



Service Level Agreement (SLA)

Technician Service for Education
By
Cantium Business Solutions Limited

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT. Company No. 11242115. VAT No. 294 5402 88.
Filename: Technician Service for Education SLA

Please note - Version control is via SharePoint. This document is uncontrolled once printed.

OFFICIAL



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 www.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 and 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.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



Stakeholders

The primary stakeholders associated with this Agreement are:

- Service Provider: Cantium Business Solutions
- Customer: Customer (“Customer”)

Cantium Business Solutions reserve the right to support this contract through third party sources where appropriate. Such third parties employed by Cantium Business Solutions may be changed from time to time at their discretion.

Periodic Review

This agreement is valid for the term of the contract as outlined in the Order Form and will continue unless revised by Cantium Business Solutions to ensure compliance with legal and commercial developments throughout the duration of the contract.

Once amended the Agreement will be communicated to the primary stakeholders through publishing on Cantium Business Solution’s 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;

- IT Technician time on-site as follows
 - Regular Scheduled visits
 - or
 - Bookable ad-hoc support visits via the Draw Down contract (up to 40 hours per year)

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



- All other changes will be chargeable.

Technician Service

This service is to provide on-site IT Technician time where the customer can use the skills of the Technician during that time on the IT priorities of the school, as agreed between the Technician and the customer on each visit. Tasks completed may include any listed in the following table:

Server Checks	<p>These checks will either be completed on-site by the technician or via remote monitoring (depending on the type of contract purchased and agreement from the customer for installation of our remote monitoring toolset).</p> <ul style="list-style-type: none">• Anti-Virus solution updates• Backup Checks - ensure backups complete successfully• Windows Operating System patching• DNS monitoring• DHCP monitoring• Disk space usage• Event log monitoring & alerting (including CPU and memory usage)• Hardware monitoring & alerting (including predicted failures)• Warranty status
Desktop and Classroom Support	<p>Support is provided for all corporate end user devices and standard IT peripherals which conform to industry standards. Support will typically include the following:</p> <ul style="list-style-type: none">• Workstation, laptop, printer configuration• Tablet and iPad support• General fault finding and resolution

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

	<ul style="list-style-type: none"> • Workstation rebuilds • Equipment moves and network patching • Application deployment • Third Party liaison for warranty repairs • SIMS updates • Whiteboard, Touch Panel, Projector troubleshooting • Microsoft 365 support
User Access Management	<p>The technician service will grant authorised users access to the infrastructure as follows:</p> <ul style="list-style-type: none"> • Create/modify/delete user accounts. • Create/modify/delete email accounts. • Create/modify/delete distribution groups. • Apply user permissions
Network Support	<p>Infrastructure technical support and troubleshooting issues with:</p> <ul style="list-style-type: none"> • Wired Local Area Networks (LAN) • Network switches and routers • Wi-Fi access and support • Internet connectivity
Assess and Configuration Management	<p>The technician could provide asset management services if required. This could include:</p> <ul style="list-style-type: none"> • Updating the asset register with new, changed or retired assets • Work with the customer to identify an equipment renewal strategy
Advice	<p>The service can provide advice for the following:</p> <ul style="list-style-type: none"> • Care and maintenance of IT equipment • System Security • Data Protection



	<ul style="list-style-type: none">• Broadband and Wi-Fi• Equipment technical specification• Hardware and Software Purchasing• License Management• Appropriate training• Assistance with Cantium documentation and use of instruction manuals
--	---

The level of service required will be agreed before the commencement of the service and can be increased at any point thereafter. There is a notice period of 3 months to decrease the level of service.

Every effort will be made to ensure that the same technician undertakes these regular visits, but this cannot be guaranteed in all instances. The benefit is that the Cantium Technician will become familiar with each customer environment, so that solutions are not just technically viable but are suited to your mode of working and support is efficient and effective.

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:

- Project Management
- ICT training and user education
- Installation and configuration of networks, cabling infrastructure, servers (building or re-building), classroom panels and projectors
- Device installations that are impractical to complete during time allowed e.g. install of 10 new laptops.
- Replacement Parts
- Creating or editing of Policy, process and standards
- Strategic Planning

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



- IT Service Management consultancy
- External website hosting
- Support on non-corporately owned devices
- Security Investigations
- Network Penetration Testing
- Portable Appliance Testing (PAT)
- Cantium Service Desk

Access by Cantium Business Solutions Staff:

It will be necessary for Cantium to hold a Cantium support user account with administrator access rights to the system being supported. This is to ensure that we offer quick and efficient diagnoses and support to your school. Passwords will be stored securely with access only to those Cantium staff who are working on your systems.

Customer Responsibilities

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

- 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

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



- Provide prompt access to Customer's infrastructure for Cantium staff or its subcontractors to allow resolution of issues or restoration of service.
- Ensure Cantium are aware of any cyber-attack to the customer estate allowing Cantium to take necessary steps to protect other parties.

Service Provider Responsibilities

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

- 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

Service Availability

Technicians are either scheduled to visit site on a regular basis e.g. ½ day per week or if the school have a Draw Down contract, visits are booked by the school direct with their nominated Technician.

There will be a maximum of 5 staff training days per year when the School Technician may need to re-arrange scheduled visits.

General Data Protection Rules

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

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



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
3. Sub Processor: 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

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



Additional Services

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

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

www.cantium.solutions

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

1. The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.
2. The contact details of the Processor's Data Protection Officer (or representative) are as follows:
Email: dataprotection@cantium.solutions
Post: Data Protection Officer, Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, West Malling, ME19 4AE
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. 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.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



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
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 such as:</p> <ul style="list-style-type: none"> • Backup and restore data • Create/modify/delete user accounts. • Create/modify/delete email accounts. • Create/modify/delete distribution groups. • Update SIMS database. <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	<p>As required to deliver the service. This may include:</p> <ul style="list-style-type: none"> • Name • Contact information (phone, email, office address) • Employment Information • Online identifiers (IP address, cookie identifiers, location)

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions



	<ul style="list-style-type: none"> • Biometric information (e.g. fingerprints for smart phones) • Survey responses
Categories of Data Subject	<ul style="list-style-type: none"> • Employees of the Controller • Students • Parents \ Guardians • School Governors
Specific processing instructions for Sub-processor	N/A
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	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.

Sub-Processors Authorised

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

N/A

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
 t: 03000 411115 e: info@cantium.solutions



Technical and Organisational Security Measures

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

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

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT. Company No. 11242115. VAT No. 294 5402 88.
Filename: Technician Service for Education SLA

Please note - Version control is via SharePoint. This document is uncontrolled once printed.

OFFICIAL