

# Norfolk ICT Refresh Programme

The ICT Refresh Programme is part of the  
Norfolk Schools ICT Services

# Norfolk **ICT** Refresh Programme

<b>Contents</b>	<b>Page No.</b>
Aims of Refresh.....□	<b>2</b>
Why do we need a Refresh programme?.....	<b>2</b>
What will ICT Refresh cover?.....	<b>3</b>
How will ICT Refresh be delivered with schools? .....	<b>4</b>
NSIS – Norfolk Schools' ICT Service.....	<b>5</b>
Main elements of the ICT Refresh programme and..... Advantages for schools	<b>6-9</b>
Questions and Answers.....	<b>10-11</b>
Standard Product Set.....	<b>12</b>

# Norfolk ICT Refresh programme

## Aims of Refresh

The ICT Refresh programme has been set up for schools to maintain and upgrade ICT infrastructure. The main aim of the service is to ensure that each school as a minimum standard, maintains their Pupil to PC ratio of 1/5 in high schools and 1/8 in primary and special schools as set by the NGfL initiative.

## Why do we need a Refresh programme?

From 2006/07 the existing Standards Fund grant will be distributed directly to schools in two parts:

- The DfES contribution to the Standards Fund grant will be included in Devolved Formula Capital (DFC) funding.
- The County contribution to the Standards Fund grant will be included in School Development Grant (SDG).

One possible consequence of this revised funding arrangement could be a loss of the benefits achieved over the last five or six years from the development of standard platforms for ICT and support across the County. The DfES has stated that the continued use and development of standard platforms is one of their main priorities for ICT.

In return for pooling this resource schools would be part of an ICT Refresh programme that would take place at each school over four years.

This would entail an

- assessment of each school's infrastructure and ICT equipment holdings,
- individual school project plans based on joint consultation
- a scope of work in line with DfES/Becta guidelines and the latest technological innovations.

This would require a four year commitment from the school to make it viable, and enable the schools to take advantage of co-ordinated bulk purchase pricing.

The funding for the Refresh service therefore would come from schools returning the same amounts delegated to them via DFC and SDG from 2006/07 onwards.



## What will ICT Refresh cover?

### Four year cycle

- Replace PC levels to a minimum of DfES 2004 pupil:PC ratio
- Replace Laptops for Teachers to 60% target of teachers
- Replace network servers \*
- Replace hardware peripherals such as printers \*
- Replace school management PCs and peripherals \*

### Eight year cycle

- As above plus
- Replacement of ICT infrastructure, hubs and switches

Funds will cover the above to the standard of the specification of the Standard Product Set. Specifications reflect the level required to meet curriculum and administrative needs and are designed to meet future demands.

### Options

Where funding exceeds covering the above or school priorities differ:

- Interactive whiteboard solutions
- Video conferencing
- Tablet PCs
- PDAs, palm tops etc
- Additional equipment above pupil:PC ratio
- Other innovative ideas

This list is not prescriptive or exhaustive – it is intended to give an indication of the level of equipment you could expect to cover and replace.

\* numbers related to size of school and allocated funds

## How will ICT Refresh be delivered with schools?

### Programme

The equipment of all schools participating in ICT Refresh will be assessed by specification and age remotely by a software detection tool. This data will produce the programme to determine in which year of the four year contract a schools refresh will happen.

Some schools might, by the nature of their equipment need a two stage refresh, in say years 1 and 3.

### Annual visit

All schools in the programme will be visited by their Contract Manager each year to discuss their ICT issues.

### Scope of Work

In the year of ICT Refresh the Contract Manager will determine the scheme of work with the school representative based on replacing existing equipment, government initiatives and school development plan. The Contract Manager will project manage each school's ICT Refresh and will act as the dedicated school liaison.

### Quotation

A fully itemised quotation and scope of work will be presented to the school before any work proceeds

### Ordering and Delivering

All orders will be placed on your behalf with delivery made to the school.

### Installation

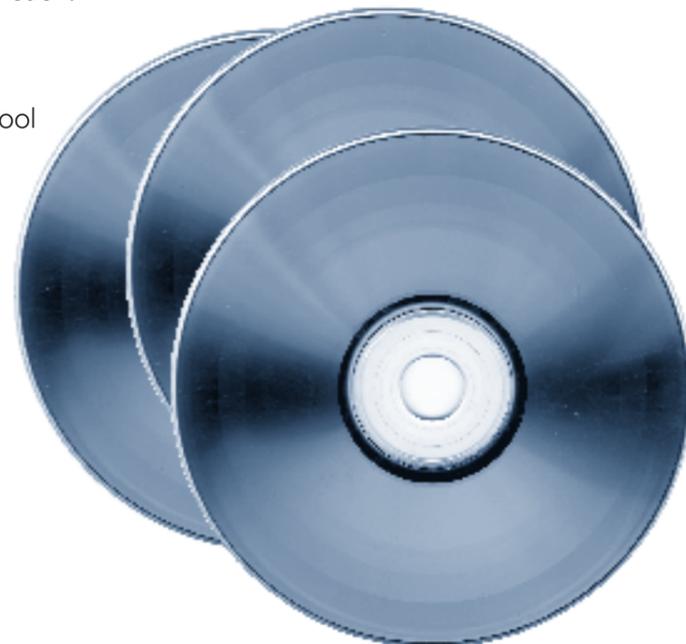
Final installation date will be agreed with the school. Work on site will commence to the agreed scope of work and signed off by the school on completion.

### Training

Arrangements will be made for training of school staff at ICT Solutions' Training Suite.

### Commitment and Expenditure

Full financial information of the spend for each school will be presented to the Management Committee and to the individual school on an annual basis.



## NSIS – Norfolk Schools' ICT Service

ICT Refresh is one of three contract elements, which complement each other to create a managed service.

The other two elements are:

- Norfolk Schools Broadband Service and associated services and
- ICT Solutions Support contracts and additional services

Becta have produced a document called Strategic Financial Planning for ICT to help schools with understanding the Total Cost of Ownership of ICT. Becta are particularly concerned about schools identifying the "hidden staff costs of staff informally supporting the Technology and their peers."

### NSIS is designed to

- provide a best value ICT solution which identifies the cost of ICT for your school
- work with you to adopt Becta's Framework for ICT Technical Support (FITS) within the school, for your school to have a proactive approach to ICT
- ensure the school has the technology within the school and via the infrastructure provided by the local authority to participate in Becta's National Digital Infrastructure.

More information on some of the above key areas of Becta's advice to schools is available as follows on the Becta website @ <http://schools.becta.org.uk>

Strategic Financial Planning	select Policy and Planning> Procurement> Total Cost of Ownership
Framework for ICT Support	select Technical Support in your School > Framework for ICT Support
National Digital Infrastructure	select link on schools menu page

### More information on

- Norfolk Schools Broadband Service and associated services and
- ICT Solutions Support contracts and additional services

is available in the Service to Schools Brochure 2006-07.

Alternatively for more information on the above two services and ICT Refresh, please contact ICT Solutions

**Telephone:** 0845 303 3003

**Email:** [ictsolutions@norfolk.gov.uk](mailto:ictsolutions@norfolk.gov.uk)

**Website:** <http://ictsolutions@norfolk.gov.uk> and select C for 'Contracts'

## Main elements of the ICT Refresh programme

## Advantages for schools

<p>4 year contract period</p>	<p>The level of funding would allow all ICT equipment and peripherals covered by the contract at each school to be replaced during the 4-year period. A four year lifespan is consistent with the expected useful lifespan of equipment in a school environment.</p> <p>The funding would also allow for network cabling to be replaced over an 8-year period, although the implementation of this would be regularly reviewed in the light of advances in wireless and other networking technologies</p>	<p>Project managed replacement cycle</p>	<p>The contract period ensures a managed planning cycle to sustain the level of ICT provision and meet the curriculum and business needs of the school.</p>
<p>Guaranteed minimum level of expenditure</p>	<p>In order to get the most benefit from the funding the proposal is for each schools contribution to be allocated as follows:</p> <ul style="list-style-type: none"> <li>• 75% of each school's contribution would be allocated for the replacement of ICT hardware and software.</li> <li>• 20% of each school's contribution would be allocated for the replacement of ICT cabling and switches.</li> <li>• The remaining 5% would be available as an insurance fund to ensure service requirements could be met at all schools throughout the contract.</li> </ul>	<p>Planned expenditure</p> <p>This amount would be guaranteed to be spent in full at each school over the contract period.</p> <p>This amount would be guaranteed to be spent in full at each school over either the existing or the following contract period. The amount would be refundable to a school if they chose to opt out of the scheme at the end of the first contract period.</p> <p>Contingency fund</p>	<p>Enables strategic financial planning and budgeting to prevent failure and unplanned expenditure</p> <p>For unforeseen circumstances, such as a Server's hard drive failing with the server out of warranty and the school's refresh not due in the near future, in this instance the contingency fund will be used</p>
<p>Infrastructure should be upgraded over time</p>	<p>The contract's objective would be to improve infrastructure over time to keep pace with developments in the use of ICT for teaching and learning.</p>	<p>Planned infrastructure upgrades to meet future requirements.</p>	<p>Enables schools to participate in nationwide initiatives such as the National Digital Infrastructure.</p>
<p>The service would be overseen by a Management Committee</p>	<p>A Management Committee, made up of headteachers, governors and officers, would oversee the delivery of the Refresh service. In particular this Committee would agree the specification for ICT infrastructure, hardware and software in line with the Standard Product Set to ensure this remains fit for purpose. The Management Committee would oversee the prioritisation of resources across schools (including ensuring the minimum spending guarantee is met at each school).</p>	<p>Independent impartial monitoring</p>	<p>Ensures schools have an impartial overseer of the contract delivery</p>
<p>Total solution</p>	<p>ICT Solutions will take care of the administration but tailor the solution to mirror your 4 year business planning or aspirations for growth. Each school will be allocated a Customer Contract Manager to liaise with you to</p> <ul style="list-style-type: none"> <li>• agree the replacement and innovation programme and scope of work.</li> <li>• take responsibility for managing the ordering of the compatible components,</li> <li>• programme the delivery of work and related contractors,</li> <li>• provide annual accounts to you and the Committee of the monies committed and spent on your behalf.</li> </ul> <p>The ICT Refresh Programme will include not only hardware but also the software, installation, training and consultancy that might be associated with a project and can include elements from third party suppliers. It will be delivered by a team who are professionally qualified in their scope of work i.e. technical, procurement, project management, accountancy and training.</p>	<p>School priorities met with efficient use of staff resources</p>	<p>Saves school staff time in</p> <ul style="list-style-type: none"> <li>• Project management</li> <li>• Procurement, including ordering, scheduling deliveries, managing contractors</li> <li>• Installation</li> <li>• Training</li> <li>• Quality Assurance</li> <li>• Financial accounting</li> </ul>

## Main elements of the ICT Refresh programme

## Advantages for schools

<p>The standard contract would assume schools buy existing ICT services</p>	<p>The ICT Refresh service complements the existing ICT services to schools provided through the Services to Schools brochure, i.e.</p> <ul style="list-style-type: none"> <li>• access to the Norfolk Schools Broadband Network and the associated services available</li> <li>• the ICT support contracts available from ICT Solutions</li> </ul>	<p>Contract cost savings</p>	<p>Where schools buy the other ICT services there would be savings on the delivery of the Refresh service, e.g. through using the Broadband connection to remotely collect data. The estimated savings of 2 days per year for Primary and Special schools and 5 days per year for Secondary schools are built into the standard contract.</p> <p>Schools wishing to take up the Refresh service without purchasing the other ICT services would need to pay the extra costs involved, i.e. £530 for Primary and Special schools and £1,325 for Secondary schools in addition to the return of the amounts of DFC and SDG delegated</p>
<p>Evaluated and compatible Standard Product Set</p>	<p>The ICT Refresh Service builds on the ICT infrastructure in Norfolk Schools made possible by earlier phases of funding from National Grid for Learning and ICT in Schools, including Laptops for Teachers, and the Whiteboard initiative. The products provided by the local authority under these initiatives were based on Norfolk's Standard Product Set.</p> <p>The ICT Refresh Service will continue with the Standard Product Set approach to provide best value to schools by looking at the total cost of ownership.</p>	<p>Total Cost of Ownership</p> <p>Reliability brings confidence in usage</p>	<p>This means considering not only the purchase price but also</p> <ul style="list-style-type: none"> <li>• products which have been evaluated from a curriculum and technical point of view</li> <li>• products which have been tested to be compatible with each other</li> <li>• suppliers that have been evaluated to support their products to the highest standards and provide part availability.</li> </ul> <p>This approach benefits schools by providing products and services that you can rely on and give staff the confidence to know what to expect</p>
<p>Curriculum standards met to enhance teaching and learning</p>	<p>The Norfolk Toolbox software has been approved by the Advisory Service to ensure that schools have the products to meet QCA guidelines.</p>	<p>Maximises classroom time for actual learning.</p>	<p>The titles build on each other so that pupils do not have to re-learn basic package skills and knowledge as they move from year group to year group or from school to school.</p>
<p>Research and Development</p>	<p>ICT Solutions continuously research the ICT market for ways to improve the service and products available to Norfolk schools.</p>	<p>Saves school time on research, development and evaluation</p>	<p>Considerable school resource time is saved in researching the market, product evaluation, change management and contract/supplier negotiations.</p>
<p>Best value pricing of hardware and software</p>	<p>The NSIS contract agreement would enable ICT Solutions to have an even bigger impact on suppliers pricing &amp; terms.</p>	<p>Norfolk Schools will benefit from the discounts being obtained.</p>	<p>ICT Solutions already work within the ESPO framework but by using economies of scale, the ability to guarantee suppliers a quantity of purchases over a specific period will improve pricing.</p>
<p>Supplier Management</p>	<p>ICT Solutions manages a number of suppliers to ensure the best product and service for the outcome required.</p>	<p>Performance guarantees</p>	<p>As part of the adoption of FIT's ICT Solutions will be working with suppliers to develop service level agreements and key performance indicators to monitor and improve the service delivery you receive from ICT Solutions and their suppliers.</p>
<p>Standard installations and configurations</p>	<p>ICT Solutions staff have been trained to install and configure ICT equipment to a specific standard. This ensures that your school has a generic standard across the school.</p>	<p>Minimises pupil and staff training and support costs.</p>	<p>Enables pupils and staff alike to have the confidence to work on any PC. Standardisation of the system set up and configuration also reduces the cost of staff and pupil training and the routine support of systems within the school and within the county.</p>
<p>Training</p>	<p>The programme of work will also include network administration training or other training needs, depending on the skill set of school staff.</p>	<p>Relevant training to the educational environment</p>	<p>Training can be provided that is relevant to the current equipment/software in your school. The training you receive will also have a consistent approach, which will enable you to come to terms with any new equipment/software to give you the confidence to start using it straight away.</p>
<p>Risk analysis</p>	<p>ICT Solutions are able to protect your school by using contractors that have been checked for financial stability and have a known track record. In addition suppliers' staff that visit school sites have been List 99 and Criminal Records Bureau checked.</p>	<p>Confidence in suppliers' sustainability</p>	<p>Schools can be confident that the suppliers chosen have been accredited to not only supply product and service but for the on-going support in the future.</p>
<p>Old equipment will be properly disposed of</p>	<p>The contract would replace existing with new equipment. The LA will dispose of the old equipment in accordance with applicable regulations – at present this would typically be by returning to the manufacturer for recycling.</p>	<p>Meet disposal regulations</p>	<p>Ensures schools can comply with waste disposal regulations for electrical equipment.</p>

## NSIS – ICT Refresh Programme

### Questions and Answers

#### Q1. What is ICT Refresh?

**A1.** ICT Refresh is a service to provide a jointly managed refresh of ICT assets based on DfES and Becta guidelines along with the Advisory service to ensure that curriculum requirements are delivered.

#### Q2. Why is there a need for refresh?

**A2.** Funds for ICT in Schools which have been centrally managed by the local authority will be devolved to individual school budgets from 2006-07 for schools to maintain the levels of ICT infrastructure by planned replacement.

#### Q3. How do schools receive funding to pay for the ICT Refresh contract?

**A3.** From 2006–07 schools will receive additional Devolved Formula Capital (DFC) and new monies in School Development grant, which can be used to buy into the ICT Refresh programme. Schools can pay via the contract to purchase agreements.

#### Q4. What determines the year a school receives their refresh?

**A4.** The refresh will be in line with the NGfL rollout, it is important that the oldest equipment is attended to first, oldest is a pre defined minimum specification agreed and in line with pupil to pc ratio's.

#### Q5. What is the contingency fund for?

**A5.** ICT Refresh will work in line with the NGfL rollout so that the oldest equipment in the county is replaced first. There needs to be a contingency in place for unforeseen circumstances, such as a server's hard drive failing after the server is out of warranty and the school's refresh not due in the near future, in this instance the contingency fund will be used.

#### Q6. Do I still need an SLA?

**A6.** Each school will be required to buy into a level of SLA that form part of the NSIS contract. The ICT Refresh programme is an optional add-on to the NSIS contracts. Full details of the Service Level Agreements are available in the Services to Schools Brochure 2006-07.

#### Q7. Who resolves any disputes?

**A7.** A formal joint management committee, which includes schools, governors and Children's Services' representation, will be set up for any disputes that arise.

#### Q8. How will any surplus contingency money be returned?

**A8.** Any contingency money that is remaining will be divided between all schools that are part of the scheme. This will be done by returning the same percentage as originally was put into the scheme at the end of the four years.

#### Q9. Can I change refresh year?

**A9.** Refresh years will not be changed, the refresh programme will be structured in such a way that your refresh takes place in line with the age/specification of your schools equipment, however if a school has a specific requirement the Joint Management Committee will look at each case on merit.

#### Q10. How will reorganisation or Capital affect my refresh?

**A10.** ICT Refresh would work with your school in this instance to make sure that any additional work taking place at your school is project managed and ties in with your Refresh programme to save any inconvenience.

#### Q11. What happens if my school does not require "Refresh"?

**A11.** For those schools who have already replaced their NGfL hardware, this could be an opportunity to look at innovative products, such as interactive whiteboards, video conferencing or virtual learning environments. It could be used to extend laptops to more teachers or assess whether such products could deliver other efficiencies to assist workforce reform.

#### Q12. How do I claim from the contingency fund?

**A12.** If a claim is made to the contingency fund it will be passed to the joint management committee to accept or decline the request.

#### Q13. What if my school opts out of the ICT Refresh programme?

**A13.** Schools opting out of ICT Refresh will not benefit from the economies of scale and buying power that schools included in the ICT Refresh will be able to take advantage of. Inclusion means that we can forecast quantities with suppliers to reduce prices.

Inclusion also means that we can resource the manpower needed to plan with you, scope the work and complete the project in a guaranteed timescale with other schools in the programme. For schools who decide to spend monies on an ad hoc basis with ICT Solutions procurement advice, it will be difficult for us to plan to have adequate resource available to procure and install in a timely way if say, 50 schools suddenly ask for advice in 1 day.

#### Q14. Can my school opt out of Refresh before the end of the four years?

**A14.** This would be at the discretion of the Joint Management Committee

#### Q15. Does the contract include a no claims discount?

**A15.** The no claims discount will be a global advantage to all schools within the programme. The amount available from the contingency fund will be dependent on the amount of requests for contingency throughout the contract period.

#### Q16. Can I join ICT Refresh 12 months after the contracts have started?

**A16.** This would be a decision made by the joint management committee.

#### Q17. If my school was allowed to join the scheme 12 months in would the cost be proportioned?

**A17.** The cost of the contract would be proportioned over the amount of time remaining within the contract period.

#### What could be the impact on my school of not joining ICT Refresh?

- Unfamiliar equipment and configurations for pupils/staff changing schools
- School resource would be needed to develop a contingency plan for renewal of ICT hardware and software
- School might be unable to take advantage of the benefits of central services and access the National Digital Infrastructure
- Not working in line with Becta FITS framework principles
- Unable to take advantage of knowledge of local authority and government initiatives
- School resource would be required to carry out ICT Support, procurement, development and financial accountability
- Higher support costs due to inconsistent approach
- Ability to continue curriculum delivery
- Unexpected failure of systems leading to unplanned expenditure

## Standard Product Set

The Standard Product Set (SPS) was introduced in 2000 to enable ICT Solutions to provide quality support to schools and the Local Authority.

The SPS Group, consisting of ICT Solutions' technical and procurement staff, ICT advisers and school ICT Co-ordinator representatives, meets half-termly to

- evaluate products which will add to, subtract from or replace existing products.
- ensure that the list is kept to a minimum in order to reduce the overall support costs
- ensure that there is no overlap in product function
- and meet the requirements of ICT strategy.

The evaluation process takes account of the following factors:

- Suitability from a curriculum and technical point of view
- Durability for educational use
- Compatibility with the rest of the Standard Product Set
- Total cost of ownership i.e. price, availability of product and spares, support costs, warranty, level of supplier/manufacturers support for the product
- The impact of change on potentially 450 sites
- Training impact on technical and school staff
- Removal of existing products by the manufacturer

The Standard Product Set is currently under review to ensure that it will meet future curriculum and technical requirements for the period of Refresh.

ICT Solutions has a rigorous change management procedure to review all the items above in a systematic and objective manner before recommendations are adopted. Norfolk is working closely with Becta to adopt their Framework for ICT Technical Support to improve service delivery to schools. The change and release processes minimise the impact of changes and reduces the risk of loss of service in schools.

The Standard Product Set process is also supported by strong partnership arrangements between ICT Solutions and major suppliers such as Microsoft, Intel, Dell, Elonex, Pearson's, Sherston, Espresso and BT.

This support covers access to technical roadmaps, research and development, training as well as product support. The involvement with market leaders means ICT Solutions' staff are kept at the forefront of technological developments and have the opportunity to influence product development for the educational environment.

In addition Norfolk has strong relationships with the East of England Broadband Consortium (E2BN), Becta and DfES to be aware of and influence ICT policy and strategy.



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