

Building Schools for the Future

ICT Managed Services
Briefing for Headteachers

Tuesday 27th November 2007

9.30 - 9.45

Wandsworth Introduction

9.45 - 10.15

Benefits of a Managed Service

Matt Clegg, ICT Adviser, Partnerships for Schools

10.15 - 10.45

Earlier Wave experience

Elizabeth Doyle, Assistant Principal, The
St Marylebone School, Westminster

10.45 - 11.00

Q&A

11.00 - 11.30

Coffee

11.30 - 12.00

Industry Provider

Satpal Biant, Business Manager, Research Machines

12.00 - 12.15

Q&A

12.15 - 12.30

Next Steps

A managed service is just that – a service that you have specified and which is managed for you, by someone else.

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Benefits of an ICT Managed Service

- Quality of ICT service procured
- Value for Money
- Risk Management

Benefits of an ICT Managed Service

- Lessen the impact of losing experienced support staff.
- Recruit and retain appropriately skilled and experienced specialists.
- Meet increased expectations and fulfil higher aspirations for ICT.
- Make optimal use of existing resources by reducing pressure on staff.
- Focus on e-learning delivery rather than ICT business support tasks.
- Better cost control and clarity on ICT return on investment.
- Improved business efficiency through focused use of resources.
- Transfer risk for meeting and exceeding high service delivery targets.
- Improved processes by introduction of best practices and standards.
- Meeting the ICT challenges of new build.

Managed ICT Services already in place in Wandsworth

Broadband through Synetrix (URL, email filtering, Anti Virus)

Managed Learning Environment with Fronter

Curriculum software content through LGfL

(London wide savings of over £100 million over 4 years)

SAM Learning

Primary Schools Managed Service with Local Authority



LONDON MLE
Powered by Fronter®

Managed Learning Environment



90 integrated tools in one solution


PERSONAL WORK	LEARNING	COLLABORATION	PUBLISHING	ADMINISTRATION
<p>Personal Learning Environment (PLE). E-portfolio and personal working area.</p>	<p>Learning Management System (LMS). Customised learning, assessment and follow-up.</p>	<p>Intranet functionality for efficient collaboration and communication.</p>	<p>Learning content management system (LCMS). Production, management and publishing of content.</p>	<p>Solid administration tools for large scale installations.</p>
<ul style="list-style-type: none"> • Today • Stickies • My calendar • Games • My contacts • Fronter Instant Messenger • My portfolio • My archive • My homepage • My public archive • E-mail client • To-do list • My blog • Weblog client • RSS reader • Calendar sync • Fronter sync 	<ul style="list-style-type: none"> • Hand-ins • Individual folders • Statistics • Result matrix • Course import • Tests • Whiteboard • Learning path • Learning goals • Portfolio • Individual learning plans • Notes • Question database • Video • Search (repository) • Digital exam • Attendance registration* • Survey • Grade book 	<ul style="list-style-type: none"> • Frontpage • Messages • Shared calendar • Shared contacts • Chat • Discussion • Shared documents • Conversations • Debate • Brainstorm • Hot seat • Voting • Project archive • Framework plan • Activities • Time recording • Project archive 	<ul style="list-style-type: none"> • Shared archive • File transfer • Links • News • Lists • Documents • Spelling check • Presentation pages • Statistics • Metadata • Version control • OpenEditSave • Search (metadata) • Article • Web publishing • Infopush • Export of today page • Search (semantic) • WebEq 	<ul style="list-style-type: none"> • Room • Participants • Export • Organisation structure • Rights and roles • Global settings • Local settings • Reports • IMS sync • Database clean-up • Help • Language support • User-defined tool • Single Sign On • LDAP authentication • Design tool • Import configuration setup • Disc Storage management

Additional Services

- Planning & deployment
- Training and e-learning
- MIS integration
- Hosting & Storage
- Support



Managed Service Spectrum



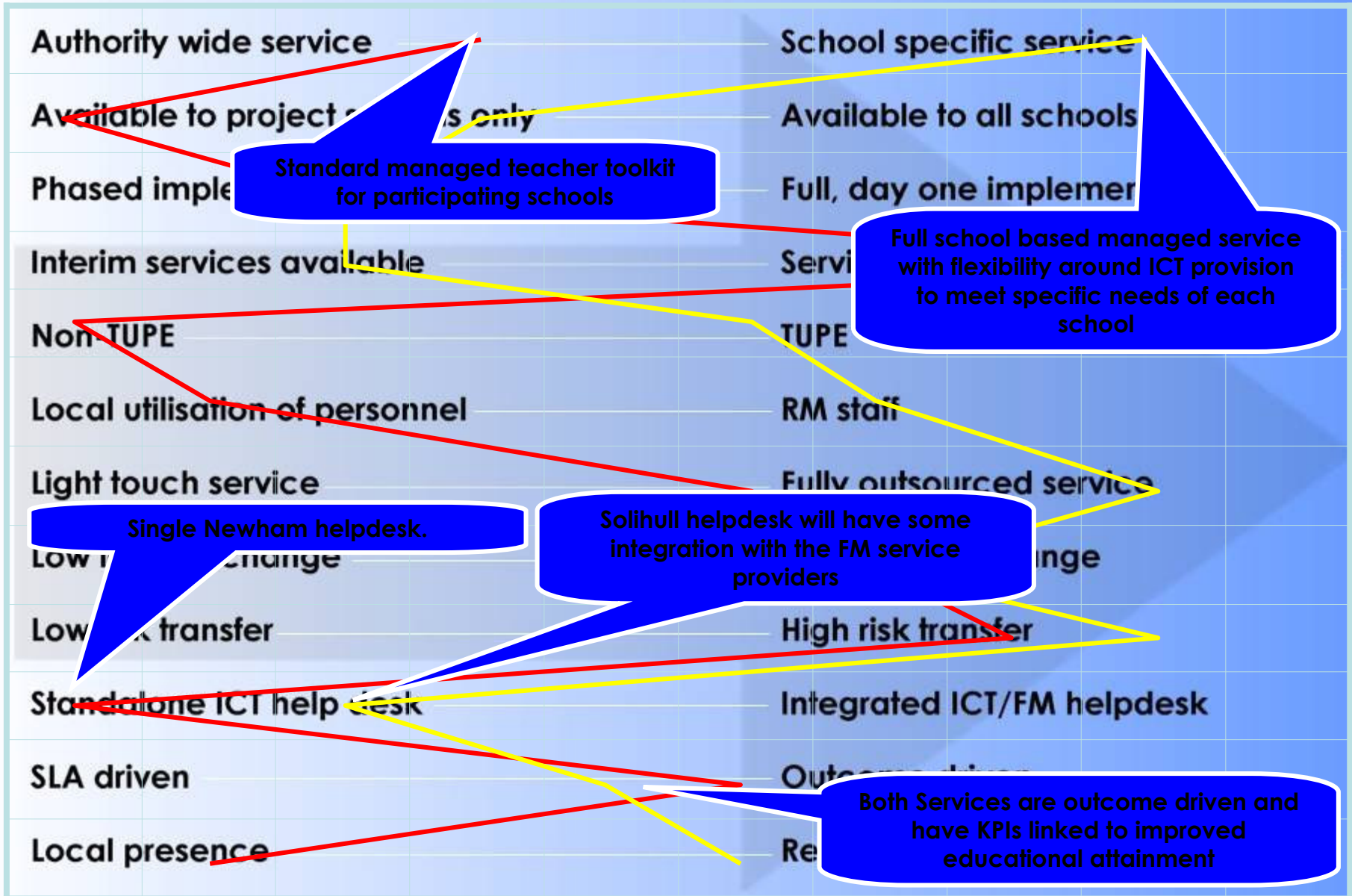
Authority wide service	School specific service
Available to project schools only	Available to all schools
Phased implementation, with building plan	Full, day one implementation
Interim services available	Service only available from opening
Non-TUPE	TUPE
Local utilisation of personnel	RM staff
Light touch service	Fully outsourced service
Low level of change	High level of change
Low risk transfer	High risk transfer
Standalone ICT help desk	Integrated ICT/FM helpdesk
SLA driven	Outcome driven
Local presence	Remote management

Managed Service Spectrum

Newham

vs

Solihull



Next Steps

- Identify staff for ICT working group on SfC pt 2 and Outline Business Case
- Prepare ICT Output Specification
- Complete ICT Total Cost of Ownership
- Audit of current ICT in schools

ICT Output Specification

Design and Installation Requirements - Learning Platform

Design and Installation Requirements - Infrastructure and Equipment

Transition and Implementation - Change Management and Communications

Transition and Implementation - Staff training and Continuing Professional Development

Operational Requirements

Finance and Management Requirements