

Funding narrative for IT Services – DSG Central Service Block 2019/20

2019/20 - Cost per pupil per school £4.84*

Beverly and Hemlington Hall are charged an addition £50 admin fee per annum for their respective Domain Registration renewals.

Summary – ICT Services receive £100k of DSG funding per annum for the support of the ICT infrastructure and applications supporting digital services for forty-eight schools within the Middlesbrough catchment area and Middlesbrough Council. A mix of Primary, Secondary & Academies. DSG funding supports the availability and reliability of key “education specific” ICT functions by the Local Education Authority’s ICT Service.

*It should be noted that the charge per pupil is based on services delivered rather than specific or individual roles within ICT. Tasks performed on behalf of schools are delivered across multiple teams and require a range of technical disciplines.

Pupil numbers are based on those used to calculate the Liquid Logic (Children’s) licence charges, ensuring a consistent approach.

Summary of DSG funded Services provide by the LEA:

- SIMS/CapitaOne Integration – ICT Services support the integration between these two applications ensuring secure and accurate data extraction from SIMS into CapitaOne in order to support the statutory returns process, in line with the Local Authority SLA
- ICT provide a secure network connection for the BMS (Boiler Management System) used in schools
- Secure access to the LEA finance application (Unit 4 Business World)
- Internet Domain Registration Services (management of the Internet Domain Name registration renewals) currently taken up exclusively by Beverly & Hemlington Hall
- Data Centre Hosting Services – The hosting of ICT equipment by the LEA that facilitates the secure connection between the schools (Aspire) and Councils network. This includes monitoring of equipment and reporting of faults
- Facilitate access to the LEA’s Intranet/Internet for School and Education service content
- Annual IT Health check (security audit) of the network connectivity between Schools and the LEA as part of the annual PSN (Public Network Service) accreditation process
- File Transfer Service - The secure sending and receiving of information between the LEA and Schools networks
- Secure access to the Free School Meals application via the Vodafone PSN (Public Service Network) connection
- Regular security and Maintenance duties associated with the connection between the LEA and Schools network including management of the Firewall rules to ensure appropriate access management

Detailed Breakdown of LEA Support Functions & Teams

Service Desk:

- Logging of Incidents and Requests
- Prioritisation of calls logged on behalf of or by the customer.
- First fix of incident or issues where appropriate.
- Routing of Incidents or Requests to the correct team.
- Escalation of Incidents and Requests to other teams within ICT.
- Infrastructure (Server Team) Support (Capita One/EMS) SIMS, Firewall Rule maintenance.
- Responsible for maintaining the availability and reliability of the server and storage infrastructure that supports systems used by the LEA and Schools to deliver “business as usual” outcomes and comply with statutory statistical reporting.

Infrastructure (Network Team) Support:

- Responsible for maintaining the availability and reliability of network connectivity between the LEA and Schools.
- Appropriate Security remediation activity in line with the annual PSN (Public Sector Network) accreditation process.

Application (Application Development & Support Team) Support:

- Responsible for maintaining application availability and reliability and data consistency for systems that underpin the business processes between the LEA and Schools.
- Upgrade of the SIMS development systems (Hosted within the Councils Virtual Server Infrastructure)
- Appropriate application/data base security remediation activity in line with the annual PSN (Public Sector Network) accreditation process.

Security (Technical Architect Team):

- Regular patching, (in line with PSN) software maintenance and security vulnerability testing of the ICT infrastructure supporting the link between the LEA and schools.
- Annual accreditation and compliance process required to maintain connectivity with the PSN (Public Service Network)

ICT Systems/Connectivity Supported:

- BMS (Boiler Management System) – Provides support and maintenance (primarily via the Infrastructure Teams) to support the ICT hardware, software and network infrastructure security which underpins the EMS systems within Middlesbrough Schools. E.g. Firewall rules.
- Remote Desktop Access Services to Schools – Make available a secure method of remote device connectivity to facilitate the sharing of data between Schools and the LEA facilitating provision of Balanced Scorecard information/statutory returns.
- Aspire Network Connectivity – Middlesbrough Council Host, within the Melrose House Data Centre, the Aspire network hardware and associated data circuits. This equipment underpins connectivity and forms the secure link between Middlesbrough schools (48) and

the Middlesbrough Council Network. The Hardware is monitored and supported within the data centre environment taking advantage of resilient power systems, fire suppression, environmental management and full remote monitoring.

Education Application Availability:

- Capita One - Virtual Server - Measurement of Attendance, Attainment and achievement of all children within the authority. Capita One has an Oracle Database which is replicated across both Data Centres.
- EMS Online (DMZ Box called EMS Online is physical)
- SIMS - Virtual Server - Schools Information Management System development environment. Used to provide support services to schools as part of the Local Authority SLA.
- B2B Interface - Secure File Transfer importing data from SIMS in to Capita One (data transfer between schools and the Council Network and the Government (Department of Education)).
- EPAS – Access to attainment data. – What’s this (Apps) No longer used.
- eStart – historic data reporting. – Used to review attendance for Children’s centres within the authority.

Access to the Middlesbrough Council network within Schools

Working with the local schools technicians in order to configure access to allow Council staff (Management & performance teams) to access Council network resources from within schools. Facilitating secure network access for the Management & Performance teams.

Access to Middlesbrough Council Intranet/Staff Portal

Middlesbrough Council staff within Schools have a requirement to Access Content on the Councils Intranet. ICT Services provide the Security and connectivity solution ADFS (Active Directory Federation Services) which facilitates “single sign-on”.

Access to Unit 4 Business World (Finance)

Maintenance & Support of the secure network connectivity to the Council main Finance application for schools.

Access to the Free School Meals system

ICT Services provide access to the Vodafone PSN (Public Services Network) network allowing secure access to the Free School Meals System. Middlesbrough Council pays an annual fee to access the PSN network as well as undergoing a rigorous security and compliance audit in order to maintain the required compliance standards.

Implications of Reducing/Terminating current Service:

- Should a decision be taken to reduce or completely remove funding for the current services and activities undertaken by the Councils ICT Service, the impact and risks of such a reduction and the cost of providing and managing alternative arrangements should be carefully considered.
- Ceasing the ICT element of the DSG funding would result in the termination of the connectivity between the Schools and Council networks. Without secure network connectivity between the Schools and the LEA the transmission and sharing of “business as usual” information and data would be far more complex and time consuming. Data sharing overall would be subject to significant risk of loss or interception exposing both Schools and the LEA to significant fines from the ICO (Information Commissioners Office).

High level Issues to consider:

- Alternate secure data transmission services would need to be agreed and procured
- The Boiler System would become much more onerous to support, requiring onsite attendance to undertake monitoring activity
- Without the link between schools and the Council data file transfers would become a more complex process and the security of data could be compromised
- Supporting schools would become more difficult without the ability to connect through RDS (Remote Desktop Services)
- The Council would be unable to extract the data from the Schools SIMs system required to produce statutory reports.
- The support of the SIMS application and the extraction of data for statutory reporting would become more complex and a greater information security risk
- Greater risk of data loss/interception

Potential for Service Expansion

It should be noted that in addition to the services provided as part of the current LEA arrangement ICT Services support the business needs of a range of external customers. We would be keen to discuss the potential to expand services offered to schools such as infrastructure hosting, data storage and security services.

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