

Schoolaspect Service Level Agreement

System Environment & Delivery Aim

Schoolaspect endeavours to provide the best service delivery possible. The system schoolaspect is provided via the web. The system is hosted at a UK based data centre ensuring that your important data will be securely hosted on servers delivering the height of efficiency with Dot Net technology as standard.

Security of your data is crucial to us, internal and external digitally recorded CCTV with regular security patrols. Access in and out of the facility is monitored with electronic door access which logs activity for any investigations.

On site there are two generators which are linked to the main power supply using an automatic transfer switch ensuring that if any power loss is detected it is re-established within approximately 15 seconds of detection; UPS devices maintain power through the switchover. The generator switches off 2 minutes after power has been restored.

Concealed Cooling is supplied by multiple Mitsubishi Heavy Industry air conditioning units. This is a ducted solution, configured to allow for failure and redundancy, whilst keeping room temperature to an average of 20°C. All air conditioning units are maintained and serviced on a regular quarterly basis.

Fire risk assessment has been designed around a VESDA FM200 fire suppressant system. FM200 systems are designed for fire extinguishing without damaging valuable equipment. Potential fire threats are detected in the roof space in addition to the room itself.

Statement of Service Level Agreement.

Commitment

Power

Performance Indication

100%, Each Data Cabinet is equipped with an APC 3000. Onsite diesel generator with a 15 second automatic power transfer.

System Connectivity

99.95%

Backup

All data is backed off site every 24 hours. Any loss will be limited to this time period.

Scheduled Maintenance

1. A minimum of 48 hours' notice will be given in any event of scheduled maintenance that has a possibility of 30 minutes or more loss of service.
2. We will endeavour to carry out any scheduled maintenance work deemed necessary at times that will least affect our Clients. However, some maintenance may occur at or run into peak times.
3. Emergency maintenance work will be carried out at any time on the network, ensuring the infrastructure and integrity of the connectivity.

Failure to provide

1. If the system is unavailable for four or more consecutive hours during any calendar month, excluding planned maintenance we will, upon the Client explicit request, in writing, credit your renewal invoice with a half day credit per occasion, with a maximum of up to seven days credit in any one calendar month.
2. Claiming for loss of service under the terms of this Service Level Agreement, the Schoolaspect Accounts Manager must be notified in writing within 30 days of the date that the Service Level Agreement was not met. It is the Clients' responsibility to provide Schoolaspect with accurate points of contact, i.e. email address, phone numbers etc.
3. Schoolaspect actively monitors all services provided to Clients; we therefore seek to rectify any fault on its occurrence. Failure to notify Schoolaspect before the fault is rectified will not be constituted as unavailability of the system.
4. If the service is unavailable as a direct cause from a third party provider, Schoolaspect will endeavour to help resolve the fault. In this instance Schoolaspect reserves the right to re-claim any charges that may occur at our discretion.
5. Network unavailability will not include service loss of less than 1 hour or which is caused by:
 - a) Scheduled Network Maintenance
 - b) Use of any software applications by the Client
 - c) Client Equipment including equipment configured and / or supplied by Schoolaspect
 - d) Use of the service that is in breach of our Terms of service or Acceptable Use policy
 - e) Unavailability of third party telecom provider services
 - f) Actions of third parties which are beyond the control of Schoolaspect
 - g) Reasons of Force Majeure or situations beyond the control of Schoolaspect
 - h) Any other circumstances which fall beyond or outside Schoolaspect reasonable control.

Service Level Agreement [SLA] Changes

Schoolaspect reserves the right to change their Service Level Agreement as and when it is deemed necessary to do so. All recipients receiving any services will be informed only when a change has been made.

It may be necessary to change our Service Level Agreement when we feel it necessary to enhance our service with changes in technology, upgrades of internet services or altered agreements with our providers.

Any changes made will be shown by an updated revision date found on the front cover of this Service Level Agreement.

The latest Service Level Agreement is posted on the online.schoolaspect.com login screen. Please refer to the website for the latest Service Level Agreement.