HPSN2 School Specification

By signing the Contract the school understands that it is agreeing to have an HPSN2 line installed and accepts the terms described in the Contract.

In return, Southampton City Council and Virgin Media Business (VMB) will provide the services described in this specification.

Contents

1. Introduction

HPSN2 (Hampshire Public Services Network 2) is the successor to the schools' current data network, provided by Capita IT.

It will give schools increased network capacity, greater value for money and more flexibility to choose the services they need. The HPSN2 service is provided by Virgin Media Business (VMB).

This Service Specification gives you details of the rental cost to your school, and takes you through our service guarantees, and how we will install HPSN2 in your school.

It should be read in conjunction with the 'frequently asked questions' page (see web address below).

These documents provide schools with more details of the processes that will occur as they are connected to HPSN2, and provide more details on the potential extra services available to schools through HPSN2.

There is more information about HPSN2 for schools on our Intranet pages:

http://intranet.southampton.gov.uk/csl/infrastructure_strategy/ csl_ict/hpsn2

If you have trouble accessing this page, please contact the ICT Strategy Helpdesk: csl.ict@southampton.gov.uk or call 023 8083 4555

2. What do schools get with HPSN2?

The annual rental charge includes all HPSN2 installation costs:

- A new HPSN2 connection capable of delivering high speed broadband initially at more than three times the capacity of the current Capita IT service for primary schools and more than five times for secondary schools.

- All the electrical and data connections to the HPSN2 router.

Benefits of your HPSN2 connection:
- Highly resilient: delivered over diverse connections to two ISPs.
- Scalable: meeting current requirements and able to grow when needed.
- Secure: protected by EAL4+ firewall cluster providing protection against external malicious attacks, viruses, trojans etc.
- Central internet caching
- Flexible Filtering: web content filtering for each school, managed centrally by ICT Strategy. Schools can request access to manage this internally. More information on this service is published on the HPSN2 intranet pages (see URL below).

As well as the benefits above, the following services are included in the HPSN2 annual rental:

- Access to Agresso (separate charge for Agresso Support SLA applies).

- Secure access to our intranet and associated guidance and data/information.

- Secure connection to the Local Authority.

- Website hosting: school home page (managed by ICT Strategy) and the school's individual website. More information on this service is published on the HPSN2 intranet pages (see URL below).

HPSN2 also allows the delivery of (and is a prerequisite to enable) the following potential future enhanced services, for which there would be an additional charge:

- Peer-to-peer connections with feeder schools.
- Centralised SIMS services.
- Identity management.

2.1. Pay As You Use (PAYU) Services

For an additional fee (as specified) ICT Strategy can also offer:

- Setting-up School Email: we can support schools in identifying an appropriate email solution for your school and configure it to your specified requirements, for a fixed one-off charge. More information on this service is published on the HPSN2 intranet pages (see URL below).

- Email Support: we can provide on-going support to manage your email system remotely, e.g. user management, system configuration, security settings, trouble shooting, additional training. This is a PAYU service chargeable by the hour with the option to block book support time at a discounted rate. More information on this service is published on the HPSN2 intranet pages (see URL below).

- Web Design & Development Service: we are able to provide support to maintain, update and back-up your individual school website; training in the use of software used to maintain the website; we can also work with your staff to re-design the website to your specifications. This is a PAYU service chargeable by the hour with the option to block book support time at a discounted rate.

3. Payment and charging

The new charging model will be based on the actual cost to deliver the service to the site rather than a per pupil charge.

3.1. HPSN2 school annual charge

Your schools annual charge is detailed in the attached contract

Schools currently sharing a broadband line (typically an infant and junior school on the same site) will be quoted two individual prices for the service. The first being the 'SHARED' price where two schools share their broadband connection as per the current situation. The second is the 'INDIVIDUAL' price if only one of the schools on the shared site wishes to continue with the service. Please note that for either scenario (SHARED or INDIVIDUAL) each school will receive the same bandwidth allocation (10Mbit/s for primary sector and 50Mbit/s for secondary).

3.2. Changes to bandwidth from Capita IT to HPSN2

To clarify the bandwidths available and their increase under HPSN2, please refer to this table.

	Current bandwidth	HPSN2 bandwidth
Primary and Special schools	3 Mbps	10 Mbps
Secondary schools	10 Mbps	50 Mbps

The charges in this section apply to the initial HPSN2 bandwidth in your school. If your bandwidth increases in the future, then the rental cost may also increase.

4. Service guarantees

The ICT Strategy Helpdesk will diagnose the fault into one of two categories: HPSN2-based (WAN) or school-based (LAN). School-based faults are not covered by this agreement. Support for school-based faults will be the responsibility of the school or the schools local IT Support Service

4.1. HPSN2 faults

For HPSN2-based faults, upon receipt of notification, the ICT Strategy Help Desk will respond as follows:

If there is a complete loss of service or the connection is degraded to a level where the school is unable to operate:

•   The ICT Strategy Helpdesk will respond within 4 working hours

•   We will aim to have the fault fixed within 8 working hours

•   Where appropriate, we will arrange an on-site visit within 4 working hours

For problems or queries during installation contact the ICT Strategy team at csl.hpsn2@southampton.gov.uk or call 023 8083 3326

After installation, all HPSN2 incidents should be directed to the ICT Strategy Team: call 023 8083 2111 or email csl.ict@southampton.gov.uk

5. HPSN2 installation

For problems or queries during installation contact the ICT Strategy team at csl.hpsn2@southampton.gov.uk or call 023 8083 3326.

Members of the ICT Strategy Team and Virgin Media Business (VMB) engineers will visit the school for the implementation of HPSN2.

5.1. Access during HPSN2 installation

- All visits will be booked in advance and all engineers and surveyors will carry identification.

- The first visit will be from a planner who will discuss aspects of the installation with the school. Where VMB have to deliver the HPSN2 fibre through a new duct it is important that the proposed new route is agreed with the school. This agreement must come from someone with appropriate authority to agree a route across school premises.

- The planner will need access to the School Asbestos Register on the day of the survey.

- The details of the route will be contained in an Access Pack. The route outlined in this pack must be agreed and the approval returned to Southampton City Council by email within two working weeks. Any requests for additional information regarding the proposed route should be made within one week. If no feedback is received within two weeks, we will assume that the route is approved.

- On occasions, it may be necessary to book visits that fall outside of normal school hours.

- Engineers will require access to the network cabinet housing the Capita IT router.

5.2. Cabinets and HPSN2 equipment

- The school will need to be aware of the position of the network cabinet containing the existing router and the location of the keys, if locked.

- This cabinet will house the HPSN2 router and the HPSN2 termination unit.

- The router remains the property of Southampton City Council and any reconfiguration work must be authorised by VMB.

- Southampton City Council reserves the right to charge for visits caused by unauthorised changes made to the router. Charges for this can be found at **http://intranet.southampton.gov.uk/csl/infrastructure_strategy/ csl_ict/hpsn2**

- The router should remain powered on at all times. Any planned power shutdowns must be communicated to the ICT Strategy Helpdesk

- In the event of a fault occurring, the router is supported by Southampton City Council & VMB.

- After HPSN2 installation the cabinet should remain locked and a key retained by the school to prevent unauthorised access.

6. HPSN2 equipment

6.1. Switch

- The 16-port VLAN Cisco 3550 switch provided to schools for access to the Capita IT broadband service will be removed and taken away.

- The switch is owned by Capita IT.

6.2. Moving HPSN2 equipment

If the school requests a move of cabinet and equipment:

- Requests to move the HPSN2 cabinet, router or the termination point should be submitted to the ICT Strategy Help Desk. This request will be considered and a costed proposal will be produced for the school. The school will be charged for the cost of the move. Under no circumstances should the school or its contractor move HPSN2 equipment, or disconnect power or communications equipment.

- Schools on sites sharing a HPSN2 connection should contact the ICT Strategy Help Desk for advice before undertaking building works that might affect the duct connecting the schools.

If Southampton City Council requests a move:

- In exceptional circumstances, and where it is mutually beneficial, Southampton City Council may propose a cabinet move. If the school agrees then costs will be covered by the local authority.

6.3. Damage to Southampton City Council equipment

- The school will be responsible for the repair costs associated with any damage incurred to the Southampton City Council equipment on their site, except in the event that the damage was caused by Southampton City Council or Virgin Media Business staff.

6.4. Shared sites

- Schools that host the equipment for a connected school or office must not turn off the router or switch that connect the sites, as this will cause loss of service to that site.

7. Cancellation of HPSN2 service

When joining HPSN2 the school enters into a three year agreement.

If the school wishes to terminate its HPSN2 connection, then written notice will be required from the Headteacher with six months' notice.

Cancellation fees will not apply for schools that move to academy status and choose to retain their HPSN2 service.

8. Contact information

8.1. About this agreement

The **contract** will need to be signed and the **school contact details form** completed and returned if your school wishes to sign up for the service.

If you have any queries about this agreement (or anything related to HPSN2), please contact the ICT Strategy team at csl.ict@southampton.gov.uk or call 023 8083 2111.

8.2. During installation

For problems or queries during installation please contact the ICT Strategy team at csl.hpsn2@southampton.gov.uk or call 023 8083 3266

8.3. After installation

We believe that HPSN2 offers the best value for money solution for schools, and we'd like the opportunity to discuss any issues, concerns or complaints that a school may have.

These should in the first instance be directed to the ICT Strategy Team: call 023 8083 2111 or email csl.ict@southampton.gov.uk

If, however, the school wishes to terminate its HPSN2 connection, then written notice will be required from the School in accordance with the Contract.

Write to:

ICT Strategy Team (HPSN2)

Childrens Services & Learning

Southampton City Council

Civic Centre (4th Floor OGS)

Civic Centre Road

Southampton

SO14 7LY

8.4. Web pages

For more details about HPSN2 see our Intranet pages at:

http://intranet.southampton.gov.uk/csl/infrastructure_strategy/csl_ict/hpsn2/

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School Contact Details

Southampton City Council needs to have contact details for a member of staff within the school. This person should have the authority to deal with queries before and during installation. This could involve:

- agreeing routes for the HPSN2 cable across school ground and within the school to the network cabinet

- liaising with IT/network colleagues in the school.

School name	
Contact's name	
Contact's phone number	
Contact's email address	

Please return this along with your signed response sheet to:

ICT Strategy Team (HPSN2)

Childrens Services & Learning

Southampton City Council

Civic Centre (4th Floor OGS)

Civic Centre Road

Southampton

SO14 7LY