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|           |                  |                 |  |
|-----------|------------------|-----------------|--|
| Your ref: |                  | Please ask for: | Stewart Parvin/Lynn Edwards  |
| My ref:   | SP/LE    CB/2932 | Contact Number: | 0845 303 3003  |
| Date:     | 21 February 2005 | Email:          | <a href="mailto:ictsolutions@norfolk.gov.uk">ictsolutions@norfolk.gov.uk</a> |

To: All Schools  
With an ICT Field Support Technician

Dear Headteacher

### **ICT FIELD SUPPORT TECHNICIAN – 2005/06**

This is the sixth year ICT Solutions has been providing ICT Field Support Technicians, which has proved to be a very well appreciated resource within schools. More than 200 schools have taken advantage of the service this financial year because an individual technician becomes familiar with the particular systems and individual needs of your school.

This year we are introducing area working for engineers and technicians to give more efficient support, this may mean you could be allocated a different Field Support Technician, however the extra support that your school will receive will outweigh the inconvenience of changing your Field Support Technician, this is because working in areas will mean that each Field Support Technician will have a familiar engineer in the area to support them which in turn will create a more consistent and efficient approach for your schools ICT Support.

The Silver Plus level of contract comes with your ICT Field Support Technician, which includes:

- Telephone Support for all ICT issues
- Web Services Homepage
- Internet and email change Management

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- Antivirus updates and Microsoft security patch updates for Broadband Schools\*\*
- Remote Support for Broadband schools\*\*
- Labour is free of charge for all site visits and workshop repairs\*\*
- Technician allocated to visit your school on a scheduled basis

Plus a new range of additional services as detailed on the next page.

\*\*Please refer to the Services to Schools Brochure 2005/06 for full terms and conditions of the silver plus contract, located on our website at:

<http://ictsolutions.norfolk.gov.uk>

#### Additional Services Included in the Silver Plus Field Support Technicians contract

##### Web Services

Specialist website development and support with expertise in common and emerging Internet technologies by ICT Solutions Web Support Team.

An innovative approach to your Internet, Extranet, and Intranet needs that is low maintenance, secure and affordable.

Internet services management and support for domain names, email, Internet content filtering, web hosting and ProCMS (formerly Site-EDIT), e-Government and website accessibility advice and guidance.

##### Remote Diagnostics\*\*

Remote Control and Diagnostics enables ICT Solutions' staff to view the screen and/or control the keyboard and mouse of any remote computer within Norfolk's schools. Typical remote functions include real-time support for:

- Phoenix Gold
- Administration of file servers
- Problem diagnosis for computer hardware, operating systems and applications software
- Remote installation of software and system patches, including security patches.

##### Antivirus managed updates\*\*

This service will only be available to schools running server versions of Nortons and Symantec Antivirus Corporate Editions. This service will download and update your servers antivirus information during the night. All correctly configured network connected computers are then automatically updated without user intervention the next time they are logged on. Compatible operating systems: Servers - Windows NT 4.0, Windows 2000 and Windows 2003. Network computers - Windows 95, 98, NT 4.0, 2000 and XP Professional (Windows ME and XP Home are not compatible). Keeping antivirus information up to date will help prevent system disruption and the possibility of lost work and files.

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### Microsoft Windows Update managed patch distribution \*\*

Microsoft Windows Updates are sent to your server during the night. The updates and security patches are then distributed to compatible computers as they are logged on. Most updates are installed automatically without user intervention, but due to their nature, some updates require the computer to be restarted. Compatible operating systems: Servers - Windows 2000 and Windows 2003. Network computers - Windows 2000 and XP Professional (Windows 95, 98, ME, NT 4.0 and XP Home are not compatible)

\*\* This service is only available to schools with an LEA Broadband connection and LEA recognised configuration.

In view of the benefits the Silver Plus contract level offers, combined with the fact that your ICT Field Support Technician has access to support from over seventy ICT Solutions personnel with specialist knowledge, I am sure you would agree that this service gives you localised support with a huge ICT knowledge base behind it. We work closely with the Norfolk Education Advisory Service to ensure that your ICT support and advice is in line with curriculum requirements and LEA Strategy, **only ICT Solutions are able to offer this unique, comprehensive service.**

The cost of this service to your school for the financial year 2005/06 is dependent upon the number of pupils on role and is shown below.

| Contract Option                      |  | Small Schools price to upgrade | Non – Small Schools Pricing |
|--------------------------------------|--|--------------------------------|-----------------------------|
| Silver with Field Support Technician | 3 hours every two weeks term time only | £1565 plus £2 per pupil        | £2940 Plus £2 Per Pupils    |
| Silver with Field Support Technician | 3 hours every week term time only      | £2845 plus £1.50 per pupil     | £4220 Plus £1.50 per pupil  |
| Silver with Field Support Technician | 6 hours every week term time only      |                                | £7925                       |

### **Package Upgrade Options for Primary, Special and Small Schools**

**Parts Upgrade Costs** – One-off payment plus a silver contract covers parts used for repairs.

Main Exceptions – upgrading Equipment, consumables, and upgrading software\*\*

**Next Day Working Response Upgrade** – Next day working response for engineer site visits.

Main Exception – For calls placed after 15.30 hours – a next day response cannot be guaranteed due to engineer scheduling \*\*

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For more information or to discuss a specific ICT support requirement that you may have, please return the attached form to Rob Price by post or fax.

Yours sincerely

A handwritten signature in dark ink, appearing to be 'Stewart Parvin', written in a cursive style.

Stewart Parvin  
Manager – Technical Services

Please return to:

Rob Price, Norfolk County Council, ICT Solutions, East Wing, Heartsease High School, Marryat Road, Norwich NR7 9DF

Or by fax to 01603 475624

**\*\* Terms & Conditions Apply – Please visit <http://ictsolutions.norfolk.gov.uk> for a comprehensive guide to Terms & Conditions**

**Please Note: This form is to indicate your schools interest in purchasing an ICT Field Support Technician for 2005/06, this will then give ICT Solutions an indication of resources for the forthcoming year.**

**You will also need to make sure that you complete the Contract to Purchase Form in the Services to Schools Brochure, which will activate your Field Technician Support.**

**This form must be returned by Monday, 11 March, 2005 to ensure adequate resources are available from 1 April, 2005 at the commencement of contract date. \*\*\***

School Location Code: .....

School Name: .....

Contact Name: .....

I would like a Silver Plus Field Support Technician contract for the financial year (2005/06) and am interested in: (Please Tick)

3 hours every two weeks, term time only ☐

3 hours every week, term time only ☐

6 hours every week, term time only ☐

Please contact me to discuss this service further. ☐

Signed..... Date.....

\*\*\* No guarantee can be given that a request for a Field Support Technician for the financial year 05 / 06 will commence from 1<sup>st</sup> April 2004. Delays in starting the contract may occur due to over demand for the service, versus available Field Support Technicians, and time taken to recruit / train suitable new staff. In these cases your school would be invoiced pro-rata for the technician element of this contract cost.

Norfolk County Council, ICT Solutions has a range of services included in its contracts for 2005/06 within the Field Support Technician contract to enhance your support whilst your technician may not be at your school:

New services for 2005/6 Which are available for additional cost

Community Access\*\*

Allows Community Access to your school, this enables your school to meet step seven on the NGfL investment ladder and meet DfES requirements for Community Learning. The following services are all available for Secondary Schools from anywhere with an Internet connection, Headteachers, Teachers, Pupils and Governors are able to: access the schools intranet, access folders held on the schools server & Remote Administration.

Primary Schools access would be limited to access to the schools intranet and access to folders held on the schools server

Virtual Learning Environment\*\*

Norfolk Campus is a Virtual Learning environment which has been developed for Secondary schools to complement the current learning stream, which is web based and can be accessed from anywhere with an Internet connection. Pupils are able to work through Key skills modules in Communication, Numeracy, and ICT at their own pace, their work is marked automatically by the system, Teacher interaction can be used via the system as and when required.

Learning FC\*\*

Is part of the Playing For Success initiative, this was set up to improve literacy, Numeracy and ICT Skills using the medium and environment of football as motivators and curriculum tools.

Learning FC is aimed at Primary Level pupils, this is again a web based service so that it can be used anywhere with an Internet connection.

ICT Solutions can now offer this service to your school in conjunction with the Norwich City Football Club Study Support Centre, the package includes a 1 year software site licence, a visit for 15 pupils to the Study Centre at Norwich City Football Club including a ground tour, folders for all school pupils, unlimited number of tickets for a Norwich City reserve game, including parents ticket and teacher tutorial on how the software works.

***The three services above are all available to Field Support Contract holders at an additional cost***