

# Admin Server and Domain Support

## Contents

---

Admin Server and Domain Support .....	1
Service Overview and Benefits .....	1
Service Description .....	2
Hardware failures .....	2
UPS (Uninterruptable Power Supply) Hardware .....	2
Operating System .....	2
Operating System Updates .....	2
Installation of Third-Party Software .....	2
Data Backup .....	2
User Accounts and Administration .....	3
Server Failure .....	3
Best Endeavours .....	3
Temporary Disaster Recovery Solution .....	4
Third Party Access to Supported Services .....	4
Unsupported Operating Systems and Hardware .....	4
Exclusions .....	4
Requirements and Assumptions .....	5
Supporting Services and Dependencies .....	5
Additional Services available for a charge .....	6
Document Control .....	6

## Service Overview and Benefits

Your admin server is the workhorse of your schools administration network, it hosts your files stored in your pool drives, the databases for your management information systems (SIMS and FMS) and controls access to computers on your administration network. This is a vital component in the ICT provision within school.

## Service Description

The following is a description of the services provided as part of this service element.

### Hardware failures

- Diagnostics.
- Labour included.
- Warranty management.
- Parts are not included and will be chargeable.
- ICT & Digital do not hold a large stock of parts; however, we will work to best endeavours to ensure a temporary solution to your hardware faults. The school will be advised which replacement parts are required. In some cases, it may be uneconomical to replace failed parts and ICT & Digital may recommend a replacement server.

### UPS (Uninterruptable Power Supply) Hardware

- Procurement Advice
- Alerts

### Operating System

- Windows Security Patches applied monthly and out of hours by arrangement of ICT staff.
- Faults
- Infrastructure Services such as DHCP, Active Directory Trusts, DNS, Trusts
- Simple Group Policy changes – complex changes may be chargeable (complexity is determined by ICT & Digital).

### Operating System Updates

- Delivered via Windows Software Update Services (WSUS)

### Installation of Third-Party Software

We can install software onto your server where you hold the relevant licence and where we have agreed that such software will not cause undesirable operation to your server.

### Data Backup

ICT & Digital recommend that each school purchase a remote backup service to back up critical data, We can provide advice and support on appropriate data backup strategies and backup tools specific to school's admin and curriculum networks ultimately it is up to each school to define which data it wants to protect.

It is the responsibility of each school to ensure that a daily backup is made and that the backup log is checked every day. This also includes backups following operating system or application updates/patches. We will ensure that schools nominated staff will receive an automated backup alert email on a regular basis which provides information on the status of a backup where that backup is performed by a CCC recommended or supported backup solution. We recommend that there should be a primary and a secondary nominated person available to receive these alerts in the event of staff absence.

Where a restore from backup is necessary, it is the school's responsibility to ensure that backups are complete and up to date. ICT & Digital cannot be held responsible for failing to restore data where an adequate backup is not available or where ICT backup advice and guidance has been ignored.

## User Accounts and Administration

In most cases the ICT & Digital Service Desk will create user accounts, as long as a valid Service Request has been made. For more complicated user setup, this will be completed and configured by Datacentre Services Team

### Leavers and Changes

There is a responsibility on schools to notify ICT & Digital Service Desk when a member of staff has left the school so that the old accounts can be deleted.

### Rights/ Permissions

ICT & Digital will make changes to file permissions as requested by the school, via a Service Request.

We can arrange for a member of staff in school to have access to make these changes if this has been agreed in advance and in writing by the headteacher or someone with sufficient authority. Where this option is taken up, ICT & Digital take no responsibility for incorrect permissions being selected.

## Server Failure

In the event of a server failure we will: -

- Investigate the root cause of the failure and attempt to implement a fix.

If it becomes apparent that a fix cannot be actioned immediately or there is a hardware fault, we will:

- Work to establish the most cost effective and stable solution to the problem.
- Restore your SIMS and FMS databases onto our temporary disaster recovery server (see below) to provide access to crucial data.
- Work to restore your server to its condition before the failure.

Where parts are required these will be chargeable.

Where a server is no longer covered by its warranty or is running operating system software which is no longer supported by the vendor, our work will be limited to a 'best endeavours approach'.

## Best Endeavours

Best Endeavours means that we will do everything reasonable to restore the server, however, it should be recognised that in some circumstances repairs may not be possible or may involve considerable expense, therefore our approach will be dependent upon the failure. We will always discuss with you the most cost-effective option for recovery of your server.

### Hardware failures

Where replacement parts are needed, we will order these in, we will make a charge for replacement parts.

In some circumstances compatible replacement parts may not be available. Therefore, we may make a recommendation to replace your server.

### Unsupported Operating Systems

Where a server requires a rebuild and the operating system is out of support by the vendor, we will not reinstall an older operating system if your server can support a newer operating system. We will ask you to purchase a licence (if your school does not already hold a relevant licence) for a supported operating system.

Where a server running an unsupported operating system and the server requires a rebuild but does not support a newer operating system version we will advise on a replacement server.

## Temporary Disaster Recovery Solution

Whilst we repair your admin server, we will restore a copy of your SIMS .net and FMS databases (where applicable) onto a server on our network.

We will provide one user with remote access to this server to enable you to access and update information in your SIMS and FMS systems.

We will not be able to setup third party systems to integrate into these databases.

Access to this Temporary Disaster Recovery Solution is provided for the duration of the time you are without a functioning admin server if we have agreed a fix with you.

## Third Party Access to Supported Services

ICT & Digital will not routinely provide access to supported servers to third parties and we actively recommend against it. However, where a school requests it, and ICT & Digital have been provided with advance notice of the change required and with all the necessary information provided of the change, we can provide a limited admin account to allow the required work to proceed.

It is the school's responsibility to ensure that changes are not made to the setup or configuration of supported servers, services or devices without the prior agreement of ICT & Digital as these changes could cause undesirable operation. Where ICT & Digital are required to fix faults caused by such changes ICT & Digital will make a charge for the fix at the prevailing hourly rate.

## Unsupported Operating Systems and Hardware

Vendors of server software and hardware components provide end of life support dates for their products. Once products exit their vendors support dates, repairs, fixes, and upgrades may no longer be possible.

ICT & Digital will advise customers when products are reaching the end of their life and will suggest processes to upgrade, replace or purchase additional support for those products. Where schools choose to use unsupported products, our support will be limited to best endeavours.

## Exclusions

The following specific exclusions apply:

Area	Item Excluded
<b>3<sup>rd</sup> party-built admin servers</b>	<ul style="list-style-type: none"><li>ICT &amp; Digital will not provide any admin server support to those customers who have physical or virtual admin server infrastructure configured and supported by a 3<sup>rd</sup> party company. This includes providing or installing Microsoft Windows Server software updates and patches, McAfee Anti-Virus updates and any hardware or software support for the physical hosts or virtual infrastructure.</li></ul>
<b>Battery Backup Hardware</b>	<ul style="list-style-type: none"><li>Replacement batteries</li><li>Labour excluded</li></ul>
<b>Infrastructure Services</b>	<ul style="list-style-type: none"><li>Changes to infrastructure services will not be undertaken on servers where a support agreement is not in place. For example, schools which have a split admin and curriculum network where ICT &amp; Digital do not support the curriculum</li></ul>

Area	Item Excluded
	network. In these cases, ICT & Digital will make changes to the support server only.
<b>Server Hardware</b>	<ul style="list-style-type: none"> <li>Replacement parts are not included and will be chargeable.</li> </ul>
<b>Server outside of recommended specification</b>	<ul style="list-style-type: none"> <li>Working with software and hardware supplier's ICT &amp; Digital has developed a recommended specification for admin servers to guide schools to purchase appropriate equipment. Servers which differ from this specification may not function as desired and/or may not be fully supportable under this agreement. Please contact ICT &amp; Digital for advice.</li> </ul>
<b>Unsupported Products (Software and/or hardware)</b>	<ul style="list-style-type: none"> <li>Where vendors have ceased to support their products and no additional support has been put into place, our support will move to a best endeavours model. Please see the paragraph regarding be endeavours</li> </ul>

## Requirements and Assumptions

To provide this service, we make the following assumptions.

- Schools hold licences for the supported products.
- Remote access will be granted to ICT & Digital each server we support.
- Schools will install upgrades / or allow upgrades to be installed in a timely fashion, during regular working hours and during term time
- Staff have been adequately trained in the use of products.
- This agreement assumes that the server is connected to the Coventry Metropolitan Area Network.

## Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
<b>ISP Services</b>	Required for access to the centralised Windows Software Update Services service.
<b>Admin Workstation Support Service</b>	For schools which take this service we will be able to provide the full range of support services, where faults relate to an individual workstation this includes troubleshooting any installation problems or problems with the SIMS .net client on that machine.

## Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

Area	Description
<b>Consultancy</b>	<ul style="list-style-type: none"><li>Complex group policy changes.</li><li>Server Rebuilds (where there is no server failure).</li></ul>
<b>Equipment Moves</b>	<ul style="list-style-type: none"><li>We can relocate your server to an appropriate location. Please contact us to arrange a quote.</li></ul>
<b>New Server Replacements</b>	<ul style="list-style-type: none"><li>We will provide a quote for a replacement server hardware and installation when necessary.</li></ul>
<b>Operating System Upgrades</b>	<ul style="list-style-type: none"><li>We can upgrade the operating system on your server to a supported version, where the server supports the upgrade and an appropriate licence is available. Please contact us for a quote.</li></ul>
<b>Warranty extensions</b>	<ul style="list-style-type: none"><li>Where server hardware has left vendor support, we are able to provide an extended warranty service. Please contact us for a quote.</li></ul>

## Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
<b>1.0</b>	April 2021	New Document	All	New document format.
<b>1.1</b>	February 2022	New SLA Year	All	General updates and content review.