

Other Scomis Quotations

1. SIMS Remote Upgrade Service

This installation service involves the implementation by Scomis of each SIMS upgrade onto the Customer's ICT infrastructure via the remote link. Scomis' Service Desk will agree a start time for each SIMS upgrade with the Customer's Manager. The Customer shall allow Scomis remote access to the Customer's ICT systems at that time. The upgrade is started, its progress monitored and subsequently tested by Scomis. In the event of a problem, Scomis Service Desk staff will attempt to resolve issues remotely in a timely manner to complete the SIMS upgrade in one session. These SIMS upgrades may be undertaken outside the Customer's working day to reduce down time of the Customer's ICT system. Customer's subscribing to this SIMS upgrade service must have a broadband connection to their main administrative computer.

Subscription Charge

The annual cost of this subscription is:

Primary and Special	£ POA
Secondary	£ POA

Where a broadband connection is not available, a Customer is unwilling to allow access to their ICT system remotely, or a technical issue makes access remotely inappropriate, Scomis Service Desk staff will, on written request, provide an on-site service at the Location. Such on-site service will be chargeable at Scomis' then current rates, in addition to the annual cost set out above.

2. Network Health Check Service

The purpose of this additional support service is to offer support for Microsoft networks in administrative and curriculum areas. This support service will provide subscribing schools with access to a Scomis technician who will visit for one day (up to 6 hours) each term. Subscribing schools are advised to plan the tasks they wish to be undertaken prior to the Scomis technician's visits. The Scomis technician will be able to assist with preparation of the 'work plan' following the first health check. Termly on-site health check visits will include:

- full system health check and system assessment;
- investigating ways to improve network performance;

- recommended and costed network enhancements (full written report provided on request);
- advice in making the fullest use of ICT including technical advice on updating the Customer's ICT development plan;
- providing an opportunity to discuss the Customer's future ICT strategies;
- provision of information and advice for schools concerning future technical developments in both administration and curriculum areas;
- printers and shared printing facility strategies;
- removal of redundant directories, unwanted icons and archiving redundant files;
- hard disk space check;
- raise backup awareness and promote good practice;
- password Security strategies;
- analysing network security;
- upgrading existing virus protection software;
- installation of software.

If all the appropriate above matters have are completed within such full day, the visit will also include other matters determined at the Scomis technician's discretion (acting reasonably and in good faith). The Customer's Manager and the Scomis Service Desk will agree the date of such termly support visit at least 2 weeks in advance. The Customer's Manager shall give the Scomis Service Desk not less than 5 working days notice if it needs to cancel or re-schedule a termly support visit. Failure to give such notice may, at Scomis' discretion (acting reasonably), result in the termly support visit being deemed as having been undertaken by Scomis.

Please note that installations of servers and PC's are not part of this Network Health Check Service.

Subscription Charge

The annual cost of a Customer subscribing to this Network Health Check Service is:

Primary and Special	£ POA
Secondary	£ POA

3. Scomis On-Site Technician Time

This Scomis service provides subscribing schools with on-site technical support and assistance as a series of site visits. An experienced and trained Scomis technician will undertake these visits to the Location. The Customer's Manager and the Scomis Service Desk will agree the date of such visit at least 2 weeks in advance so that every reasonable effort can be made by Scomis to ensure that the same Scomis technician visits so they are able to build up an understanding of individual school systems, strategies and ICT development schedules.

This on-site service will assist IT co-ordinators, administrators and headteachers with the day to day management of maintaining an efficient ICT system in school whether it is based upon stand-alone or networked systems. The Scomis technician will be able to operate in both administrative and curriculum areas.

The control of tasks that are to be undertaken will rest with schools. An action list can be drawn up with the Scomis technician so that this schedule can be dealt with on each visit as well as day to day configuration and maintenance issues.

The visits may involve: regular system health checks and system assessment;

- monitoring and performance of networks;
- identifying future hardware upgrades and purchases;
- installation and upgrades of software;
- set up of shared printer facilities;
- regular check-up of backup system;
- prevention of access by non-authorized staff to SIMS programmes;
- regular review of virus protection policies;
- assistance in the development and implementation of network security policies; and/or
- regular Network administration tasks including setting up and deleting new users.

The Customer's Manager shall give the Scomis Service Desk not less than 5 working days notice if it needs to cancel or re-schedule such site visit. Failure to give such notice may, at Scomis' discretion (acting reasonably), result in a site visit being deemed as having been undertaken by Scomis.

Please note that installations of servers and PC's are not part of this Scomis On-site Technician Time Service

Subscription Charge

Costs are based upon booking a minimum of 6 visits; however, prices are reduced further for schools booking 12 or more visits per year.

	Cost per visit	
	Minimum of 6 visits	Minimum of 12 visits
Half Day (3 hours)	£ POA	£ POA
Full Day (6 hours)	£ POA	£ POA

Managed and Pay As You Use Services

4. Scomis Installation Services

Scomis offer a full range of ICT solutions. These include installation, configuration and project management services ranging from whole school networks, to desktops, laptops and other peripherals. Scomis is fully accredited for the local installation of the RM range of products and services including RM Community Connect.

5. Scomis Reload Service

In the event of unrecoverable data corruption where a reload is required, Scomis provide a Software Reload Service. This service is available for schools administration workstations and servers and curriculum servers.

Administration workstation fileserver - £ POA per device.

Dedicated curriculum or administration server - £ POA per device.

6. Anti-Virus Software Licensing

Scomis offers an anti-virus software solution for schools who wish to buy into the service. There is a separate charge for schools who buy into the scheme. Prices are currently £ POA per licence.

Please note that schools are required to purchase Scomis' "Whole School ICT Support Service" or "Administration ICT Support Only Service" to enable support for this software.

7. Scomis Training Courses

Scomis are committed to providing quality training for individuals who may be new to school's ICT as well as Continuing Professional Development for more experienced users. Training is vital for staff to keep pace with the changing nature of ICT. We provide a wide range of courses relating to administrative and curriculum ICT. In

many cases the courses are sequential – starting with introductory days and progressing to more advanced level courses.

Our directory of courses is regularly reviewed to take account of the latest software and hardware developments. Courses are designed to suit the varying needs of the schools Senior Leadership Team, teaching, administration and technical support staff. Scomis offers training in a variety of different areas including making the best of your schools MIS system to enhance teaching and learning and inform management decisions, the use of network management control systems in the curriculum as well as training in the development and maintenance of schools network infrastructures.

8. Scomis Consultancy Service

Scomis offers schools the opportunity to examine their approach to the management of ICT information across the school and have considerable experience in the specification, project management, installation and subsequent support for Enterprise network infrastructure solutions. A range of consultancy visits are available and for more information please contact Scomis or visit their website.

Individual Consultancies for Schools - £ POA to £ POA depending upon support required.

9. Scomis On-Site Training Service

In response to customer demand, Scomis offers an on-site advice and training service for all schools. This can be full or half day visits, twilight sessions, insets, etc., to meet the needs of your school or as a central training event for a Learning Community. It can involve training for teaching and/or non-teaching staff as well as overviews for small or large groups of staff from one school or groups of schools.

We will be pleased to discuss bespoke training and on-site consultancy services with you. INSET training and programmes for staff development days can be tailored to suit your schools' ICT training needs.

Professional Development and Training – £ POA to £ POA depending upon support.