



ONE IT
SERVICES & SOLUTIONS

One place for all your IT requirements

Service Catalogue

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About One IT

One IT Services and Solutions is a trusted technology partner to schools across the North East, providing end-to-end ICT services from connectivity and infrastructure through to day-to-day support and management information systems.

We work as an extension of your team — combining proactive engineering, responsive helpdesk support and considered procurement advice to keep your staff and pupils productive, your data secure and your budgets working hard.

This catalogue summarises the services available to your school. Items can be combined into a package that suits your size, structure and priorities. If you would like to discuss any of the services, our team is happy to help.

How to use this catalogue

Services are grouped by category. Within each category each service is shown with a brief description and the key inclusions. Use the table of contents on the next page to jump to any section.

Speak to us

CALL 01642 635570	EMAIL helpdesk@oneitss.org.uk	PORTAL portal.oneitss.org.uk
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About One IT

One IT Services and Solutions is a Stockton-based not-for-profit company offering a one stop shop ICT support service. They listen to school requirements and adapt and change where necessary. The aim of the service is to provide advice, support and guidance to CEO's of Trusts and school Headteachers for the development and support of ICT based provision within schools.

The service has been designed to support schools with essential, proactive and flexible ICT support. The core purpose is for One IT to assist the delivery of school and Trust ICT strategies by ensuring the development and delivery of quality ICT services. These services are delivered by in house teams and through contracts with strategic partners. If there is an ICT service that you require that isn't listed in this document, please contact us to discuss:

CONTACT OFFICER: Nicola Cowton
TELEPHONE: 01642 635570
EMAIL: finance@oneitss.org.uk

The team has a wide range of experience and expertise, so schools and Trusts have the potential to access a diverse set of tailored services. We listen to school and Trust requirements and adapt and change where necessary.

The objective of the Company are:

- To continue to provide a quality custom-designed service, catering to the customer's needs and wants.
- To continue to provide access to the latest software and hardware to ensure the team is at the forefront in their market area, the one certainty in the IT industry is that technology will continue to evolve and develop.
- To continue with the culture of constant improvement and increase business steadily so the image and reputation of the business remain positive.
- Considering the nature of the service we offer, the skills and knowledge of our staff are of the utmost importance, and we need to continue providing staff with training, mentoring and development.

Our keys to success are:

- Provide excellence in service delivery providing a reliable, trustworthy, first-rate IT provision.
- Continually communicate with customers ensuring a needs-based solution is provided.
- Provide value for money and regularly check competitors' pricing.
- Continue to be a customer centric service focusing on service delivery.

We started with 120 schools when we moved away from Stockton Borough Council in April 2014 and as of June 2026 we now support 389 schools, academies, trusts and Adult Education establishments.

Service Overview

To provide ICT support to schools in respect of hardware, software, networks, cyber security, management information systems and web services. The core purpose being to assist the delivery of the school's ICT strategy by ensuring the development and delivery of quality ICT services. These services are delivered by in house teams and through contracts with strategic partners. The key offerings are to provide:

- Support in order to meet the DFE Digital Standards.
- Support in actively maintaining and improving your digital technology in line with your digital technology strategy.
- A responsible service that meets agreed expectations.
- A RAG rated IT asset register which is updated on a regular basis.
- Advice, support and guidance to headteachers for the development and support of ICT with a wide range of experience and expertise across the team. Schools have the potential to access a diverse set of tailored opportunities. This includes regular pre-arranged support visits as well as help desk support.
- Advice support and guidance in the use of MIS systems including associated add-ons: e.g. dinner money systems, communication systems and assessment integration.
- Integration of MIS data with Power BI.
- MIS system training.
- Advice on and the purchasing of hardware and software with a view to best value.
- Design, configuration, installation and support of whole school networks incorporating where appropriate server virtualisation or mobile device management (MDM) systems such as Intune, Jamf, Google and Meraki platforms.
- Advice and guidance on wireless device implementation tailored to the school environment.
- Help and support with Microsoft Office systems.
- Web site hosting, design and development.
- Apple support including integration with Windows networks.
- Advice and guidance in the use of cloud computing
- Management and support of school's anti-virus systems.
- A central backup solution so all data is backup up off site if the school has servers or a cloud backup solution so all data in Teams, OneDrive and Sharepoint is backed up off site. Both solutions meet disaster recovery requirements.
- Management and control of a central school's data centre where we host several shared services for customers to use. Customers may also host their own systems such as finance servers here too.
- A secure remote access solution for school staff to access applications and files securely from home.
- Disposal and recycling service for hardware.
- E-Security to ensure that the systems in place are secure.
- Cyber Security monitoring.

Broadband

Resilient connectivity tailored to schools requirements — from full fibre leased lines to satellite and backup options.

Supply

One IT Services and Solution can provide broadband connections as Primary or Backup lines. We work with multiple industry leading service providers and can provide multiple customised connectivity services to fit the needs of our customers. This includes;

- Dedicated Full Fibre leased lines with a fully managed Enterprise Grade Firewall. With these lines we can offer between 200Mbps and 10Gbps connectivity.
- Fibre to the Premises (FTTP) options for smaller customers with up to 1Gbps download and 115Mbps upload.
- Fibre to the Cabinet for very small schools or as a backup line with up to 80Mbps download and 20Mbps upload.
- Satellite Broadband services using Starlink allowing for up to 200Mbps download speeds and 20Mbps upload.
- Interstice connectivity, Point to Point connections and VPN connections are also available.
- “Wires Only” where we supply a connection and customers can “Bring-Your-Own-Firewall”

Please note when ordering a broadband line we are unable to get an exact cost for installation, if work is required to be undertaken by the broadband supplier then excess charges may be received but we will be informed of these before the installation takes place.

Broadband Incident Performance Targets

One IT will provide support for the broadband and will be the first point of contact for any service outages. One IT's service desk is available from 8.00 am to 17.00 pm, Monday to Friday excluding bank holidays. Incidents relating to broadband will be logged in the One IT helpdesk system.

Below shows the key performance indicators and service levels offered as part of the broadband:

Ongoing key performance indicators:

Measurement	Target
Round Trip Delay	20ms
Jitter	8ms
Packet Loss	0.10%

Network Performance

<u>Performance Standard</u>	<u>Method</u>	<u>Assessment Frequency</u>	<u>Performance Target</u>
Network availability	Measured and reported on via network management software	Monthly	99.99% uptime on core network
Packet delivery	Measured and reported on via network management software	Monthly	Round Trip Delay < = 20ms Network performance will have a maximum of 20ms delay in packet delivery within the network with an aim of achieving 10ms or less on fibre connections. Other connection types may vary but the lowest possible latency will be aimed for.
Maintenance/Capacity planning	Measured and reported on via appropriate management system	Monthly	
Packet loss	Measured and reported on via network management software	Monthly	< = 0.10%

Network Faults

<u>Performance Standard</u>	<u>Method</u>	<u>Assessment Frequency</u>	<u>Performance Target</u>
Fault identification	Measured and reported on via Call Management System	Monthly	Show number of faults identified by Aspires network management software.
Remote diagnosis	Measured and reported on via Call Management System	Monthly	Show number of faults where remote diagnosis is provided.
Onsite response	Measured and reported on via Call	Monthly	Show number of faults where onsite engineer is required and response

	Management System		times bearing in mind 4 hour fix target
Faults	Measured and reported on via Call Management System	Monthly	As defined in Part B

Incident Response Targets

Category	Priority Level	Response Time	Resolution	Description
Urgent	1	30 minutes	4 hours	100% of service failed, all users affected and the business severely impacted.
High	2	1 hour	8 hours	A single site has failed and all users are impacted at that site.
Medium	3	4 hours	10 hours	A deterioration of normal service has occurred. Applications are accessible but considerably impaired thereby affecting a large number of users.
Low	4	8 hours	16 hours	One or two user affected with known work around.
Moves and Changes	5	12 hours	Planned	Information request, general instruction and configuration changes.

Incident Connectivity Resilience

To reduce the risk of disruption caused by an internet outage, One IT can provide backup connectivity for additional resilience which we can provide costs for on request. Backup connectivity is normally delivered in one of two ways: **a dedicated backup circuit that is fully diverse from the primary connection**, for example, an FTTP circuit acting as a secondary connection alongside a primary leased line, or a **Starlink device providing satellite internet connectivity**.

Where a customer does not have a backup circuit in place and the outage is going to be for a significant amount of time or a customer experiences both a primary and backup connectivity failure, One IT maintains a fleet of Starlink devices that we can install reactively at a customer's site helping to restore service quickly while the primary connection is investigated and repaired. For prolonged outages this may incur a bandwidth cost; where this is the case, costs will be discussed with the customer before any charges are applied.

Core System Support

Day-to-day technology support and the foundational services every school relies on.

Collaboration Environment

We will offer an online collaboration environment that offers secure cloud-based email, personal and shared storage areas, video streaming, instant messaging and voice/video communication. The system will have a 99.9% guaranteed uptime, spam/antivirus filtering, bad word lists for students and full audit compliance.

Email

- We will provide an email system for staff and students that is accessible from home and external locations with a large mailbox and shared school calendar.
- The email solution will be Office 365 or if required Google.
- The email solution will be accessible from any compatible device.
- We will create and maintain email accounts.
- We will provide training and Instructions for accessing Web Outlook or Microsoft Outlook if required.
- Student email will have inappropriate words filtered and the school will be informed if students trigger an inappropriate email alert.

Help Desk

- A telephone helpdesk service will be provided between 8.00 am and 5.00 pm Monday to Friday. Attempts will be made to resolve calls straight away over the phone using remote support software.
- A web help desk system will be provided so schools can log in and raise their own calls at: <https://portal.oneitss.org.uk>
- Calls can also be logged via email to: helpdesk@oneitss.org.uk
- All calls for support will be logged in an electronic format to include caller details nature of problem, solution given and support officer involved.
- A satisfaction survey will be carried out to make sure school are happy with the service.

Advice and guidance

- Advice will be provided on everything to do with ICT which includes networks (cabled and wireless), hardware and software.
- Advice will be provided on equipment and software purchasing.
- Advice and guidance will be given in the use of Cloud computing.

- Advice and guidance will be provided if the school is looking at purchasing a new print
- Solution and advice will be provided on push and pull technology using a PIN, token or fingerprint solution.
- Advice and guidance on ICT equipment leasing for best value and different payment options.

Broadband Support

- We will be the first point of contact for any problems with the broadband connection. If any problem cannot be solved locally we will liaise with the suppliers to ensure connectivity is restored in the minimum time.
- When the current broadband contract expires, we will contact suppliers and obtain pricing with a view to best value.

Central Backup

- We will provide a central off site backup solution for data held on the school servers.
- We will provide a cloud based backup solution so all data in Teams, OneDrive, Sharepoint and Google drive is backed up off site.
- Both of the above solutions meet disaster recovery requirements.
- These backups will be monitored and checked on a weekly basis.
- The charge for this will be based on the amount of data backed up or for cloud backups the number of users backing up data.

Device Encryption

- We will provide a solution to encrypt data on devices so if they are lost or stolen the data cannot be accessed.
- We will install and configure this software, for Windows OS we will use Bitlocker for Apple OS we will use FileVault.
- We will provide advice on the use of this software.

Finance Systems

- We will install appropriate software onto identified school workstations to enable access to your finance system.
- We will provide first line support for any technical issues in connection with your finance system and we will liaise where necessary with your third-party support provider who hosts the solution.

Internet Filtering

- We will provide a central filtering solution – filtering will be based upon the current national /regional guidelines for schools.
- We will manage the blocking and unblocking of web sites on behalf of schools with written instruction from schools, and where needed, create a tailored solution for individual school requirements.
- We will keep internet filtering logs for an appropriate length of time and provide internet filtering reports where necessary.

Phones

- We will provide a reliable cloud hosted phone system.
- We will offer end to end management of this system.
- We will ensure this phone system provides value for money.
- The solution will provide flexibility and changes can be made mid contract.
- It will include a mobile web app if required.
- It can provide optional call recording.
- It will be compatible with a wide range of handsets.

Mobile Phones

- We will supply a list of phones including Apple iPhone and Smart mobile devices that can be used on Office 365 email accounts and support App/Device security.
- We will provide advice on ordering these phones.
- We will assist in setting these phones up.

Ofsted

- Any faults that arise during an OFSTED inspection will be dealt with within the hour.
- An additional pre-Ofsted visit will be arranged prior to the Ofsted taking place to ensure that systems are working.

Proactive Service

- Time will be spent researching new technology.
- We will continuously look at providing improvements to the service and speak to schools about what we can do better.

Procurement

- Advice will be provided on all hardware and software purchasing including assistance with design, specification, implementing, supporting and maintaining the solution.

- Pricing will be obtained from various suppliers for a variety of kit that will work on the school network, this will be undertaken with a view to best value.
- We will purchase new devices that are introduced to the market with a view to loaning them to schools so they can try new kit before they buy to make sure it is fit for purpose in their school.
- We will assist with obtaining quotations for teacher display including Whiteboards, Projectors, Touch Screens, LCD/LED TV's and Interactive Projectors.

Virus Protection Software

- We will procure relevant virus protection software.
- The virus protection software will be set up on all servers, pc's and laptops to update automatically when a virus update is released. Software will be provided for both Windows and Apple computers.

On Site Support

Engineer-delivered support across hardware, networks, devices and infrastructure.

Networks

- We will provide support for the school network infrastructure and liaise with cabling companies if extra network points are needed.
- We will provide support for all network switches in schools.
- We will provide advice and guidance on the procurement of a wireless solutions for school.
- We will provide support for the school wireless system.

Servers

- We will provide support for the physical server/s that are located in the school.
- We will provide support for the central servers located in the data centre. These servers are linked to the school server.
- We will monitor data storage usage and inform schools when they are getting low on space.
- We will provide a pro-active service by monitoring components within the server and fixing issues before the school notices.
- We will support schools with going serverless if possible.

Printing

- Advice and guidance will be provided if the school is looking at purchasing a new print solution and advice will be provided on push and pull technology using a PIN, token or fingerprint solution.
- We will provide a network printing solution so all machines in school can print to networked printers from a print server.
- We will support the school in the use of a print management solution to enable the monitoring of usage.
- We will install relevant printer drivers on all computers on the network.
- General printing troubleshooting.
- Advice and guidance on the options for cloud printing including printing in school and also from home with options for Follow-Me printing and Secure Print.

End User Devices

- We will manage a catalogue of standard hardware available for procurement in conjunction with preferred suppliers.

- We will manage contracts with preferred suppliers.
- We will install and maintain hardware, operating systems and software on desktops, laptops and tablets.
- We will decommission desktop and laptop hard drives.
- We will install peripherals such as scanners and bar code readers.
- We will provide virus checking and security patching.
- We will perform upgrades to installed software.
- We will inform the school if software is too old to work on the latest operating system.
- We will diagnose and log jobs with suppliers for kit that is under warranty.
- We will arrange for the disposal of old hardware.

Electronic File Storage

- We will provide individual file storage space for staff and students.
- We will provide shared file storage space for staff and students.
- We will provide a file storage space for admin/SLT staff.

Visit

- Support will be provided by a regular pre-arranged support visit/s – options are available under the pricing structure.
- In addition to the pre-arrange support visit extra time can be purchased for one off work if necessary.
- Any major technical problems with the server which affect the whole system will be responded to on the same day.
- An additional visit will be made prior to an Ofsted inspection at no additional cost to ensure the system is working at full capacity.
- Any faults that arise during an OFSTED inspection will be dealt with within the hour.
- All calls for support will be logged in an electronic format – to include caller details, nature of problem, solution given, response times, time taken and support officer involved.
- A satisfaction survey will be carried out every year.

Apple Support

- We will provide a central Apple Mac server for all Apple Macs to connect to.
- We will provide an Apple Mac image to deploy to each machine every time there is an update.
- We will provide remote access via the Management Software, Classroom Management software or Apple Remote Desktop
- We will provide hardware advice/support and fault diagnosis e.g. logic board fault, hard disk replacements on MacBook's and iMac's.

- We will provide software deployment via Jamf or Microsoft Intune.
- The support officers will keep up to date with new technology and attend training on apple macs as and when appropriate.
- We will provide advice support and guidance on the use of iPads on the Schools network.
- We will provide Mobile Device Management support for iPad's via Jamf or Intune.

Remote Management and Monitoring Software

- We will provide software which allows us to remotely access and monitor all the networked computers in school if there are any problems.
- This software will allow us to provide you with an inventory of your IT equipment when required.
- This software will allow us to push out any important security updates and patches.
- We will also use this software to monitor Microsoft licences held and purchased by the school.

Remote Access

- We will provide a solution for staff to allow secure remote access into the school network from home or any other remote location.
- We will provide access to an individual's my documents area and the school shared area and also to the School's management information system.
- Access will be via an application proxy which will incur a small cost and be protected by Multi Factor Authentication (MFA) to satisfy security requirements.
- We will supply remote access to Microsoft Office to allow cloud-based editing of documents.
- Schools that have staff who have laptops with Windows 10 or above can use the latest Direct Access technology to take school owned devices home and use them with the same functionality they would have in school. This includes mapped drives, software, my documents and your chosen MIS solution if it is held on your school server.

Classroom Management Software

- We will provide cost for impero classroom management software which has the following functionality:
- Gives real-time visibility of students activity.
- Allows teachers and support staff to identify students who are struggling on a piece of work and discreetly message and support them on the task.
- Allows teachers to get students onto the same website and keep them there by restricting browsing functionality to keep teachers in control.
- Provides the ability to broadcast a students desktop to other students.
- Send a message to all students.

Microsoft Licencing

- We will provide advice on the best value for money Microsoft licencing solution for schools.
- We will procure this solution on behalf of schools.
- We will provide advice on server licencing and procure this solution on behalf of schools.
- Schools taking EES subscriptions will also benefit from 5 free copies of the latest version of Microsoft Office for all staff and students. Staff/students can then install Office on to personal Windows/ Mac OS/ Windows Mobile /iOS and Android devices.

Wireless Software

- We will provide a wireless software solution to monitor your wireless solution in school.
- Where required we will provide reports on the use of the wireless solution.

Microsoft Teams, Sharepoint and OneDrive

Practical Teams, Sharepoint and OneDrive support for staff and students — set up, security, training and day-to-day use.

Support

- Support with using Teams including setting up Teams and Channels on behalf of the school or providing guidance to school staff so they can do it themselves.
- Support with Teams policy security including creation of custom messaging and call policies for students and staff.
- Assisting in class and assignment setup and use.
- Support for adding students in bulk to class groups.
- Support for Teams Calls including on-line lessons and live learning.
- Support for creating and sharing recordings of lessons or meetings.
- Assistance with taking the register in Teams.
- Creating folders and saving files in Teams.
- Training on best practices and use of popular and useful apps e.g. Microsoft Forms / Task Planner.
- Support for SharePoint sites, creating folders and setting up permissions.
- Support for the use of OneDrive, Files OnDemand
- Support for the automatic or manual syncing of Files, Folders, Sites and Channels.
- Support for software solutions to assist in accessing cloud data.

Cyber Security Monitoring

Continuous monitoring, vulnerability management and remediation aligned with Cyber Essentials.

Cyber Security Monitoring

We will provide a Penetration Testing system that automatically tests and assesses all public facing IP addresses and services. The system will use the latest “Common Vulnerabilities and Exposures” (CVE’s) to rapidly detect any potential exploitation and inform us of what remedial action is needed or recommended to ensure your systems remain secure against known exploits. CVE’s are the industry standard baseline and all major vendors report and work to these.

As part of the security monitoring system, we will also continually monitor and remediate issues on all devices on the customer network. This remediation will be aligned to the “Cyber Essentials” standards including, Penetration Testing, CVE Monitoring and Remediation, Patching of out-of-date Applications and Operating Systems and reporting on the overall security baseline of the devices on the network.

Management Information System

Specialist services covering MIS advice, training and upgrades for your chosen platform with hands-on, ongoing support via telephone, remote and on-site.

Level 1

General Support

- Telephone advice and guidance on all Management Information System modules.
- We will provide remote support to your school so with just a few clicks we can view your screen while you are on the phone so we can give you tailored one-to-one support.
- Any Management Information System faults or user problems that arise during an OFSTED inspection will be dealt with within the hour.
- We will give ad hoc assistance with creating reports.
- We will provide telephone and remote access support in developing the use of new modules when required.
- We will provide written instructions for standard tasks and procedures when required and keep staff informed when changes occur.
- We will provide a data entry service (if time permits) at an hourly rate for entering data.
- We will provide support with associated add-ons to your Management Information System e.g. dinner money systems, communication systems, payment systems and assessment integration.
- All Management Information System data will be backed up in line with school backup procedures. If schools get backup support from One IT, then the MIS data is backed up off site to the central backup solution and random restores are done to prove they work.
- We will provide support when completing and running your census return, this includes free drop-in sessions where you can work on your own data and uploading files to Collect.

Advice

- Advice on the use of all Management Information System modules.
- Advice on the purchase of add-ons for your chose MIS solution.
- Consultancy on School Improvement using your chosen MIS solution.

Upgrades

- Upgrades to your chosen MIS will be provided as and when issued by the software provider if deemed necessary by the One IT Support Team. Upgrades will only be done if deemed necessary due to the disruption to the school. Cloud based MIS solutions are upgraded automatically by the provider.

High Quality Support

- We will ensure that at least two support officers have attended MIS courses on the various modules available.
- The support officers will also attend any update training as and when appropriate.
- We will ensure that the MIS Support Team are an Accredited Support provider in your chosen MIS solution.

Training

- We will arrange a comprehensive program of Management Information system software training according to demand.
- We will provide on-site training at an agreed hourly rate.
- We will provide a one-hour training session for new administrators free of charge.

Level 2

Includes all of the above, with the following additions:

- We will perform all necessary MIS year end procedures including adding new pupils and promotion of pupil pastoral information into the new school academic year.

Level 3

Includes all of the above, with the following additions:

- We will help maintain assessment data using Assessment Manager, this service will include assistance with setting up aspects, marksheets and reports and also up to 8 hours of data entry. A predefined data entry format will need to be agreed between the school and the Management Information System Support Team.
- We will integrate your MIS data with Power BI and produce a standard set of reports.
- If we are setting up Assessment Manager from scratch, then there may be an initial set up cost if schools want a bespoke system.
- You can attend two half days of in-house MIS training at venue to be agreed free of charge and you are also entitled to 2 hours of on-site training.
- We will import the spreadsheets produced for Key Stage 1, Key Stage 2 and Year 4 optional results into Assessment Manager for you. We will import phonics and EYFS data into your chosen MIS solution.

Website Support

Tiered website hosting and content support to keep your school site current and compliant.

Level 1

- We will host your school web site on a secure server.
- We will ensure that all security updates are applied to this server and the server is monitored regularly.
- We will ensure the connection to the internet from this server is at least a gigabit.
- We will provide advice and guidance on the development of the school web site.
- We will provide up to date documentation and user manuals.
- We will support the school in updating the school web site.
- The school can attend one web site drop-in session free of charge.
- If it is a new web site, we will create a home page and 3 additional pages.
- We will attend meetings at the school to discuss the web site with the school.
- We will update information on the web site on behalf of the school including staff changes newsletters and photos up to a maximum of 2 hours.
- All calls for support will be logged electronically.

Level 2

Includes all of the above, with the following alterations:

- We will support the school in updating the school web site and we will update the web site on behalf of the school.
- The school can attend two web site support drop-in sessions free of charge.
- If it is a new web site, we will create a home page and 5 additional pages.
- We will update information on the web site on behalf of the school including staff changes, newsletters and photos up to a maximum of 4 hours.

Level 3

Includes all of the above, with the following alterations:

- We will update the web site on behalf of the school.
- The school can attend two web site support drop-in sessions free of charge.
- If it is a new web site, we will create a home page and all other pages required.
- We will update information on the web site on behalf of the school including staff changes, newsletters and photos up to a maximum of 8 hours.



- We will provide one to one on site consultancy with a nominated member of staff from the school for half a day.

If a domain name is purchased by One IT Services and Solutions for the school and the school decide to take their support from elsewhere then One IT Services and Solutions will transfer this domain name to the school on cancellation.

Support with the DfE Standards

One IT is a specialist managed IT service provider with proven experience supporting schools. This information sets out how our services address each of the five DfE IT Support Standards.

Standard 1 Meeting the Digital & Technology Standards	• Cyber Essentials certified; ITIL & Microsoft qualified team • Broadband, cyber security, filtering, network and Wi-Fi support aligned to all 6 core DfE standards • Progress reporting against DfE's Plan Technology for Your School framework • Advice to SLT digital lead on relevant professional certifications
Standard 2 Maintaining & Improving Digital Technology	• Continuous remote monitoring of network, devices and cloud services • Security patching, firmware updates and routine health checks • Cyber Essentials-aligned backup, disaster recovery and business continuity planning • Full IT asset register (RAG Report) and assistance with software and licence registers • Forward-looking technology roadmap and upgrade planning with your SLT digital lead
Standard 3 Responsive IT Support & Service Expectations	• Formal SLAs agreed with your SLT digital lead; critical incidents responded to within 1 hour • Helpdesk portal, telephone and email — all requests logged and tracked • Regular SLA performance reports provided to SLT digital lead and governors • Out-of-hours emergency cover; additional capacity planned for busy periods • Self-service knowledge base for common issues to reduce helpdesk demand
Standard 4 Annual Review of IT Support	• Detailed annual review report covering performance, infrastructure health and DfE standards progress • Technology estate assessment identifying upcoming needs and budget implications • Transparent value-for-money review of all contracts and services • Written summary prepared for SLT, business manager and governing body
Standard 5 Staff Training & Guidance	• Induction training for all new staff on MIS • Recommended cyber security awareness software • Plain-English self-service knowledge base within our help desk system • Support developing and maintaining technology policies (acceptable use, GDPR, cyber security) • Trend analysis of helpdesk data to proactively identify training needs

Service Levels

Helpdesk support, 8am–5pm Monday to Friday, with prioritised response times from 1 hour to one day and on-site visits.

SLA Performance Standards

We will provide a help desk between 8.00 am and 5.00 pm Monday to Friday. Attempts will be made to resolve the call by telephone using remote support software. All calls for support will be logged in an electronic format to include caller details, nature of the problem, solution given, response times, time taken and support officer involved.

Help desk call priorities are defined as follows;

- Priority 1 – Major – 1 hour response.

Causing a system wide failure for a large number of users and/or halting all or part of the customers main business function. This includes internet outages, any faults that arise during an Ofsted inspections and any major technical problems with the server which affects all users.

- Priority 2 – Intermediate – 2 hour response.

Causing severe disruption to multiple user and general operations.

- Priority 3 – Minor – 4 hour response.

Causing difficulties but no significant loss of operability

- Priority 4 – Cosmetic – 1 day response.

Having no material effect including installation, move, addition and changes.

- Priority 5 – Visit

On site support visit at a time and duration as agreed with the school.

Get in touch

We are here to help you choose the right combination of services for your school. Call, email or visit our customer portal — our team will be happy to talk through pricing, scope and timelines.

CALL 01642 635570	EMAIL helpdesk@oneitss.org.uk	PORTAL portal.oneitss.org.uk
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A staffing structure showing hierarchy is attached as Appendix A

One IT Services and Solutions

Blackburn House, Falcon Court, Stockton on Tees, TS18 3TX

Costs

Costs can be provided on request