range, plus extension activities to further develop higher-level thinking skills. Lesson plans are designed to be walked through together with the responsible adult or elder sibling who may be looking after a pupil at home. There are no resources for Key Stage 4 and 5 classes, as these students will mostly engage in either exam revision or Controlled Assessment work when not in school.

You will not have time to browse in an emergency, so have a look now at www.CLOSURE.lgfl.net



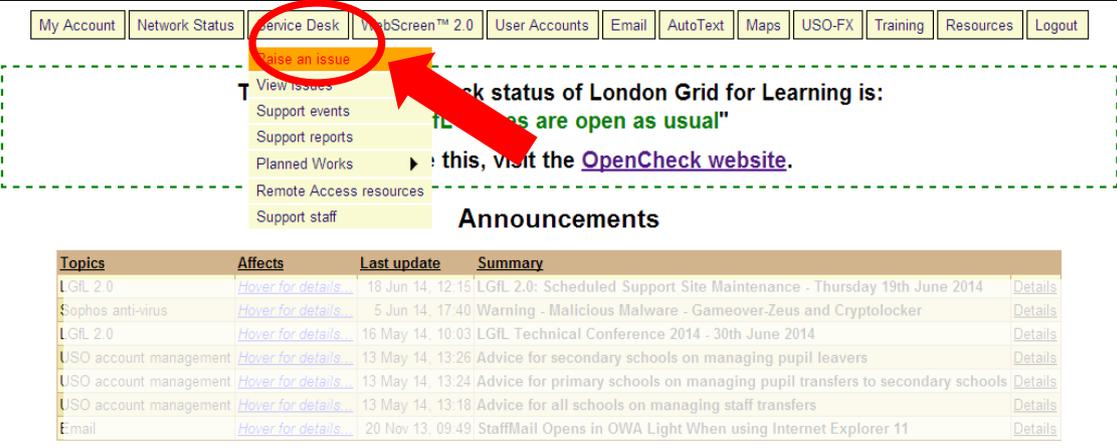
Appendix

How to raise a support case

Once you have read guidance on individual services, your next port of call should be the LGfL Support site, which is a mine of useful information, plus further support and service guides, FAQs, configuration settings, and much more.

This is also the place to raise a support case to activate services mentioned in this guide as stated at the end of each section.

To raise a support case, log in via www.SUPPORT.lgfl.net and select "Raise an Issue" from the "Service Desk" (see below). You will be asked to select a category for your issue and on the following page you will have a text box in which to make your request or query.



The screenshot shows the top navigation bar of the LGfL Support website. The 'Service Desk' button is highlighted with a red circle, and a red arrow points to the 'Raise an issue' option in its dropdown menu. Below the menu is an 'Announcements' table with columns for Topics, Affects, Last update, and Summary.

Topics	Affects	Last update	Summary
LGfL 2.0	Hover for details...	18 Jun 14, 12:15	LGfL 2.0: Scheduled Support Site Maintenance - Thursday 19th June 2014 Details
Sophos anti-virus	Hover for details...	5 Jun 14, 17:40	Warning - Malicious Malware - Gameover-Zeus and Cryptolocker Details
LGfL 2.0	Hover for details...	16 May 14, 10:03	LGfL Technical Conference 2014 - 30th June 2014 Details
USO account management	Hover for details...	13 May 14, 13:26	Advice for secondary schools on managing pupil leavers Details
USO account management	Hover for details...	13 May 14, 13:24	Advice for primary schools on managing pupil transfers to secondary schools Details
USO account management	Hover for details...	13 May 14, 13:18	Advice for all schools on managing staff transfers Details
Email	Hover for details...	20 Nov 13, 09:49	StaffMail Opens in OWA Light When using Internet Explorer 11 Details

This service for the London Grid for Learning is supported by **ATOMWIDE** network solutions

Know your LGfL

The main entrance to LGfL	www.lgfl.net
Learn more of what's available	www.services.lgfl.net
See the latest content	www.showcase.lgfl.net
E-safety resources and guidance	www.esafety.lgfl.net
Keep informed	www.news.lgfl.net
See it in action and show your team	www.primary.lgfl.net
See it in action and show your team	www.secondary.lgfl.net

Tremendous resources and highly secure along with excellent customer service - Primary Teacher, Surbiton

Excellent bundled services, customer service and support - Academy Coordinator, Croydon

LGfL saves schools a lot of time and money while providing them with state of the art tools with which to deliver a modern curriculum - Systems Manager, Bromley

There are such a huge range of resources, and so many really useful services that enhance teaching & learning - Primary Teacher, Hammersmith All quotes Nov 2014



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