Safe Data Storage Remote Back Up Service

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Service Overview and Benefits

Your data is valuable. Schools have invested heavily into ICT and with that comes an increasing reliance upon electronic data, not to mention the time invested in creating student records, assessment information, financial data, lessons and lesson plans and student's work.

There are many risks to your data, these range from fire and flood, accidental damage, malicious damage by an employee, student, visitor or an unknown perpetrator, ransomware, theft of hardware and many others.

The loss of this data even for a short period of time can be substantial and, in some cases, may come at a large cost, including financial, reputation and not to mention in the time required to recreate lost data. Some consequences of data loss are shown in the table below.

Consequence	Detail
Reputation	▪ You may have to re-request data you have lost from parents, teachers and so forth, and press articles may be written about your organisation. Losing data will damage your reputation as parents, prospective students, teachers, and staff may well look less favourably on your organisation.
Regulatory	▪ Data Loss is a reportable event under GDPR and Data Protection legislation, therefore not having a reliable backup puts your organisation at risk of fines and penalties.

Consequence	Detail
Direct Costs	▪ Additional costs may be incurred, such as staff time to recreate lost data, you may also have to pay a fine, your school may miss out on vital funding if the data impacts the annual school census returns.
Time	▪ The data you lost will need to be recreated. Depending on what is lost this can take a lot of time and effort and may involve students, parents, teachers, governors.

To protect schools, Coventry City Council's ICT & Digital Service has partnered with Safe Data Storage to provide a cloud-based backup service, which can back up all your school's data, including data held on servers such as Word documents, Excel, photos, your applications such as SIMS & FMS and data held in cloud applications such as Office365.

We have pulled together some of the main benefits of the service below.

▪ ICT & Digital have used our knowledge and buying power to procure the Safe Data Storage backup service at a competitive and reduced cost for Coventry Schools.

▪ Data from any server in school can be included in the backup, whether you have an ICT & Digital support agreement on it or not. This includes curriculum data.

▪ You are in full control of what data you want to backup and you may choose to exclude certain folders or file types – ensuring that you only backup what is essential and keep costs down.

▪ Once setup and configured, by ICT & Digital, backups are automated.

▪ The Safe Data Storage service will compress, encrypt and securely transfer your data to Safe Data Storage 's servers.

▪ A process known as mirroring ensures that your data is always held at two data centres, meaning in the unlikely event that one data centre becomes unavailable your data will be safe at the other.

▪ The Safe Data Storage service is efficient too, once a full initial backup has been taken, technology built into the Safe Data Storage service means that only data which has changed since it was last backed up is transmitted. This reduces the impact upon your Internet connection.

▪ If you need to restore data, it can be done at any time and for any backed up file. The process can be self-service through the Safe Data Storage software, or you can contact ICT & Digital's Service Desk and we will do it for you.

▪ Different versions of files are also stored for a specific period, meaning that you are able to restore data that was lost from days or weeks before.

▪ Each backup session is monitored, and reports are produced and sent daily to your nominated contact. If a backup fails, you will receive an email to let you know.

Service Description

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

- Remote back up of data selected by the school.

- Support for configuration of the Safe Data Storage product.

- Data restores, as necessary.

- Advice and guidance on backup strategy for your individual needs.

Installation and Configuration

ICT and Digital staff will install and configure the backup product on the servers or services you require. We will guide you to create a backup policy that meets your needs and minimises costs related to the data backed up.

Data Restores & Version History

Should you require a data restore, you should request this through the ICT & Digital Service Desk, ICT and Digital staff will work with you to restore the data to a specified location on the server.

Where a request is urgent and stopping you from working or where a substantial amount of data has been lost, we would ask that customers contact us by telephone.

Data restores are usually performed the same day, in the case of a major disaster (such as a complete server failure) it may take more time to restore the data.

A history of **60** days of backed up data will be held for no additional charge. This means that data deleted up to **60** days ago can be restored.

Backup Notifications

You will receive a daily email to your nominated contacts about the status of your backups, this will include whether the backup was successful or not.

It is your responsibility to notify ICT & Digital of any changes to the nominated contacts.

Where a backup has failed, you will be notified automatically by email. It is important that you read these emails and act upon them. If you are unsure you should forward the email to ICT & Digital so that we can investigate.

Service Charges

Each subscribing school will select an amount of data they want to protect, and we will charge based on that amount. During the subscription year the amount of data backed up can be changed to meet your needs.

- Data bundles are charged for in 5GB increments.

There is no additional charge for backing up data from multiple servers.

Exclusions

The following exclusions apply:

Area	Item Excluded
Data Not Selected to be backed up	• Data not selected to be backed up is not protected by this service. The school must take all steps to ensure that data selected is what is required to be backed up.
Monitoring of Status Emails	• ICT & Digital do not monitor the backup status for your site.
Customers without a eligible SLA	• Customers who do not subscribe to either the Admin Server Support SLA or Dedicated onsite curriculum technician are unable to purchase this service.

Requirements and Assumptions

To provide this service, we make the following assumptions.

- You will advise of the location of data and services to be backed up.
- You will check and act upon the daily data backup emails generated by the Safe Data Storage service.
- Your school has a sufficient capacity on your Internet connection to allow backups to be successful.
- Servers are left powered on overnight to ensure that backups can take place.
- You will allow remote access to servers and workstations in order to install the backup client and provide maintenance.

Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
Admin Server Support	Your admin server supports the running of your school's administration network, it holds your files, manages printing, and contains your SIMS 7 databases (pupil database, solus upgrades database, FMS database and SIMS Discover). The Admin Server support service provides support for your admin server, its setup and configuration and operating system.

Service	Description
Curriculum Support Service	The curriculum network support service is aimed at schools who have a requirement for a dedicated technician, who will work with you and your staff directly to support and improve the use of technology within your school. The service is flexible allowing you to select a length of time and cover that suites your school's individual needs. Our technicians are backed up by a team of specialists who provide remote over the phone support when your technician is not on site, ensuring continuity of service.
SIMS 7 Support Service	SIMS 7, also known as SIMS .net is the desktop installed version of the SIMS Management Information System. The SIMS 7 support service provides software and user support, guidance, and advice on the use of the SIMS 7 product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection.
SIMS FMS Support Service	The SIMS FMS (also known as Finance) service provides support, advice, and guidance in relation to the use of the SIMS Finance suite. This service provides software and user support, guidance, and advice on the use of the SIMS FMS product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products such as End of Financial Year.

Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
1.0	April 2021	New Document	All	New document format.
1.1	February 2022	New SLA Year	All	General updates and content review.
1.2	February 2023	New SLA Year	All	Reviewed, no changes necessary.