WWW.EIS.CO.UK

# Service Level Agreement (SLA)

## Technician Service for Education

## Provided by

## Cantium Business Solutions,

## trading as EIS.

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

## Agreement Overview

In this SLA, “EIS” refers to Cantium Business Solutions Limited, trading as EIS.
This Service Level Agreement (“SLA” or “Agreement”) is made between EIS and its customers.

This Agreement defines the standards, responsibilities, and commitments for delivering the specified service. It sets out the requirements necessary to support and maintain the product or service for the duration of the contract.

This Agreement remains in effect for the contract duration and may be revised by EIS to maintain compliance with legal and commercial requirements.

It outlines the parameters of all services covered, as understood by all parties, and is accepted in accordance with EIS General Terms of Sale (available at www.eis.co.uk). Together with the Order and General Terms of Sale, this document forms a binding agreement between the parties.

If any inconsistency arises between this Agreement and the General Terms of Sale, the terms of this Agreement will prevail.

## Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to deliver a consistent level of service, support, and delivery to the Customer by EIS.

The objectives of this Agreement are to:

- Define the service or product purchased by the Customer.
- Provide clear reference to service ownership, accountability, roles, and responsibilities.
- Present a clear, concise, and measurable description of the service provided to the Customer.

## Stakeholders

The following parties represent the primary stakeholders for this Agreement:
Service Provider: EIS
Customer: [Insert Customer Name] (“Customer”)

EIS reserves the right to engage third-party providers where appropriate. System operators employed by EIS may be changed at EIS’s discretion to ensure efficient service delivery and maintain value for money for customers.

## 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 EIS 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.

## Roles and Responsibilities

The following section outlines the responsibilities for the customer and EIS ("Service Provider") to enable the provision of a consistent service.

## Customer Responsibilities

Customer responsibilities in support of this Agreement are:

- Use the defined processes for logging incidents and service requests.
- Train users in the proper use of services, applications and devices.
- Respond to requests from EIS, in relation to a current incident or service request.
- Comply with security and policy requirements set by EIS or its suppliers.
- Nominate a lead contact with suitable authority to provide liaison between EIS and the school for matters relating to the service.
- Provide prompt access to the school-based infrastructure for EIS staff or its subcontractors. This includes an emergency contact for out of hours access.
- Provide EIS or its subcontractors the required accounts and levels of access to systems and services within the SLA.
- Deploy the security and operational tools required for EIS to offer the service to the customer.
- Customers are advised that failure to implement Extended Security Updates (ESU) for Windows versions older than the current release significantly increases the risk of security vulnerabilities. Any issues resulting from non-

compliance with supported Windows versions will not be covered under this service level agreement.

- For Draw Down contracts, it is the responsibility of the school to monitor any remaining hours and ensure they are utilised within the same financial year. Hours not used within that financial year will lapse and cannot be carried forward.

- The customer will need to ensure that the hours are used evenly throughout the year, as EIS will not be able to accommodate all hours being taken at the end. There will be limit of 25% of the total hours permitted to be used in the final 3 months of the financial year.

## Service Provider Responsibilities

Service Provider responsibilities in support of this Agreement are:

- To provide a customer focused cost effective and high quality of service for the areas of work defined within this SLA.

- To advise the customer of any circumstances that may adversely affect the level of the service being provided.

- To respond to service interruption and to restore the service, working with 3rd party suppliers where necessary to enable this to happen.

- To securely store credentials for systems and services and provide access only to those EIS or Cantium Business Solutions support staff who are working on your systems.

## Access by EIS Staff:

EIS will maintain a support user account with administrator access rights to the system being supported. This ensures quick and efficient diagnosis and resolution of issues for your school.

Passwords will be stored securely and will only be accessible to authorized EIS staff working on your systems.

Wherever possible, support will be provided using remote access to minimize disruption and improve response times.

## 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)
- 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** | 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).<br>• Anti-Virus solution updates<br>• Backup Checks - ensure backups complete successfully<br>• Windows Operating System patching<br>• DNS monitoring<br>• DHCP monitoring<br>• Disk space usage<br>• Event log monitoring & alerting (including CPU and memory usage)<br>• Hardware monitoring & alerting (including predicted failures)<br>• Warranty status |
| **Desktop and Classroom Support** | Support is provided for all standard IT peripherals which conform to industry standards. Support will typically include the following:<br>• Workstation, laptop, printer configuration<br>• Tablet and iPad support<br>• General fault finding and resolution<br>• Workstation rebuilds |

| | |
|---|---|
| | • Equipment moves and network patching<br>• Application deployment<br>• Third Party liaison for warranty repairs<br>• SIMS updates<br>• Whiteboard, Touch Panel, Projector troubleshooting<br>• Microsoft 365 support |
| **User Access Management** | The technician service will grant authorised users access to the infrastructure as follows:<br>• Create/modify/delete user accounts.<br>• Create/modify/delete email accounts.<br>• Create/modify/delete distribution groups.<br>• Apply user permissions |
| **Network Support** | Infrastructure technical support and troubleshooting issues with:<br>• Wired Local Area Networks (LAN)<br>• Network switches and routers<br>• Wi-Fi access and support<br>• Internet connectivity |
| **Assess and Configuration Management** | The technician could provide asset management services if required. This could include:<br>• Updating the asset register with new, changed or retired assets<br>• Work with the customer to identify an equipment renewal strategy |
| **Advice** | The service can provide advice for the following:<br>• Care and maintenance of IT equipment<br>• System Security<br>• Data Protection<br>• Broadband and Wi-Fi<br>• Equipment technical specification<br>• Hardware and Software Purchasing<br>• License Management<br>• Appropriate training<br>• Assistance with EIS 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 EIS 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.
- Large scale deployment of Windows Operating Systems and upgrades
- Replacement Parts
- Creating or editing of Policy, process and standards
- Strategic Planning
- Support on non-corporately owned devices
- Network Penetration Testing
- Portable Appliance Testing (PAT)
- EIS Help Desk (other than to log calls to be passed directly to your Technician)
- Response to cyber-attack or security related incident

All services not expressly listed or described as in scope within this Service Level Agreement are excluded and are not covered under this agreement.

## 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.

With the agreement of both parties, visits can be "banked" for future use for example in the event of nominated technician sickness or other unusual circumstance. Up to 3 visits can be banked at any one time.

## Service Feedback

EIS 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, we 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 use this link to our Compliments and Complaints Policy which details how to do this and what you can expect from us.

## Additional Services

EIS 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.eis.co.uk

## 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
3. Sub Processor: N/A

## 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 |
| 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 | The nature of processing will include all operations required in the delivery of the service such as:<br>• Backup and restore data |

| | |
|---|---|
| | • Create/modify/delete user accounts.<br>• Create/modify/delete email accounts.<br>• Create/modify/delete distribution groups.<br>• Update SIMS database.<br>The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract. |
| Type of Personal Data being Processed | As required to deliver the service. This may include:<br>• Name<br>• Contact information (phone, email, office address)<br>• Employment Information<br>• Online identifiers (IP address, cookie identifiers, location)<br>• Biometric information (e.g. fingerprints for smart phones)<br>• Survey responses |
| Categories of Data Subject | • Employees of the Controller<br>• Students<br>• Parents \ Guardians<br>• 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 trading as EIS, utilise the following Sub-Processor(s):
None

## Technical and Organisational Security Measures

The Supplier shall implement and maintain appropriate technical and organisational measures to protect Protected Data in compliance with Data Protection Laws. These measures will:

- Reflect current best practice and consider implementation costs, the nature and purpose of processing, and associated risks to individuals' rights and freedoms

- Address risks such as accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access to Protected Data
- Include safeguards as outlined in Articles 32(1)(a) to 32(1)(d) of the GDPR Policy.