

Medway Grid for Learning Service Level Agreement



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1. Introduction

This document is intended to provide general information and guidance related to connecting school LANs to the broadband Grid for Learning network, and running school systems and servers effectively to deliver a reliable, high performance service. It also provides specific policies adherence to which is necessary for the smooth and effective running of the whole network.

The intent is to establish expectations regarding the SLA services and support provided by the Medway Grid for Learning. The service level agreement involves the co-ordination of services that have an impact on end to end service availability. It provides every connected site with a single point for initial contact regarding any support issue, and a single point for initial contact regarding any development issue. It also describes a means of service measurement.

2. Roles & Responsibilities

2.1. Responsibilities of Medway Council

2.1.1. The provision of all services which comprise the Medway Grid for Learning. This includes:

2.1.2. Connection to the Internet

The connection to the Internet provides access to the web, email and many other Internet services. This is provided to one point in the school and distributed throughout the school by its local network.

2.1.3. Virus scanning of all files from the Internet

As material is downloaded from the Internet via the Medway Grid for Learning it is scanned for viruses and any viruses found are removed to protect school computers.

2.1.4. Intranet web site hosting

A service is provided to host a website which is only available internally on the Medway Grid – this allows schools to create and manager a website designed for their use which is only accessible from the Medway Grid for Learning.

2.1.5. Internet web site hosting

A service is provided to host a website which is available from any Internet connection in the world. This allows every school to create and manage a website through which they can distribute public information.

2.1.6. Email services

A full public email service is provided, including

- Access to mailboxes from applications such as Thunderbird and Outlook (POP3 and IMAP4).
- Web based access to mailboxes for sending and receiving mail
- SMTP relay services for sending outgoing mail from MGfL
- Anti-virus services for all email communication
- Secure transmission of email over MGfL network between email accounts in the medway.org.uk domain and the medway.gov.uk domain

2.1.7. Anti-virus software

Antivirus software is provided for school desktops and servers and other Medway education related workstations including staff PCs at home.

- 2.1.8. Renewal of Medway Grid for Learning Infrastructure
- MGfL school and core located routers
 - MGfL school and core located Ethernet switches
 - MGfL core located Servers
 - MGfL school and core located Uninterruptible Power Supplies
- 2.1.9. Video conferencing services
- Adobe Breeze web-based videoconferencing (1000 users)
 - Central provision of H323 videoconferencing services connected to the National Education Network videoconferencing service
- 2.1.10. Central streaming media caching/splitting server
- Streaming media delivery for
- Real TM Network Media
 - Windows Media TM
- 2.1.11. Filtering of web-content in accordance with published policy
- <http://www.medway.org.uk/mgfl/filtpol.asp>
- 2.1.12. Provision of documented guidance relating to MGfL services
- <http://www.medway.org.uk/mgfl/>
- 2.1.13. Liaison with identified school ICT contractors where this concerns the performance and availability of MGfL services.
- 2.1.14. Network monitoring, management reporting and traffic analysis on the WAN
- 2.1.15. Hosting of Policy and Practice Forum for discussion of management issues.
- Meetings are held three times per year, usually every other term
- 2.1.16. Hosting of Technical Forum for discussion of technical issues
- Meetings are held three times per year, usually every other term
- 2.1.17. Reference Time Services
- Provision of a UTC synchronised reference time source
- 2.1.18. Provision of Domain Name Server resolution services
- 2.1.19. Management of centrally provided Dynamic Host Configuration Protocol services where chosen to assign IP addresses to equipment connected to the school LAN
- 2.1.20. Providing Helpdesk facilities for problem reporting by nominated school ICT contacts.
- Email and telephone support for all aspects of the service (support@medway.org.uk and telephone 01634 332828)
- 2.1.21. Provision of an escalation email address and contact number (email noc@medway.gov.uk telephone 01634 332525)
- 2.1.22. Managing and escalating issues relating to the MGfL WAN to third parties where appropriate.

- 2.1.23. Managing change control, and advising on system expansion and development relating to the MGfL WAN.
- 2.1.24. Representation of Medway Council in the South East Grid for Learning regional broadband consortium

2.2. Optional services (available at additional cost)

- 2.2.1. Technical and ICT management consultancy e.g. Network (LAN) design and specification
- 2.2.2. Web cache server installation and management to optimise schools' use of bandwidth
- 2.2.3. Server co-location services
- 2.2.4. IP Telephony services
- 2.2.5. CCTV services – connectivity between a camera control unit and the Medway Council CCTV monitoring centre
- 2.2.6. Central backup solution (if sufficient demand exists across the Grid)
- 2.2.7. Existing school LAN health-check service
- 2.2.8. Secure remote access over the Internet via VPN with two factor authentication hardware tokens
- 2.2.9. Remote access to school application services for staff, pupils and other nominated groups, where possible
- 2.2.10. Additional Internet and intranet web space (current allocation included in the standard service is 100 MB)
- 2.2.11. Remote monitoring of School infrastructure components requested by the School.
- 2.2.12. Providing advice with regard to the technical, educational and network security needs of the School.

2.3. Responsibilities of the School

- 2.3.1. The Headteacher to nominate at least one, and up to three named ICT contacts in each school connected to the MGfL. These ICT contacts will provide the liaison between Medway Council and the school for matters relating to the Medway Grid for Learning Service, and will have suitable authority to carry out this role approved by the Head Teacher for that school. All Headteachers will automatically be considered to be ICT contacts.
- 2.3.2. Maintain email addresses for all school staff, ensuring that roles are identified as necessary (via web profile forms available to each user)
- 2.3.3. Maintain the security of the school LAN by ensuring no other external network connections are in place, either of a permanent or dial-up nature.
- 2.3.4. The application of recognised Antivirus software to each desktop and server in the school. Virus signature updates should be installed immediately they are release by the Antivirus

software supplier, wherever possible this should be automated and in any case they should never be more than 2 days behind the current release version (including during school holidays).

- 2.3.5. Installation of software security patches on a regular and frequent basis to remedy security flaws in all software products, e.g. Operating Systems.
- 2.3.6. Ensuring that all usernames and passwords issued for the operation of MGfL services are kept secure, and that passwords for staff accounts identified for the use of a specific individuals are known only to those individuals.
- 2.3.7. To make a nominated ICT contact or the Headteacher available for meetings with Medway Council to discuss operational issues given ten working days notice.
- 2.3.8. Ensuring that the requirements of this SLA as documented at <http://www.medway.org.uk/mgfl/> are implemented and that any directions given by Medway Council to ensure compliance with this policy are followed.
- 2.3.9. Ensuring suitable training is provided to nominated ICT contacts to allow them to carry out their responsibilities with regard to this SLA.
- 2.3.10. Providing a secure and safe physical environment for the MGfL network equipment located at the school, and to provide a connection between this equipment and the school network. In particular the environment should be free from dust and dirt as far as is reasonably possible, and the air temperature adjacent to the equipment should be between 25 degrees Celsius and 5 degrees Celsius, with humidity between 10% and 90% (non-condensing).
- 2.3.11. Provide prompt access for Medway Council staff, or the Council's subcontractors, to the MGfL network equipment located at the school, at a mutually agreeable time.
- 2.3.12. Ensure that material published on the School internal and external web sites does not breach the MGfL Acceptable Use Policy and complies with the relevant requirements of the Disability Discrimination Act 1995, the SEN Act 2001, the Data Protection Act, the Computer Misuse Act, and other appropriate legislation and good practice.

2.4. Definitions

- 2.4.1. In this document the term "Medway Council" indicates the legal identity created by Statutory Instrument 1996 No. 1876, and its agents, except for educational institutions registered with the Department for Education and Skills.
- 2.4.2. The term "School" indicates a part of the legal entity created by created Statutory Instrument 1996 No. 1876 (generally referred to as Medway Council) which is an educational institution registered with the Department for Education and Skills.

3. Hours of Service

3.1. Supported Times

The managed service delivered by Medway Council will be:

- Monitored continuously.
- Supported 8:00 to 18:00, Monday to Friday, excluding Public Holidays and other customary holidays, via a local call number (01634 332828).

3.2. Service response times

- 3.2.1. Blocking of web content falling into the Adult Content (pornography) category will be completed within 1 hour when reported before 17:00 on a supported day, using a correctly completed support site form.
- 3.2.2. All other web site recategorisation requests which would result in a site being blocked will be completed within 4 hours
- 3.2.3. Exceptional requests to permit a web-site will be dealt with by a Policy and Practice sub-group within 3 weeks, except during school holidays.
- 3.2.4. Generation of multiple email accounts will be performed within 3 working days, or within 5 working days during the first two weeks of the start of the school year, when submitted on a correctly completed MS Excel spreadsheet.
- 3.2.5. Delivery time for other system or site developments will be agreed between Medway Council and the School contact, subject to availability of resources and the cooperation and agreement of third part suppliers.

3.3. Service availability

- 3.3.1. The School accepts that Medway Council will use all reasonable endeavours to provide a high level of availability for the service. However it is not possible for Medway Council to offer any guarantee of service across the Internet as interruptions to connectivity may occur because of the failure of the equipment and services beyond Medway Council's control.
- 3.3.2. Server services (email, intranet and Internet web services), and Wide Area Network, availability will be better than 98% in each 3 month period (measured on a continuous basis, excluding planned downtime), starting April to June, as measured by the SNMPc monitoring system.

3.4. Obtaining support

- 3.4.1. In the first instance all support calls should be referred to the helpdesk at support@medway.org.uk or 01634 332828.
- 3.4.2. The current procedures for obtaining support and escalating support issues are available via the Internet at <http://www.medway.org.uk/mgfl/>
- 3.4.3. Should the helpdesk be unavailable during supported hours, or not respond adequately as defined by this SLA, calls may be escalated to the Medway Council Network Operations Centre at noc@medway.org.uk or 01634 332525. In all cases a call to the NOC should be accompanied by a support ticket number for the issues, unless this has not been available upon request.

4. WAN services

4.1. External services

- 4.1.1. The following services are provided centrally:
 - Maintenance of operating systems and application software running on the central servers such as the server operating systems, the mail server software and web server software ensuring the use of the most appropriate service packs and patches.
 - Management of the Email virus scanning service for inbound and outbound email.
 - Management of the anti-virus software on the central servers.
 - Monitoring of the WAN for illegal intrusion from both internal and external attack and taking appropriate countermeasures.

4.2. Network and Server monitoring

- 4.2.1. Medway Council monitors the performance of the MGfL.
- 4.2.2. Statistics are available in the form of reports which will be posted on the Internet at <http://www.medway.org.uk/mgfl/>
- 4.2.3. In the case of schools that opt to run their own email server, Medway Council monitors the uptime of this server. It is important where a school runs its own email server that this server is always available to receive email, this is typically achieved by the provision of a backup server in the school.

4.3. User name allocation

- 4.3.1. Medway Council will maintain a database to provide each user on the MGfL with a unique user name and password for use with the central email server.
- 4.3.2. The School is responsible for the day-to-day maintenance of the accuracy of this database. In particular schools should provide updates reflecting staff and pupils leaving the school in line with the school policy. It is expected that accounts are maintained for students in a post-exam period in order to facilitate continued communication between the student and associated institutions e.g. FE, HE, UCAS etc.
- 4.3.3. School ICT contacts submit requests for the creation of email accounts via a support site form

5. Maintenance

5.1. Scheduled Maintenance

- 5.1.1. From time to time it will be necessary to perform scheduled maintenance to the central servers or services. Where practical this maintenance will be performed outside school hours, school hours being defined as 08:00 to 18:00 weekdays during term time excluding public holidays.
- 5.1.2. Scheduled maintenance times will be discussed with the School contact before the work is conducted. It is Medway Council's policy to perform such maintenance at times acceptable to both the School contact and Medway Council.
- 5.1.3. In the case of major system upgrades such as total server rebuilds this would normally be conducted within school holidays. Minor maintenance may be conducted at weekends.
- 5.1.4. Access to the MGfL network equipment may be required to conduct maintenance. This access must be provided by the School at its cost within 48 hours during term time. For a period of two hours after the completion of the scheduled maintenance normal support cover will be provided, even if this period of time is outside normal working hours, to allow the School contact or their representative to test the system. In the case of node¹ sites, access is required at any time with 4 hours notice.

5.2. Local School Support

- 5.2.1. The contract details for school support are:
 - Email - support@medway.org.uk
 - Telephone - 01634 332828

¹ Node sites are those that service more than one location. In calculating on-costs an allowance will be made for the additional costs to node sites of electricity and providing out-of-hours access.

- 5.2.2. The primary user of the support system (<http://support.medway.org.uk/>) is the school ICT contact(s), and support is initially delivered by the use of the MGfL support site.
- 5.2.3. The support site is designed to allow a track history of change requests from schools to be kept so as to allow confirmation of requests where clarification by school ICT contacts, Head Teachers or School support staff is required.
- 5.2.4. The support site allows for the following changes to a school's configuration to be requested:
- Change of school nominated contact details
 - Creation of new email users - both single and in bulk
 - Modification of email users' details.
 - Requesting release of complete email user lists for specific schools
 - Modification to Internet filtration settings including blocking of inappropriate content.
 - Modification to schools' DNS and domain name configuration.
 - Request for re-categorisation of a web site
- 5.2.5. The MGfL documentation site (<http://www.medway.org.uk/mgfl/>) site contains reference documents detailing most aspects of the service.
- 5.2.6. Any school ICT contact may call the helpdesk, but will be required to enter their school's DfES number (including the 887 prefix). This identifies the school and the caller is then presented with a recorded message outlining the operational status of the MGfL service. The caller is then passed to a member of the support team for further assistance, if required.
- 5.2.7. Calls to the support desk are logged for time and date, and the DfES school number is recorded. Emails to the support desk on support@medway.org.uk are logged for time and date, and a unique call reference number is generated to track the call, this is emailed back to the originating account. This number should be retained for future reference. The support staff will then assist with any situation relating to the MGfL.

5.3. Areas of service supported

- 5.3.1. Medway Council's point of responsibility ends at the Ethernet interface on last item of MGfL operated equipment in the school. This is typically either the interface Cisco 2600 router or a Catalyst 3560 switch. However Medway Council staff will, where possible, apply reasonable effort to assist the school nominated contact with system problems even when these appear to relate to the MGfL.

5.4. Web filtering

- 5.4.1. Medway Council provides for a web filtering system as part of the MGfL service.
- 5.4.2. Medway Council is responsible for the maintenance of the Internet access policies with guidance from the Policy and Practice Forum. Medway Council may refer requests for policy amendments to the Policy and Practice forum for consideration.
- 5.4.3. Medway Council will recategorise a web site after a request from a school ICT contact but it is the filtering policy that permits or denies access to the site.
- 5.4.4. Medway Council offers a range of optional filtering policies as described by the filtering policy document at <http://www.medway.org.uk/mgfl/>
- 5.4.5. Each school may opt individually to make use of any of these policies. The default policy for the phase of school concerned will be used unless the school chooses otherwise.
- 5.4.6. School nominated contacts may submit web sites that are not currently categorised by the web filtering system to Medway Council support staff who will take action to ensure that material which is prohibited by the relevant policy is not available.
- 5.4.7. School nominated contacts may request the unblocking of specific web sites. These requests are passed to a sub-group of the Policy and Practice Forum which makes recommendations to Policy and Practice on these issues.
- 5.4.8. Logging of web access is provided as part of the filtering system, however where schools choose to run a local proxy or NAT/PAT server the school is then responsible for all logging and analysis of web access.
- 5.4.9. As part of the managed service from Medway Council, information found in log files may be requested by Headteachers. Medway Council makes no warranty for the completeness of this information as it may not be available for technical reasons beyond its control.

6. Email system

- 6.1.1. The email service provides a unique user name and password for each school user. In line with good practice this ensures that the user's age, gender and institution are not readily identifiable.
- 6.1.2. Medway Council manages the user database and ensures that the data held on the email server is current by incorporating information supplied by schools.
- 6.1.3. Medway Council manages an email antivirus scanning solution, both incoming and outgoing, on all domains.
- 6.1.4. For schools wishing to run their own local email server in school an SMTP email service is available, however this is not recommended as it requires a substantial management overhead. Email is delivered to, and accepted from, the school's email server, which must be available continuously and the school should provide a resilient internal solution to ensure that SMTP messages continue to be received in the event of the primary server failing.

- 6.1.5. All messages transiting the mail system will be scanned for a short, non-exclusive, list of words which in opinion of the relevant officers are found to be gratuitously offensive in south-eastern English culture and have little or no redeeming value in terms of communicating difficult to express concepts.
- 6.1.6. Messages sent to abuse@medway.org.uk will be monitored and forwarded as appropriate.
- 6.1.7. The central email server produces log files of access details, which may be used with reference to disciplinary actions. If the school opts to manage and run their own local email server then it should be appreciated that they are responsible for provision of all logging information pertaining to email usage.
- 6.1.8. Access to the email server is provided -
- From inside the MGfL WAN POP3, IMAP4, SMTP, Web
 - From the Internet, POP3, IMAP4, Web

6.2. Web Site hosting

- 6.2.1. Each school is provided with as many internal and external web sites as required, subject to an allowance of 100MB disk space on the central server hardware, or additional space being purchased if required.
- 6.2.2. The school nominated contact is provided with a user name and password to allow them to upload data onto the web servers from the MGfL connection. Each school will require suitable FTP software to facilitate this process, see the support site at <https://support.medway.org.uk/> for details.
- 6.2.3. If required, password-protected web space is available to the school nominated contact for use on both the internal and external web sites.
- 6.2.4. Medway Council from time to time monitors the content of the public web sites. If the relevant officers consider that content held on the School web servers does not meet the 'acceptable use' definitions set out in the MGfL Acceptable Use Policy the site will be reported to a nominated School contact and the site may be withdrawn temporarily until the issue is rectified by the school.

6.3. Domain name management

- 6.3.1. A complete domain name management system is provided. Medway Council is a Nominet Tag holder and an accredited JANET registrar.
- 6.3.2. All communication and configuration regarding domain names should be made by email to hostmaster@medway.gov.uk
- 6.3.3. Schools wishing to purchase non-BECTA domain names ending in .uk may do so via Medway Council. A £5 per annum charge is levied for this service per domain name to cover costs incurred from Nominet and name administration.
- 6.3.4. Only domain names under the control of the Network Operations Centre will be used in conjunction with the MGfL service.
- 6.3.5. Each school will be provided with one Becta assigned domain name in the form schoolname.medway.sch.uk free of charge. This domain name may be used to support a web site and aliases for email accounts in the medway.org.uk domain.

7. Costs

Costs will be determined annually. Discounts will be offered for longer commitments (periods offered will usually be one, two or three years), reflecting the discounts which can be gained from longer contracts on the various service elements.

The following year's costs will be notified to each school by the end of February in each year, and in cases where an agreement needs renewing the school will need to sign up to take the service for an appropriate period by the end of March in order to continue service. All funding remaining at the end of a financial year will be rolled over into the new year to provide service enhancement and extension, as agreed at Policy and Practice during consultation on this SLA.

If a school intends not to renew this SLA for the minimum period of one year, notice must be given of this intention by the end of the January preceding the expiry of the SLA period (2 months notice).

8. Consultancy

From time to time a school may determine that work is required that does not fall within the definition of this SLA. In these situations Medway Council provide a daily rate for various kinds of consultancy as shown at <http://www.medway.org.uk/mgfl/consultancyrates.html>

9. Glossary

ACPI	Advanced Configuration and Power Interface
ACK	ACKnowledge
ATM	Asynchronous Transfer Mode
BCP	Best Current Practice
BGP	Border Gateway Protocol
BRI	Basic Rate Interface
CSMA/CD	Collision Sense Multiple Access / Collision Detection
CWDM	Coarse Wave Division Multiplexing
DfES	The Department for Education and Skills
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
DWDM	Dense Wave Division Multiplexing
EIGRP	Enhanced Interior Gateway Routing Protocol
FTP	File Transfer Protocol
FYI	For Your Information
H323	A audio and video communication protocol over TCP/IP
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol
IAB	Internet Architecture Board
IANA	Internet Assigned Names Authority
ICMP	Internet Control Message Protocol
IETF	Internet Engineering Task Force
IGRP	Interior Gateway Routing Protocol
IIS	Internet Information Server (Microsoft proprietary)
IMAP4	Internet Message Access Protocol 4
IP	Internet Protocol
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
MAN	Metropolitan Area Network
MCU	Media Control Unit
MGfL	The Medway Grid for Learning
MPLS	Multi-Protocol Label Switching
NAK	Negative AcKnowledge
NAT	Network Address Translation
NEN	National Education Network
NGC	Nevada Gaming Commission
NGfL	The National Grid for Learning
NTP	Network Time Protocol
ODBC	Open DataBase Connectivity
PAT	Port Address Translation
PDH	Plesiochronous Digital Hierarchy
PRI	Primary Rate Interface
POP	Point Of Presence
POP3	Post Office Protocol 3
RBC	Regional Broadband Consortium
RFC	Request For Comments
SEGfL	The South East Grid for Learning
SDH	Synchronous Digital Hierarchy
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SONET	Synchronous Optical NETwork
Squid	A popular web proxy server program
SQUID	Superconducting QUantum Interference Device
TCP/IP	Transmission Control Protocol / Internet Protocol
UDP	User Datagram Protocol
WAN	Wide Area Network

10. Security and Code of Connection to MGfL

10.1. Security Policy - Objective

This security policy is designed to ensure that the security and integrity of computer systems connected to the Medway Council network, in particular the Education section, is maintained.

10.2. Approach

The connection of schools and Local Authorities to the Internet brings many benefits. However the careful and thorough implementation of a security policy is required to maintain this. Each school is unique and the effective, appropriate and safe use of ICT facilities depends on many factors. It is therefore important that each school devises their own policy for computer use, and this document is intended to provide a sound framework.

10.3. Policy for Connection to MGfL

All staff must understand their responsibility for the integrity and security of the MGfL service and that a breach of security could result in disconnection until the cause of the breach is resolved. Schools wishing to connect to the MGfL must undertake the following:

- 10.3.1. An ICT contact (who shall be a senior member of staff) shall be appointed to be responsible for security
- 10.3.2. The school must have a current Internet Access and Use Policy covering the use of e-mail, web, publishing and other applications.
- 10.3.3. All connections to external networks, including any dial-up connection for remote maintenance or Internet access, must be removed. Remote access facilities for third party support will be provided centrally for approved maintainers. Contact the Network Operations Centre on 01634 332525 or at noc@medway.gov.uk if you need this facility set up for one of your suppliers.
- 10.3.4. The anti-virus product (provided to all users as part of the MGfL SLA), or another approved and current virus checker must be installed on every workstation and server.
- 10.3.5. Comply with the requirements of Data Protection Acts, Computer Misuse Act, and other relevant Acts pertaining to IT.
- 10.3.6. To ensure users are aware of their responsibilities and obtain their agreement to comply with the school ICT acceptable use policy.
- 10.3.7. Any directions given by Medway Council to mitigate the risks and effects of future security threats must be followed promptly. Responsibility for ensuring this shall lie with the school.

10.4. MGfL Network Equipment

Under no circumstances should the MGfL network hardware be unplugged or reordered unless specific direction has been given by MGfL Network Operations staff. This equipment generally includes an APC uninterruptible power supply (UPS), a Cisco 1700, 2600 or 3600 series router, and Cisco Catalyst 3524 or 3560 switch. Power should not be removed from this equipment, except in the case of an emergency, without first informing the Network Operations Centre at noc@medway.org.uk or 01634 332525.

All hardware is monitored 24 hours per day and failure to observe the requirements above will result in unnecessary call-outs for support engineers.

10.5. Virus scanning

Virus scanning software is essential to protect all machines against the threat of virus infection, from removable drives, email and downloads. An anti-virus product is included as part of the MGfL service.

The homepage for this service can be found on the support site at <http://support.medway.org.uk/> - this is intended for use by ICT technicians and coordinators. The site allows the full product to be downloaded as well as signature updates which are needed to ensure the product continues to provide protection against new viruses.

11. Medway Grid for Learning Acceptable Use Policy (AUP)

11.1. Purpose of use / prohibition of commercial use

The primary purpose of the Medway Grid for Learning is the support of educational services and this should be the primary use of all MGfL connections and services. Commercial use, including but not limited to sales or for-profit activities, is prohibited as part of the Medway agreement with the Joint Academic NETwork. Any school wishing to run commercial services can apply for a commercial connection which does permit commercial traffic whilst retaining the other benefits of a MGfL connection. Further details are available upon request.

11.2. Website content

No website hosted or facilitated by Medway Grid for Learning services may contain illegal material, whether contrary to statute or common law. Any websites containing such material will be suspended until the content is amended. Also any material which gives rise to potential liability or is contrary to Council policy may be removed.

12. Internet Access Policy (IAP)

The statutory curriculum expects pupils to learn how to locate, retrieve and exchange information using ICT. In delivering the curriculum, teachers need to plan for and make use of communications technology, for example, web-based resources and e-mail. Access to life-long learning and employment increasingly requires computer and communications use and pupils need to develop ICT life skills in their use. Home and social Internet use is expanding and it is becoming an important part of learning and communication during leisure time. This brings pupils into

contact with a wider range of information, the scope and nature of which may - or may not - be appropriate for the pupil.

The Medway IAP is a template which helps schools form and implement their own policy. It takes the form of a series of questions with a range of statements that schools can use to form a policy suited to their particular needs and ethos.

Amongst many suggested statements, the following are aspects of the Internet access policy considered essential for Medway schools:

- In common with other media such as magazines, books and video, some material available via the Internet is unsuitable for pupils. The school will supervise pupils and take all reasonable precautions to ensure that users access only appropriate material. However, due to the international scale and linked nature of information available via the Internet, it is not possible to guarantee that unsuitable material will never appear on a terminal.
- The school will work in partnership with parents, the Local Authority, to ensure systems to protect pupils are reviewed and improved for both home and school use;
- Users will be informed that their use of the Internet will be supervised and monitored appropriately;

12.1. Model policy available for adaptation

This example can be used for adaptation when writing school policies:

Detailed below are some of the key areas which should be included in policies.

12.2. Acceptable use policy – Internet

- The policy should be signed by users detailing how the Internet will be used in school.
- There should be a balance between the use of vast educational resources and safeguards.
- Potential users should be taught to develop their information literacy skills and to be able to recognise the bias inherent in sites.
- There should be a code of conduct for Internet use.
- A range of supervision and monitoring strategies should be in place.
- There should be a purpose to the use - can you answer the question; "Why are we using the Internet?"
- Users should be evaluating Internet content.
- Ensure risk assessment is in place.
- There should be sanctions for misuse, including bullying, misuse of passwords, libel etc.
- There should be a process for the reporting of unsuitable sites.
- There should be a complaints procedure for both parents and users.
- There should be an understanding of the need for monitoring users activity on the Internet.

12.3. Acceptable Use Policy – E mail

- Class/ group/ pupil email addresses as appropriate.
- A code of conduct for use
- Encouragement of parents to follow and support guidelines set by school.
- Children should be taught effective communication skills both written skills and personal safety when using email.
- Recognizing all incoming and outgoing email as public property to reduce inappropriate use.
- There should be a range of supervision and monitoring strategies.

- There should be a clear purpose for the use of email.
- Policy and practice should be monitored, reviewed and evaluated regularly.
- To achieve best practice in policy writing it should be written by the team which is implementing, monitoring and reviewing the procedures.

12.4. School Web sites

School web sites are becoming a key factor in the school improvement strategy.

Guidance for protocols may be found at:

<http://safety.ngfl.gov.uk/>

<http://www.thinkuknow.co.uk/>

12.5. References

Useful references for parents

National Action for children <http://www.nch.org.uk/>

Internet Watch Foundation www.iwf.org.uk

Parents Information Network <http://www.pin.org.uk>

12.6. Useful references for schools

Becta www.becta.org.uk/

British Computer Society www.bcs.org.uk/

DfEE Superhighway Safety <http://safety.ngfl.gov.uk>

Internet Watch Foundation www.iwf.org.uk

Scottish Education Department www.scotland.gov.uk/clickthinking

13. Changes to the SLA

- 13.1. The methods by which Medway Council delivers the services in this SLA are constantly under review. This document defines the conditions at the time this document is agreed for the next financial year, it is however Medway Council's policy to constantly update the service to provide enhanced facilities and value to schools.
- 13.2. Changes of a strategic nature will be discussed at Policy and Practice group meetings and incorporated annually into a new SLA for approval and resigning.
- 13.3. Management and operational changes which are necessary to provide continuing good value for money and ensure security will be implemented and incorporated into the SLA immediately following such testing and/or consultation process as may be required, and documentation will be posted to the MGfL web site for information
- 13.4. Important changes which materially affect the service being provided or require input of consideration from MGfL users will be posted to the announce mailing list which includes all school ICT contacts.

14. Change Control

Ver.	By	Date	Detail
V1.52	20/01/2004		Version current – 2004/5
V2.00	06/01/2005		Incorporation of Security policy and code of connection as Appendix A
V2.01	21/01/2005		Change of NOC address to noc@medway.org.uk and Sophos support site page details
V2.02	03/01/2005		Several minor clarifications and corrections Reduced two year discount to 2% to reflect value to carriers
V2.03	11/02/2005		Clarified 3.2.5 and 3.2.6
V2.04	11/02/2005		Incorporated fault reporting and development request flowchart as Appendix C
V2.05	21/06/2005		Modified videoconferencing and added streaming media services
V2.10	03/01/2006		Expanded and clarified role and responsibilities
V2.11	30/01/2006		Included frequency for P&P Forum and Technical Forum
V2.12	06/02/2006		Added Renewal of Medway Grid for Learning Infrastructure in 2.
V3.00	06/02/2006		Substantial redrafting of service definitions and various other Modifications
V3.01	26/04/2006		Minor grammatical corrections
V3.02	17/12/2007		Reinserted section 11 - AUP

Appendix A

Medway Grid for Learning Service Agreement

For the period beginning 01/04/2006

Details

Name of school _____

Contract Length Required:

- 1 year (standard price)
- 2 years (2% discount)
- 3 years (8% discount)
- 5 years (12% discount)

Out of hours contact telephone number(s) _____

Signed on Behalf of The School

Headteacher

Date

Signature _____

Print name _____

Please return a signed copy of this form by April 1st 2006 to:

Lee Berry – Finance Officer, School Improvement
Education Advisory Service
Civic Centre
Strood
Rochester
Kent
ME2 4AU

Signed on Behalf of Medway Council

Sarah Hall
ICT Strategy Manager

Date

Michael O'Connor
Network Manager

Date

15. Appendix B

Medway Grid for Learning - Obtaining Support

Overview

The Medway Grid for Learning broadband network service comprises several aspects, including broadband network connection, Internet access, Internet and intranet web site hosting, email services, web filtering and time services. If your service does not operate correctly you may need to call on support to rectify the problems. This document clarifies the procedures for obtaining, and the scope of, support.

People authorised to call

All Headteachers and nominated school ICT contacts.

Scope of support

All Medway Grid for Learning hardware, software and services are supported. There is no support for school owned or operated workstations, network infrastructure, servers or any other hardware or software.

Check before calling

Does the problem affect everybody? Are you able to access the Intranet, Internet or use email on any workstation? If some users can access the Internet while others cannot, the fault is likely to be with your school's infrastructure. If you cannot resolve this type of problem yourself, you should call your contract support organisation for help.

Support line number

(01634) 332828 – you will need to enter your DfES number (in the form 887****) for identification using a touch-tone telephone in order to access support. If there are any known network-wide issues you will hear a recording before being able to key 1 to speak to a support representative. Hours of support are 08:00 to 18:00 Monday to Friday excluding public holidays.

Support Delivery

The total service is provided by a partnership between Medway Council, Atomwide Ltd and Redstone Systems. First line support is provided by Atomwide who also provide second and third line support for web servers, email and web filtering; if the problem requires work on the core or peripheral network then Atomwide will contact the Medway Council NOC or Redstone systems as appropriate. You may then receive a call or an email from a member of those organisations.

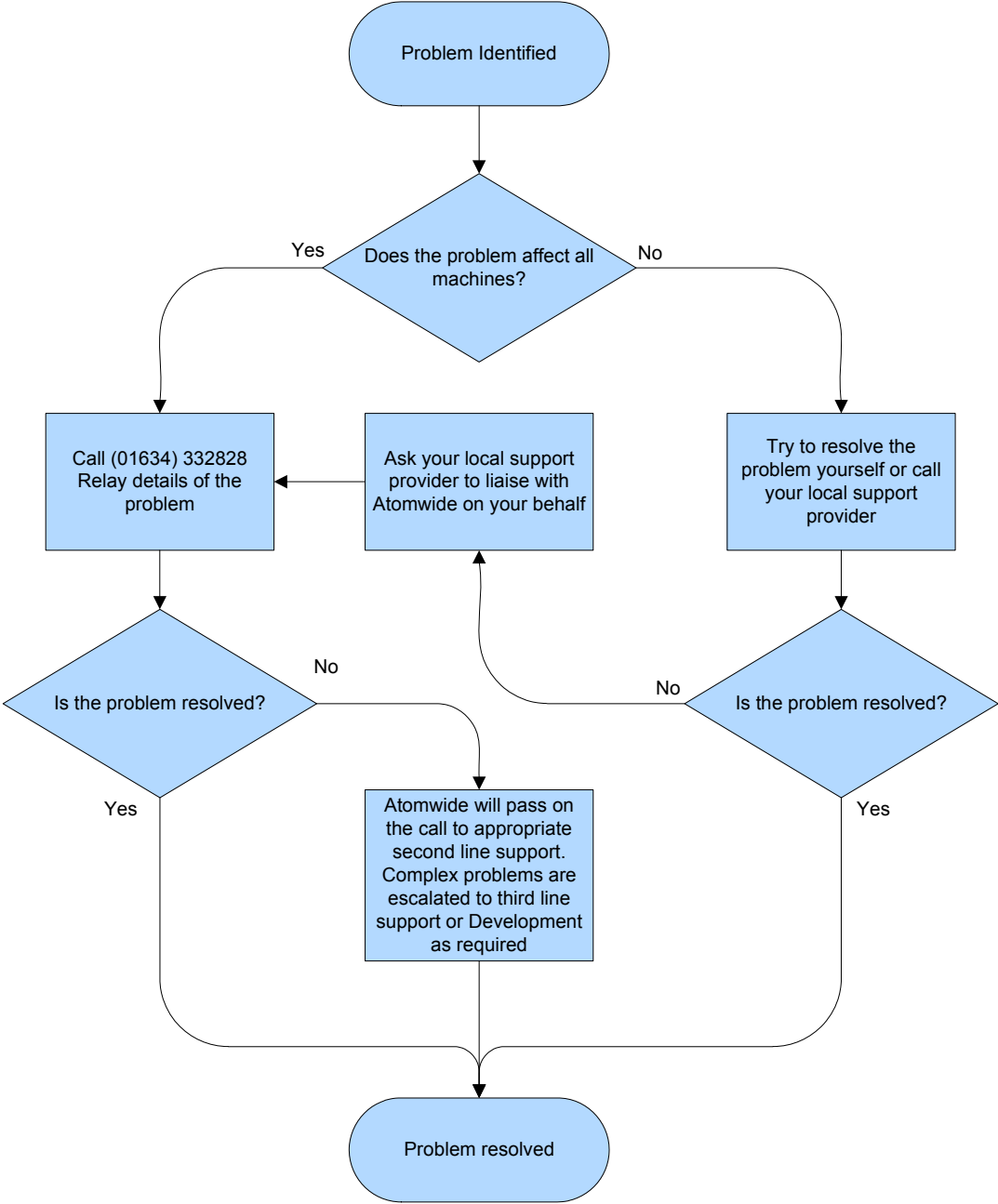
Additional support

There is a variety of support information available on the Support Site maintained by Atomwide at <http://support.medway.org.uk/> - a user name and password is required to access this site and one is supplied to all nominated ICT contacts.

There is also a range of publicly available documentation that provides advice and guidance and sets policy for the Grid, available at <http://www.medway.org.uk/mgfl/>

In exceptional cases of problems obtaining support there is a second number available (01634 332525) to escalate problems directly to a Medway Council Officer.

Medway Grid for Learning - Obtaining Support



Support Line Number: 01634 332828 (08:00-18:00)

Escalation number: 01634 332525 (09:00-18:00)

Quote your DfES number: 887 - - - -

Useful sources of information (note some require logon information)

<http://www.medway.org.uk/mgfl/>

<http://support.medway.org.uk/>

<http://staff.medway.org.uk/>

<http://www.lqfl.org/>