



# Service Level Agreement (SLA)

Curriculum Support (C1)

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](mailto: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: Curriculum Support (C1) 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 Curriculum Support services required to support and sustain the product or service throughout the duration of the contract.

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

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

Together with the Order and the General Terms of Sale this document provides a binding agreement 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 document will take precedence.

## Goals and Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support and delivery to the Customer by Cantium Business Solutions.

The objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

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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:

IT 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.

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.

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## Service to be provided:

The following Services are covered by this Agreement;

The Curriculum Support Service provides telephone, remote and on-site support (business critical incidents only) via the Cantium Business Solutions Service Desk for school's Curriculum networks. Appendix 1 provides a list of the hardware and software supported under this Agreement.

In addition, customers will also be able to request an annual health check of their Curriculum System, which will be performed remotely. Cantium Business Solutions (EIS) will also provide Information Notices and general advice via email, hard copy and our website exclusively for customers with contracts.

## Service Desk

Customers are allowed an unlimited number of support requests per annum. Resolutions will normally be provided via direct telephone or remote connection. Cantium Business Solutions (EIS) will determine if a visit is required to provide the solution and customers will be entitled to up to 6 hours of on-site support per annum.

Support is available for:

- Identification and where possible correction of software, hardware and user errors
- Assistance with Cantium Business Solutions (EIS) Information Notice / documentation queries and use of instruction manuals
- Advice on appropriate training and availability
- General advice on hardware and software purchasing
- General advice on care and maintenance of equipment

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## Server Health Checks

Cantium Business Solutions (EIS) will when requested, perform a health check on physical Curriculum servers annually by remote connection, which will detect potential problems before they arise.

The health check will include:

- Checking users (disk quotas, administration rights etc.)
- Checking the backup status
- Checking the Server disk space and specification
- Checking the Windows Event Logs for errors
- Checking the antivirus log
- Current system software versions and upgrade status
- Check Server performance

You will be notified via email if a health check indicates any issues that need to be followed up. If action is required, this will be explained and options discussed with you.

## Keeping You Up to Date

You will be kept informed by means of our website, articles, service leaflets, newsletters and email. The Cantium Business Solutions (EIS) website will alert customers of any major incidents which could affect the use of IT, as well as providing information and guidance notes.

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## On-Site Support

On-site support includes:

- Diagnostic troubleshooting of supported software / hardware where remote support is unable to resolve the issue and the issue has a significant impact in school.
- Where necessary, we may need to remove hardware to our Cantium Business Solutions (EIS) base to conduct further diagnostics.

## Support outside the scope of the SLA:

- Replacement parts and installation of new servers / computers / laptops or tablets and peripheral installations are not included. These services can be quoted for separately by Cantium Business Solutions (EIS)
- Windows server upgrades and patching
- Response to cyber-attack or security related incident

## Access by Cantium Business Solutions (EIS) Staff:

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

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### Datto:

Datto will be installed on your Curriculum server. Datto can then be used for any required changes and to quickly fix issues in the future.

Datto cannot monitor your data, including SIMS and we will enable “privacy mode” so Cantium Business Solutions (EIS) **cannot connect to devices (other than servers) without your permission.**

## Customer Responsibilities

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

- Use the defined processes for logging incidents and service requests
- Train users in the proper use of devices
- Respond to requests from Cantium Business Solutions (EIS), in relation to a current incident or service request
- Comply with security and policy requirements set by Cantium Business Solutions (EIS) or its suppliers
- Nominate a lead contact with suitable authority to provide liaison between Cantium Business Solutions (EIS) and the school for matters relating to the service
- Provide prompt access to the school-based infrastructure for Cantium Business Solutions (EIS) staff or its subcontractors. This includes an emergency contact for out of hours access

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## Service Provider Responsibilities

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

- Cantium Business Solutions (EIS) is responsible for the support of all servers relating to this service
- Cantium Business Solutions (EIS) aims to provide a customer focused cost effective and high quality of service for the areas of work defined within this SLA
- Cantium Business Solutions (EIS) will advise the customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, Cantium Business Solutions (EIS) will respond urgently to restore the service and will work with 3rd party suppliers to enable this to happen

## Service Assumptions

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

Changes to services will be communicated and documented to all stakeholders.

## Change Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

If you are not satisfied with the level of service, please contact the Cantium Business Solutions Service Desk or speak with the Service Delivery Manager for Education.

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## Service Availability

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

- Telephone support: 8:00 A.M. to 5:00 P.M. Monday - Friday
- Email support: 8:00 A.M. to 5:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance within 8 working hours for business-critical incidents that cannot be resolved remotely
- There will be a maximum of 2 staff training days per year when the Cantium Business Solutions Service Desk will close - these will normally be during school holiday periods

## Service Requests (response)

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- Within 1 hour (within normal business hours) for issues classified as High priority
- Within 8 hours (within normal business hours) for issues classified as Medium priority
- Within 5 working days (within normal business hours) for issues classified as Low priority

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

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## 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

Cantium retain data relating to the school and its personnel in a customer relationship database. In this regard:

1. Data Controller: Cantium Business Solutions
2. Data Processor: Cantium Business Solutions
3. Sub Processor: N/A

Where Cantium have access to data held on curriculum hardware owned by the customer:

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.

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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:

<https://cantium.solutions/wp-content/uploads/2019/10/Complaints-and-Compliments-Policy.pdf>

## 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](http://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:

Email: [dataprotection@cantium.solutions](mailto: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.

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## 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	Controller - Cantium Business Solutions Processor- Cantium Business Solutions
Subject matter of the processing	Curriculum based data
Duration of the processing	Data will only be collected from the customer if the need arises, for example if the issue needs to be referred to a 3rd party and they require the dataset.  If this needs to happen Cantium Business Solutions will gain permission for this data collection to happen.  Once the issue has been resolved the data will be deleted from the server, and confirmation will be gained from the 3rd party as well.
Nature and purposes of the processing	Processing is completed in order to fulfil the contract in support of IT issues
Type of Personal Data being Processed	Any data stored by the customer on Curriculum devices
Categories of Data Subject	Could include student & staff details dependent on how and where the customer stores this information

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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	Please see duration of the processing.

### Sub-Processors Authorised

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

RM Education

### 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.

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## Appendix 1 - Supported Software and Hardware

The range of software available and for which Cantium Business Solutions (EIS) is confident in providing full support is constantly evolving. If a particular product is not listed, please contact us to discuss the level of support we will be able to provide.

Cantium Business Solutions (EIS) will where appropriate, advise the customer of works attributable to a third-party supplier of materials e.g. upgrades, notifiable defects, documentation, etc. It is our normal policy to trial third party upgrades and new releases, passing all relevant information and advice onto the customer.

### Software

Server Operating Systems: Windows Server 2012, 2012R2, 2016, 2019, 2022.

Server Hypervisor: Microsoft Hyper-V

Network Management Systems: RM Community Connect, EISNet

Client Operating Systems: Windows 8 Pro, Windows 10/11 Pro/Education (x64) and above

Business Applications: Microsoft Office: 2016/ 2019/ 2021 LTSC and Office 365

DTP and Presentations: Microsoft PowerPoint 2016 / 2019 / 2021 / 365, Microsoft Publisher 2016 / 2019 / 2021 / 365

Internet Browsers: Microsoft Edge (Chromium), Google Chrome

Communications: Outlook 2016 / 2019 / 2021 / 365, Outlook Web Application, Microsoft Teams,

Backup Software: Cantium Remote Backup Service, Redstor Backup ESE Windows Server Backup

Tablets: Running Windows 8, 10 or 11 (x64) Operating Systems

iPads: Using Lightspeed Mobile Device Management (MDM)

Other products not listed above will be considered and can be included subject to written agreement.

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## Hardware

Servers and PCs (Computers) and standard IT peripherals (e.g. printers, scanners, whiteboards etc.) which conform to industry standards.

Cantium Business Solutions (EIS) will make every reasonable effort to ensure that the software applications listed above will perform as specified by the software suppliers on the agreed hardware. This also applies to printers conforming to industry standard printer protocols. Cantium Business Solutions (EIS) will where appropriate, advise of works attributable to hardware suppliers, notifiable defects, documentation, etc.

## Networking

Infrastructure, Cantium Business Solutions (EIS), will assist in diagnosing faults including cabling and active elements and can quote for associated repairs.

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