

# Service Specification

## IT Services

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## MIS Services

### SIMS Support

#### Objective of the Service

To assist schools in the effective use of MIS by providing a dependable, practical, and high-quality MIS support service.

Offering two levels of support – Base support to cover all SIMS functionality and the enhanced BasePlus+ support covering more complex and business support requirements.

SIPS IT MIS support are there to accommodate any changes made to statutory requirements and in using SIMS to help support a school’s operations and priorities.

#### What is covered?

Experienced Service Desk Support	Base Support for your day-to-day functionality	BasePlus+ Support for enhanced use of SIMS
Unlimited calls or online requests to our Service Desk	Yes	Yes
Full access to our Knowledge Base via our portal	Yes	Yes
Support for SIMS suite of applications	Yes	Yes
Remote fix of SIMS application issues	Yes	Yes
Enhanced responsiveness during Ofsted visits*	Yes	Yes
<b>Business Support Services</b>		
Unlimited access to all SIPS IT Training	*	Yes
Advice & guidance on the use of SIMS	Yes	Yes
Assistance in the statutory requirements of the DFE	Yes	Yes
Bespoke configuration of SIMS for your setting **		Yes
Additional support for new office staff		Yes
Standard report writing (additional to basic reports)		Yes
Database / System recovery service (via 3 <sup>rd</sup> party where applicable)		Yes
Discounted rates on scheduled training	Yes	
Discounted rates on consultancy services	Yes	Yes

<b>Keeping you up to date</b>		
Service & MIS News updates	Yes	Yes
Upgrade notices & communications	Yes	Yes
Annual account review	Yes	Yes
<b>Advances Support and Consultancy Services</b>	Personalised timetabling Bespoke report creation MIS Migration planning and implementation Strategic ICT planning	<b>Price on request</b>

\* Discounted training rates

\*\* Supporting the bespoke set up of modules such as Assessment Manager, Behaviour & Achievement, Interventions etc

- Unlimited calls, emails, or online requests to our service desk.
- Full access to our knowledge base on our customer portal, which is constantly growing and evolving to provide you with a comprehensive resource centre for common fixes and self-help guides 24/7.
- Remote support is used to help resolve your cases as quickly and efficiently as possible. Several methods of secure remote connection are used to access school's live data, ensuring a swift efficient response to issues raised, allowing us to resolve many problems without the need to wait for a call out.
- Access to SIPS IT training portal and training courses, held virtually or person at our offices.
- Microsoft TEAMS sessions will be used to provide face to face contact with schools, enabling us to deliver training and support to individuals or groups. This helps reduce costs associated with site visits, which allows SIPS IT to keep charges as low as possible for customers and reduces our carbon footprint.
- There may on occasion be the need for SIPS IT to recommend a school visit if this is unable to be done via Microsoft Teams.
- We will provide the SIMS support necessary to assist you in the fulfilment of the statutory requirements of the DfE and the transfer of the data either to the Local Authority, the DfE, or other schools.  
(Please note whilst we will make our best endeavours to support the Annual Catholic School Census this is not a statutory requirement of the DfE and whilst ESS will issue software to support the collection of the data, they and therefore we, cannot guarantee that manual editing of the data will not be necessary).
- When used in conjunction with SIMS we will also assist in issues caused by the following Tali (Fund Manager), MS Office, Secure Data Transfer.

## Our Expectations

We expect customers to:

- Use workstations/servers of a recommended specification when running software covered within this agreement.
- Install Microsoft Office 2016 or later, on the school Administration server, or alternatively provide a dedicated remote access workstation with MS Office installed, that is always available to the SIPS IT team to resolve problems/queries remotely.
- Make best endeavours to enable remote access for SIPS IT to your server with sufficient access rights to access any SIMS module.
- Ensure a suitable backup regime for ALL required data is in place and regularly checked. Ensure you are aware of what must be backed up to ensure that a full working copy of SIMS can be restored.  
**Please note: Backups are the responsibility of the school and not SIPS IT unless you subscribe to the SIPS IT FileSafe managed service.**

- Report problems promptly and accurately, giving as much detail as possible, to assist SIPS IT in providing as full a diagnosis and response as possible.
- Access [the SIPS portal](#) daily to ensure you are aware of all news items as they are posted.
- Ensure SIPS IT has a current up to date list of Key Contacts at the school.
- Apply all patches and upgrades to your SIMS MIS system to ensure it is kept at the most recent version (unless using SIPS IT SOLUS3 Managed service whereby this work will be undertaken by SIPS IT on your behalf).

## SIMS Exams Support

To assist schools in the effective use of SIMS Exam Organiser Module by providing a dependable, practical, and high-quality Exam's support service.

### What is covered?

- Unlimited calls, emails, or online requests to our service desk, relating to Exams Organiser Module.
- All areas of Exams Organiser Module covered including managing seasons, importing base data, allocating candidate numbers and UCI's, entries, creating a submission file, resolving clashes, and creating seating plans and timetables, importing results following download from A2C, adding results manually, managing and calculating performance indicators and Internal mock exams.
- Exam courses at reduced rates.

### Our Expectation

- Apply all patches and upgrades to your SIMS MIS system to ensure it is kept at the most recent version (unless using SIPS IT SOLUS3 Managed service whereby this work will be undertaken by SIPS IT on your behalf).
- Report problems promptly and accurately, giving as much detail as possible, to assist SIPS IT in providing as full a diagnosis and response as possible.

## SOLUS3 Managed Upgrade Service

### Objective of the Service

To fully manage SOLUS3 within your school, ensuring SIMS, Discover and FMS is always up to date.

### Service Specification

#### What is covered?

- SIMS, Discover and FMS upgrades will be deployed in a timely fashion. Schools will be given prior notice and advised of the date and time via email.
- SIMS, Discover and FMS Patches will be deployed to schools as and when required.

#### Our Expectation

- Make best endeavours to allow SIPS IT remote access to your server to allow us to manage your SOLUS3 application.
- All teacher laptops and computers are connected to the school's domain network and are switched on at the time of planned upgrade.



## Hosted SIMS (SCOMIS)

### Objective of the Service

Working with our trusted partner SCOMIS, we can bring your SIMS system to the cloud without changing MIS. It's SIMS, as you know it – but in the cloud!

Remove the burden of managing SIMS, FMS and Discover onsite with school-based servers by using SCOMIS' fully managed Hosted Application Service. Without disrupting any teaching and learning, your upgrades, patches, backups, and updates are taken care of remotely as well as ensuring trouble-free third-party software integration with SIMS.

You do not need the latest hardware and you can access your data securely, from anywhere with an internet connection using devices including Windows, Android, Chromebooks, iOS, or Mac.

Federations and Trusts can also benefit from multi school access via the Scomis school chooser. No longer do you have to visit each site, simply select the site when logging in and you can access their data as if you were sat in the school!

### What is covered?

- Hosting of your SIMS, Discover and FMS databases within the cloud.
- Managed 3<sup>rd</sup> Party Integrations.
- Backups of your SIMS Data.
- Unlimited Users.
- 24/7/365 access to your data from anywhere.
- Target of 99% availability during school hours.
- GDPR and ISO27001 certified.

## Arbor Support

### Objective of the Service

To assist schools in the effective use of MIS by providing a dependable, practical, and high-quality MIS support service.

Offering two levels of support – Base support to cover all Arbor functionality and the enhanced BasePlus+ support covering more complex and business support requirements.

SIPS IT MIS support are there to accommodate any changes made to statutory requirements and in using Arbor to help support a school’s operations and priorities.

### What is covered?

Experienced Service Desk Support	Base Support for your day-to-day functionality	BasePlus+ Support for enhanced use of Arbor
Unlimited calls or online requests to our Service Desk	Yes	Yes
Full access to our Knowledge Base via our portal	Yes	Yes
Support for all Arbor application issues	Yes	Yes
Remote fix of Arbor application issues	Yes	Yes
Enhanced responsiveness during Ofsted	Yes	Yes
<b>Business Support Services</b>		
Advice and guidance on the use of Arbor	Yes	Yes
Unlimited access to SIPS IT scheduled training		Yes
Assistance in the statutory requirements of the DFE	Yes	Yes
Bespoke configuration of Arbor for your setting		Yes
Additional support for new office staff		Yes
Standard report writing		Yes
Database / System recovery service (via 3 <sup>rd</sup> party where applicable)		Yes
Discounted rates on scheduled training	Yes	
Discounted rates on consultancy services	Yes	Yes

<b>Keeping you up to date</b>		
Service & MIS News updates	Yes	Yes
Upgrade notices & communications	Yes	Yes
Annual account review	Yes	Yes
<b>Advances Support and Consultancy Services</b>	Personalised timetabling Bespoke report creation MIS Migration planning and implementation Strategic ICT planning	<b>Price on request</b>

- Unlimited calls, emails, or online requests to our service desk.
- Full access to our knowledge base on our customer portal, which is constantly growing and evolving to provide you with a comprehensive resource centre for common fixes and self-help guides 24/7.
- Remote support is used to help resolve your cases as quickly and efficiently as possible. Several methods of secure remote connection are used to access school’s live data, ensuring a swift efficient response to issues raised, allowing us to resolve many problems without the need to wait for a call out.
- Access to SIPS IT training portal and training courses, held virtually or person at our offices.
- Microsoft TEAMS sessions will be used to provide face to face contact with schools, enabling us to deliver training and support to individuals or groups. This helps reduce costs associated with site visits, which allows SIPS IT to keep charges as low as possible for customers and reduces our carbon footprint.
- There may on occasion be the need for SIPS IT to recommend a school visit if this is unable to be done via Microsoft Teams.
- We will provide the Arbor support necessary to assist you in the fulfilment of the statutory requirements of the DfE and the transfer of the data either to the Local Authority, the DfE, or other schools. (Please note whilst we will make our best endeavours to support the Annual Catholic School Census this is not a statutory requirement of the DfE and whilst ESS will issue software to support the collection of the data, they and therefore we, cannot guarantee that manual editing of the data will not be necessary).
- When used in conjunction with Arbor we will also assist in issues caused by the following Tali (Fund Manager), MS Office, Secure Data Transfer.

**Our Expectation**

- Report problems promptly and accurately, giving as much detail as possible, to assist SIPS IT in providing as full a diagnosis and response as possible.
- Access the SIPS portal daily to ensure you are aware of all news items as they are posted.
- Ensure SIPS IT has a current up to date list of Key Contacts at the school.

## Bromcom Support

### Objective of the Service

To assist schools in the effective use of MIS by providing a dependable, practical, and high-quality MIS support service.

Offering two levels of support – Base support to cover all Bromcom functionality and the enhanced BasePlus+ support covering more complex and business support requirements.

SIPS IT MIS support are there to accommodate any changes made to statutory requirements and in using Bromcom to help support a school’s operations and priorities.

### What is covered?

Service Desk Support	Base Support for your day-to-day functionality	BasePlus+ Support for enhanced use of Bromcom
Unlimited calls or online requests to our Service Desk	Yes	Yes
Full access to our Knowledge Base via our portal	Yes	Yes
Support for all Bromcom application issues	Yes	Yes
Remote fix of Bromcom application issues	Yes	Yes
Enhanced responsiveness during Ofsted	Yes	Yes
<b>Business Support Services</b>		
Advice and guidance on the use of Arbor	Yes	Yes
Unlimited access to SIPS IT scheduled training		Yes
Assistance in the statutory requirements of the DFE	Yes	Yes
Bespoke configuration of Bromcom for your setting		Yes
Additional support for new office staff		Yes
Standard report writing		Yes
Database / System recovery service (via 3rd party where applicable)		Yes
Discounted rates on consultancy services	Yes	Yes
<b>Keeping you up to date</b>		
Service & MIS News updates	Yes	Yes
Upgrade notices & communications	Yes	Yes
Annual account review	Yes	Yes



<b>Advanced Support and Consultancy Services</b>	Personalised timetabling Bespoke report creation MIS Migration planning and implementation Strategic ICT planning	<b>Price on request</b>

- Unlimited calls, emails, or online requests to our service desk.
- Full access to our knowledge base on our customer portal, which is constantly growing and evolving to provide you with a comprehensive resource centre for common fixes and self-help guides 24/7.
- Remote support is used to help resolve your cases as quickly and efficiently as possible. Several methods of secure remote connection are used to access school’s live data, ensuring a swift efficient response to issues raised, allowing us to resolve many problems without the need to wait for a call out.
- Access to SIPS IT training portal and training courses, held virtually or person at our offices.
- Microsoft TEAMS sessions will be used to provide face to face contact with schools, enabling us to deliver training and support to individuals or groups. This helps reduce costs associated with site visits, which allows SIPS IT to keep charges as low as possible for customers and reduces our carbon footprint.
- There may on occasion be the need for SIPS IT to recommend a school visit if this is unable to be done via Microsoft Teams.
- We will provide the Bromcom support necessary to assist you in the fulfilment of the statutory requirements of the DfE and the transfer of the data either to the Local Authority, the DfE, or other schools. (Please note whilst we will make our best endeavours to support the Annual Catholic School Census this is not a statutory requirement of the DfE and whilst ESS will issue software to support the collection of the data, they and therefore we, cannot guarantee that manual editing of the data will not be necessary).
- When used in conjunction with Bromcom we will also assist in issues caused by the following Tali (Fund Manager), MS Office, Secure Data Transfer.

**Our Expectation**

- Report problems promptly and accurately, giving as much detail as possible, to assist SIPS IT in providing as full a diagnosis and response as possible.
- Access [the SIPS portal](#) daily to ensure you are aware of all news items as they are posted.
- Ensure SIPS IT has a current up to date list of Key Contacts at the school.

**Tali Support (formerly – Fund Manager)**

To assist schools in the effective use of Tali, maximising the functionality of this fund manager software and troubleshooting any problems.

**Our Expectation**

- The MIS Integration App must be always running on the server to ensure smooth and accurate data transfer.
- It is the school’s responsibility to have the school fund manager accounts audited annually.

## Safeguarding Services

### Senso Safeguarding

#### Objective of the service

To support the effective operation of Senso key logging and safeguarding software, to include

- Support during deployment and initial setup.
- Diagnose and resolve Senso related issues, escalating as appropriate.

#### Our Expectation

That you comply with the advice and guidance given by Senso for the installation and operational use of the Senso software.

That the decision of what and who to monitor is approved and managed by your DSL and nominated SLT / Governor in line with the latest KCSIE policy.

### teamSOS

#### Objective of the service

To support the effective operation of teamSOS incident response and management solution, to include

- Support during deployment and initial setup.
- Diagnose and resolve teamSOS related issues, escalating as appropriate.

#### Our Expectation

That you comply with the advice and guidance given by teamSOS for the installation and operational use of their software.

### Myconcern

#### Objective of the service

To support the effective operation of MyConcern safeguarding recording and management system, to include

- Support during deployment and initial setup.
- Diagnose and resolve MyConcern related issues, escalating as appropriate.

#### Our Expectation

That you comply with the advice and guidance given by MyConcern for the installation and operational use of their software.

### Inventry

#### Objective of the service

To support the effective operation of InVentry online access control and visitor management system, to include

- Support during deployment and initial setup.
- Diagnose and resolve InVentry related issues, escalating as appropriate.

#### Our Expectation

That you comply with the advice and guidance given by InVentry for the installation and operational use of their software.

## Technical Services

In support of your schools IT infrastructure and systems, we offer 2 technical support packages complimented by several other services and solutions.

- **Remote Support:** Here when you need us. Email, Phone or Chat, one of our technical experts will help to troubleshoot and resolve your issue.
- **On-Site Support:** All the benefits of our Remote Support service, combined with a regular on-site technical expert, flexible to meet the frequency of support you want.

## Remote Support

Our Remote Technical Support Service helps keep your IT network functioning every day of the school week. Support is available via telephone, email, or via the SIPS Portal.

Our skilled and experienced support staff provide quick and efficient remote troubleshooting for a wide range of IT problems, from software glitches to network issues.

This service is perfect for schools who do not have a full-time technician or require additional capacity and support throughout the school week .

This service is designed to remotely support your school and staff with any IT issues.

Should an on-site visit be required, this will be chargeable at the current rate. The service also does not include the undertaking of project work, please contact [ITpartner@sips.co.uk](mailto:ITpartner@sips.co.uk) should you require project support.

## Our Expectation

- Your schools IT systems are running on either Windows or Macintosh operating systems and correctly licenced in line with the relevant developers licencing rules.
- Your school operates a daily backup of IT systems, data, and services. **SIPS IT will not be responsible for the backup of any data or systems.**
- Systems and services are kept up-to-date and in line with developer/manufacturer guidance to maintain data integrity and minimise the risk of security breaches or virus infection.
- Ensure that between 2-4 nominated contact names are provided to ensure effective communication. One of these contacts will need to be a member of the schools SLT.
- Ensure that end-users are trained on products for which they require support.
- Report problems promptly and accurately, giving as much detail as possible to assist SIPS IT in providing as full a diagnosis and response as possible.
- Allow us reasonable access to the school and your systems via our preferred remote access toolset. Along with any relevant passwords to support our team in the resolution of issues.
- Be prepared to make your time available to liaise with us.
- Follow our advice on the proper use and protection of your systems.
- Ensure adequate licence levels, software applications and systems are adhered to and up to date. It is the school's responsibility to ensure all software licencing agreements for all software you use are current and do not exceed number of licences purchased.
- All requests are to be logged by a phone call (0121 2963000 option 1 for IT), by email [it@sips.co.uk](mailto:it@sips.co.uk) or with the technician directly when on site if subscribing to SIPS IT On-Site Support.
- All health and safety guidelines are followed when asking a technician to conduct any work on any equipment (if a site visit is required).
- Advise us of any major changes to the school network / third-party systems that may affect our support.
- Apply an Acceptable Use Policy for all users.
- Follow advice and guidance from SIPS IT technical to ensure a speedy resolution – failure to do so could result in a request being closed.

## On-Site Support

All the great benefits of our Remote Support Service, combined with a regular on-site visit by one of our team of technical experts.

We will provide one of the team for either a half day or full day session to ensure your schools IT functions at optimum levels.

These sessions can be on a daily, weekly, or fortnightly basis during school term times.

Half Day (3.5-hour AM or PM sessions)

AM: 08:30 -12:00

PM: 13:00 – 16:30

Full Day (7.5-hour full day sessions)

08:30 – 16:30, with a 30-minute lunch break.

### What is covered?

As your schools IT partner, we will check to ensure the below systems and services are up-to-date and functioning correctly, allowing your staff to focus on teaching.

- Data backup
- Anti-virus
- Network & Servers
- Broadband
- Computer systems & Hardware

We proactively monitor your school's network, often resolving issues behind the scenes before they are noticed by your School . The information from these alerts allows us to build a picture of your school, highlighting areas for improvement and action as part of our regular IT audit.

The evolution of technology has impacted every aspect of our lives and education is no different. We are keen to ensure that your school, staff, and students maximise the use of IT within the classroom to support learning and academic performance. Our senior technical team will work alongside school leaders to produce 3–5-year action plans – agreeing the future vision and IT strategy. This allows schools to calculate the required investment may be needed and plan how this vision for the future is realised.

### What are the limits?

Whilst we endeavour to undertake most tasks, our team cannot:

- Replace and/or maintain of projectors and filters o Perform electrical work.
- Work at height or in challenging spaces.
- Physically repair hardware.
- Train end users or staff.
- Undertake work which would breach health and safety legislation.

### Terms of service

- If we are unable to meet the scheduled appointment, then we will reschedule the visit. We will ensure that all visits purchased are delivered within a 39-week period.
- If a school is closed and we are unable to deliver the service on-site, we will continue to deliver the service in a remote capacity in line with the scheduled visit.

- The technician allocated is from a pool of technical staff so may not be the same person each time. This pool may include the use of apprentices as part of their professional development.
- If your regular technician cannot attend, we will send a replacement technician in their place or arrange to conduct the session remotely.
- Visits are limited to school hours and cannot be scheduled for evenings, weekends, public holidays, or during our Christmas Shutdown period.
- If a technician is not able to resolve an issue, they will escalate with their line manager or senior technician to investigate further.
- A technician has the right to escalate to management any work they deem unsafe or feel accessing the kit does not adhere to health and safety guidelines.
- Any work deemed not to be part of the on-going maintenance of your IT systems will be considered a project and a quote will be provided upon request.
- Any issues or changes deemed to have been caused by a school or a school commissioned third-party, SIPS IT reserve the right to charge for involvement in any resolution.

#### **Our Expectation**

- All points covered under “Remote Support”
- The school inform SIPS IT of any changes or school closures that could impact our ability to deliver the service

## **File Safe – Cloud Back-up Facility**

To provide the tools and guidance to enable you to back up your school’s data to our cloud backup platform, ensuring all your school’s data is securely stored and protected against total loss should the infrastructure or fabric of the school be compromised.

#### **What is covered?**

- Cloud storage for your school's data, dependant on storage plan purchased.
- Daily Backups with a retention period of up to 3-months for off-site
- Support for Hyper V and Physical Servers as well as licenced VMWare Hosts
- All your data is stored in UK data centres.
- Your data is encrypted.
- Enhanced monitoring for your backups with email alerts should an issue with your backup occur.

#### **What are the limits?**

- Retention period is set to 3 months for MIS Servers and 1 month for all other servers as standard.
- Physical servers and servers not running Windows Hyper V or fully licenced VMWare technologies will incur additional costs.
- A fair usage policy includes up to 8 Virtual Machines and are included in the service (additional VMs (virtual machines) can be backed up for an annual fee, please contact SIPS IT for a quote).
- We reserve the right with a Physical Server backup and servers not running Windows Hyper V or fully licenced VMWare technologies to limit the backup to selected “Files and Folders” only.
- Data Restoration to servers will incur additional costs.

#### **Our Expectation**

- A nominated contact email address is provided for notifications to be sent to in the event of a backup failure.
- Any notifications received from the backup system are actioned by the school in a timely manner to ensure continuity of service.

- It is the school's responsibility to check backups are completing successfully and the data storage plan purchased is not exceeded.
- If required, allow SIPS IT remote access to your server to allow us to manage the backup application.
- All devices to be backed up are connected to the network and have internet connectivity.
- Firewall ports are open as requested dependant on backup provider requirements (to be provided upon request).
- In the event of an issue, if your technical support team is not SIPS IT, your technical support team will resolve any issues with the backup without delay.

## Domain Management and Hosted DNS

This service provides full registration, management and renewal of your schools' domains.

Management of DNS to translate your school's domain names into the computer identifiers required to route traffic to the appropriate service, such as your website.

### What is covered?

- Domain registration for new domains (Costs may be incurred).
- Renewal of existing domains (Costs may be incurred).
- Reminders for when your Domain Name is due for renewal.
- Unlimited DNS change requests.

### What are the limits?

- Management of up to ten domain names per school.

### Our Expectation

- Reasonable notice is given for any DNS changes to be made.
- DNS Change Requests are sent in text not image format.
- DNS Change Requests are sent to [IT@Sips.co.uk](mailto:IT@Sips.co.uk) from a school nominated contact.

## Web Hosting

We will host your school's websites on our web hosting platform.

### What is covered?

- 5GB of hosting storage.
- Access to the hosting platform for nominated contacts.
- Features such as subdomains, FTP account access, Managed WordPress, and much more.

### Our Expectations

- It is the school's responsibility to upload the website, backup website data and make amendments to the website.
- SIPS IT are not responsible for the maintenance of your school's website.

## LGfL/Trustnet First Line Support

This service supports the effective operation of your broadband connection and services with LGfL/Trustnet.

### What's covered?

- Troubleshooting all connectivity problems
- Replacement and installation of any LGfL provided broadband equipment, should this fail, resulting in lesser downtime and impact on your school operations.
- First line support for all LGfL's added value components.
- Support with local network migration to LGfL IP range upon joining and during use of the LGfL service.
- Support in the technical information required for your firewall change requests to ensure operation of services such as CCTV and VOIP phone systems, which need to be operational on the school's broadband connection.

### What are the limits?

- For LGfL additional services, support will be given but setup costs are not included.
- End user training is not included.

### Our Expectation

- If equipment is required to be reset prior to any troubleshooting, this should be conducted by a competent member of school staff.
- Any changes to website filtering requests must come from a school nominated contact by email to [it@sips.co.uk](mailto:it@sips.co.uk).
- Access to network cabinets and schools IT systems is provided if required by SIPS IT.



## Contact Details and Service Levels

### Contact Us

You can contact us in the following ways

**Telephone: 0121 296 3000 Option 1**

- Your calls will be picked up and if possible, dealt with straight away by our first line team. If your call needs further support, it will be escalated and one of our senior support advisors will get back to you as soon as possible.

**Email: [it@sips.co.uk](mailto:it@sips.co.uk)**

- Log a case with us via email. Please give us as much information as possible within your email. What the problem or query is, when it is happening and where you see it to include any error messages or screenshots.

**Online: [support.sips.co.uk](https://support.sips.co.uk)**

- Raise a case, again giving us as much detail as possible regarding your request.
- Or click onto our [Customer Portal](#), where you can access our constantly growing and evolving knowledge base. Providing you with a comprehensive resource centre for common fixes and self-help guides 24/7.

**For Enquires or Sales Support:** email [itpartner@sips.co.uk](mailto:itpartner@sips.co.uk)

### Hours of Business

The SIPS IT Service Desk is open

**Term Time** 8:30am – 4:30pm Monday to Thursday  
8:30am – 4:00 Friday

**Non-Term Time** 8:30am – 4:00pm Monday to Thursday  
8:30am – 3:30 Friday

**Exam Download Days** 7:00am – 4:00pm

**Portal** Available to log cases 24/7. Resolution is inline with priority assigned below.



## Priorities and Resolution Times

We always strive to answer your calls as quickly as possible and to provide a resolution at this first point of contact. If we do have to get back to you then your query or problem will be classified in accordance with one of four service levels. The priority is determined by the impact the issue is having and will be resolved within the agreed timescale relating.

Service Level	Impact	Resolution Time (business hours/days)
P1 – Major	Critical system inaccessible Complete network interruption Multiple users impacted Safeguarding risk, Statutory / legal obligations No feasible alternative way of working	4 hours
P2 – High	Critical system – issue with access Non-critical system / function inaccessible Intermittent network access Non-critical issues impacting multiple users No preferred method of operating	8 hours
P3 – Medium	Non-critical function unusable or slow Operational but non-service impacting issue Alternative method of operating available	3 days
P4 - Low	Low / No impact to service Limited impact on users Alternative methods of operating available Service requests - project and consultancy work (initial response)	5 days or timeframe agreed.