

Response to Request for Information

Reference FOI 001935
Date 7 February 2018

Local Authority IT Support Services to Schools

Request:

1. Do you provide in-house technical IT support services to the schools in your Local Authority?
Yes

If yes:

- I. How many primary schools do you provide IT Support Services to?
61
- II. How many secondary schools do you provide IT Support Services to?
0
- III. What's the length of the standard contract that schools sign up to?
1 year – 3 years
- IV. When will the schools next review their IT Support Contract with you?
April 2018
- V. Which of the below IT Support Services do you provide to schools?
 - i. Remote Support (3rd / 4th line) - **Yes**
 - ii. Managed Service - **Yes**
 - iii. Ad Hoc onsite days – **Yes**

If no:

- I. Do you have any approved partners that you use to provide IT support services?
 - i. If so, please confirm who your approved partners are?
 - ii. When does your current contract with each of the approved partners expire?

2. How much does each school pay for their IT Support Service, per annum?

- I. <£1000
- II. £1000-f3000
- III. £3000-£5000
- IV. £5000-£ 10,000
- V. £10,000 +

Depends on time purchased so based on size of school they could buy X amount of time so could fall in to each option below from Nursery to Single or 3 form Primary Schools.

3. Do you purchase a central MIS licence for your schools?
We hold a central licence.

If no:

I. How do schools in your Local Authority procure their MIS?

If yes:

- I. To how many schools do you provide an MIS? They pay for their own
- II. Do you provide a support service for this MIS? Yes
- III. Do you provide a hosted MIS solution? No
- IV. What's the standard length of the contract that schools sign up to?
12 months to 3 years
- V. When would you next expect a review of this contract?
 - a. In the next financial year
 - b. In the next 3 years
 - c. In the next 3-5 years