



Service Level Agreement (SLA)

Antivirus for Education

By

Cantium

1 Abbey Wood Road, Kings Hill Business Park, West Malling, Kent, ME19 4YT
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at Sessions House, County Road, Maidstone, Kent, ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

Filename: Antivirus for Education SLA

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Agreement Overview

This agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Cantium Business Solutions Limited and Customer for the provisioning of an ICT Managed Service. It is designed to support and sustain the service throughout the duration of the contract.

This Agreement will continue throughout the duration of the contract, unless revised by Cantium Business Solutions through periodic review to ensure compliance with legal and commercial developments.

This Agreement outlines the parameters of all services covered, as understood by all parties and is accepted in accordance with Cantium Business Solution’s General Terms of Sale (which can be found at [cantium.solutions](https://www.cantium.com/cantium.solutions)).

Together with the Order and the General Terms of Sale, this Agreement provides a binding contract between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this Agreement will take precedence.

Goals & Objectives

The purpose and objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing
- Provide clear statements as to service ownership, accountability, roles and/or responsibilities.
- Present a clear and concise description of service provision to the Customer.
- Describe the service parameters against which the service will be measured and reported.

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Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: Cantium Business Solutions

Customer: Customer (“Customer”)

Cantium Business Solutions reserve the right to support this contract through third party sources where appropriate. System operators employed by Cantium Business Solutions may be changed by from time to time at their discretion. This is to promote Cantium Business Solution’s goal to provide customers with value for money services.

Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

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Contents of this Agreement may be amended by Cantium Business Solutions as required and communicated to all affected parties through publishing on our website.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service to Be Provided

The following Services are covered by this Agreement;

- Incident and antivirus application provision and support will be included as part of Cantium's Business as Usual (BAU) support.
- Cantium will provide application patches, to be applied by the customer or ICT support provider
- All other changes will be chargeable.

Service Desk	<p>The provision of a Service Desk function providing an interface between ICT users of the Customer and the ICT department of Cantium. Contact channels will include telephone, web chat and Service Portal.</p> <p>The Service Desk will be available from 08:00 to 17:00, Monday to Friday excluding bank holidays.</p> <p>The Service Desk will manage incidents and requests (an incident is any unplanned interruption to service, such as an error preventing successful logon to a laptop. A request is classified as any call for information or advice, or for a standard change, or access to an IT service).</p>
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	<p>Customers who log a call with the Service Desk will be informed of progress of requests for service throughout the lifecycle of the request. This will include:</p> <ul style="list-style-type: none"> • Providing Customers with resolution advice as appropriate • Verifying successful completion of requests for service with customers • Monitoring customer satisfaction on the Services as provided by the Service Desk • The Customer will be provided with an escalation path for incidents and requests in line with agreed service targets
<p>Incident Management</p>	<p>An incident management function will be available. The purpose of incident management is to restore service operation as quickly and as efficiently as possible, minimising disruption to service. This includes:</p> <ul style="list-style-type: none"> • Pro-active detection and recording of incidents • Classification and initial support • Investigation and diagnosis • Resolution and recovery • Incident ownership, monitoring, tracking, and communication. <p>See the incident management table for full details.</p>
<p>Problem Management</p>	<p>A 'problem' is classified as the cause of one or more incidents. A problem management service will be available which aims to prevent problems and resulting incidents from occurring, eliminate recurring incidents, and to minimise the impact of incidents that cannot be prevented.</p>

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	<p>This will include:</p> <ul style="list-style-type: none"> • Prevention and avoidance of problems • Trend identification and analysis • Facilitation, co-ordination and completion major problem reviews.
<p>Change Management</p>	<p>A change management capability enables changes to be made to the Customer's ICT infrastructure with minimised disruption to services.</p> <p>This will include:</p> <ul style="list-style-type: none"> • Raising and recording changes • Assessing the impact, cost, benefits, and risks of proposed changes • Ensuring the appropriate authorisation of change • Management and co-ordination of the scheduling of change • Monitoring and reporting on change activity • Closure and review of change requests
<p>Release Management</p>	<p>The release management service plans and co-ordinates the implementation of changes to the ICT environment.</p> <p>This will include:</p> <ul style="list-style-type: none"> • Release design build and configuration • Release authorisation • Rollout/implementation planning • Deployment and reversion testing • Release and distribution of software and hardware as applicable

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Antivirus Services

Full server and workstation support is provided for schools that have accompanying ICT support contracts with Cantium.

Antivirus Solution	Industry leading software to provide effective antivirus protection across the school Microsoft estate: <ul style="list-style-type: none">• Anti-Malware and Anti-Virus protection• Ability to Quarantine, clean or delete as configured• USB Device control (if requested)• Rogue System Protection provides the ability to monitor unknown devices on the school network• Endpoint product removal tool - allows clean and easy removal of product• Central Management Console to allow school management of solution• On premise Microsoft Exchange protection (not required for O365)
Service Support	Support for the antivirus solution includes: <ul style="list-style-type: none">• Provide support to the antivirus solution on the school server• Troubleshoot and guidance for issues to workstation antivirus agent• Deployment advice and guidance where support is provided by a 3rd party• Provide the ability to patch the solution on the server including critical vulnerability patches

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Incident Management

For service incidents (service not available or service degradation) the following target response and target resolution times will apply, based on business impact:

Priority	Response Target	Description
P1	30 Business minutes	Complete loss of service. Virus infection affecting the whole network
P2	1 Business Hour	An issue that results in a degradation/loss of service affecting over 50% of users.
P3	8 Business Hours	An issue that results in a degradation/loss of service affecting one user.
P4	5 Business Days	A non-service affecting issue

Service Requests

Requests for ICT services will be processed by the Cantium Service Desk. The following table provides a summary of the services which can be requested along with the associated service target for fulfilment of the request:

Service Request	Contract	Fulfilment Target
Advice or guidance to a 3 rd party support provider	Included	5 Business Days
Provision of antivirus patches from the vendor (non-critical)	Included	10 Business Days after vendor release
Provision of patches to address critical vulnerabilities	Included	Within 72 hours of vendor release

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Services Not Included (out of scope)

For the purposes of clarity, the following services are considered out of scope of this agreement and are available at additional cost:

- Recovery of services following a cyber-attack.
Following your identification and containment of a major incident, Cantium can manage the full recovery of service through a Cyber Incident Response Plan which includes the following stages:
 - Preparation of recovery.
 - Standing up resources to be available to support the recovery activity within the agreed time parameters.
 - Define roles and responsibilities
 - Communication plan shared
 - Pre-agreed activities to minimise impact and further risk
 - Eradication.
 - Removal of the infection
 - Recovery.
 - Deliver plan to restore services including data restore, rebuild of any affected infrastructure as required
 - Lessons Learned
 - Review and recommendations of learnings from incident.
- Solution upgrades including where the software has reached end of life or is no longer supported by the vendor.
- Project Management
- ICT training and user education
- Application analysis and development
- Technical integration

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- Installations, equipment moves, additions and changes
- Policy, process and standards
- IT Service Management consultancy
- External website hosting
- Applications supported and /or hosted by 3rd parties
- Support on non-corporately owned devices
- Security Investigations

Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Ensure Antivirus agent updates are applied successfully.
- Ensure Cantium are aware of any cyber-attack to the customer estate allowing Cantium to take necessary steps to protect other parties.
- Use the defined processes for raising incidents and service requests
- Respond to requests from Cantium staff, in relation to a current incident or service request
- Comply with security and policy requirements set by Cantium or its suppliers
- Nominate a lead contact with suitable authority to provide liaison between Cantium and the Customer for matters relating to the service
- Make provision to replace and renew equipment located on the Customer site that forms part of the service as devices become End of Life/unsupportable
- Provide prompt access to Customer's infrastructure for Cantium staff or its subcontractors to allow resolution of issues or restoration of service.

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Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Cantium will advise customers when changes to the solution are required
- Cantium will provide vendor software patches for the customer to apply
- Cantium aims to provide a customer focused, cost effective and high quality of service for the areas of work defined within this SLA
- Cantium will advise the Customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, Cantium will respond in line with the documented incident management priority levels to restore the service, and will work as required, with 3rd party suppliers to enable this to happen

Service Assumptions

Assumptions related to in-scope services and/or components include:

N/A

General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

For the purposes of this agreement the following party will be responsible for adherence to the legislation referred in Annex A:

1. Data Controller: Customer
2. Data Processor: Cantium Business Solutions

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3. Sub Processor: n/a

Service Performance

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

N/A

Service Feedback

Cantium Business Solutions endeavours to make its service the best that it can always be.

We therefore encourage and appreciate all feedback you may wish to present us with, both positive and negative.

Where possible, would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously. Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing.

Please find the link to our Compliments and Complaints Policy which details how to do this and what you can expect from us:

[Compliments and Complaints Policy](#)

Should you wish to discuss any aspect of Cantium service, please use the following escalation path:

1. Service Delivery Manager
2. Head of Service Management
3. Head of ICT

Additional Services

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Cantium Business Solutions offer a complete suite of business management tools. These solutions are based around improving your cost effectiveness and efficiencies within the ICT Sector.

For further details on the services we provide, please visit our website:

cantium.solutions

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Schedule of Processing, Personal Data and Data Subjects (Annex A)

The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.

The contact details of the Processor's Data Protection Officer (or representative) are:

Email: DPO@csLtd.org.uk

Post: Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT

The Processor shall comply with any further written instructions with respect to processing by the Controller.

Any such further instructions shall be incorporated into this Schedule.

Data processing details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Cantium is the Processor as defined in the Contract

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Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the Services in accordance with the Contract
Duration of the processing	Processing will take place during the Term of the Agreement including any Extension Period.
Nature and purposes of the processing	<p>The nature of processing will include all operations required in the delivery of the Service. This shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.</p>
Type of Personal Data being Processed	As required to deliver the service. This may include: <ul style="list-style-type: none">• Online identifiers (IP address, cookie identifiers, location)
Categories of Data Subject	Employees of the Controller
Specific processing instructions for Sub-processor	N/A

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<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>In line with the contract, at the written direction of the Controller unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete / destroy or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.</p>
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Sub-processors authorised

Cantium Business Solutions Ltd. utilise the following Sub-Processor(s):

N/A

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures

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appropriate to the risk, including as appropriate those matters mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.

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