Dear Sir

I am writing on behalf of Ben Savage to respond to your request:

1. Please provide a copy of your Service Catalogue showing the services your LA provides to Schools and Academies. If you do not have a catalogue please provide a list of services with a brief description of each. In both instances please provide the prices charged for each service, how this is billed (i.e. monthly, annually).

Schools Brochure and RBWM Academy Services attached

2. Please provide minutes of the last 6 team meetings of the relevant support/management teams who are responsible for the services provided to Schools and Academies.

We have no meetings that meet specifically for this purpose

3. Please provide the previous 6 newsletters/communications sent to Schools/Academies in your county from an ICT prospective.

Only two ICT newsletters have been produced please see FOI63925 Q3 ICT Support Newsletter September 2011 and FOI63925 Q3 ICT Support Newsletter Spring 2012 attached.

4. Please provide a list of Schools/Academies that you are aware have chosen to move to third party managed services (i.e network connection/management, e-mail hosting) over the LA offering and the reason for change.

We are not aware of any Schools/Academies that have chosen to move to third party managed services.

5. Please provide a list of Schools/Academies in your county containing the services they have subscribed to that your LA provides, which MIS system they use and if this is hosted at the school or at the LA.

Please see attached FOI63925 Q5.xlsx

6. If you provide network connections to Schools/Academies in your county please provide a brief description of what is provided, the type of circuit, the average bandwidth (i.e 2Mb for Primary Schools 10Mb for Secondary Schools) and the cost to provide these circuits.

Please see attached FOI63925 Q6 Network Circuits 1 & 2. (LES2 is 10Mb & BT Learning Stream is 2Mb). The average charge for the schools community for circuit provision is £1300 each.
7. Please provide statistics/graphs from any monitoring systems showing the stability (i.e. up/downtimes) of services provided to Schools/Academies including network bandwidth per school.

We don’t keep statistical information about up/downtimes for services provided to Schools/Academy’s. The network bandwidth per school has been identified in the previous answer.

8. Please provide a copy of any negative feedback (i.e complaint) received about any ICT service from Schools/Academies in the past 6 months.

There have been no complaints about ICT Services in the past 6 months.

If you are dissatisfied with this response let me know.

This concludes your request.

Regards

Martin Tubbs
Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF
Tel: 01628 796945