



## Service Level Agreement

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**Document Owner:**

Lawford Education Ltd

### Version

Version	Date	Description	Author
1.1	01-09-2014	Service level agreement	Tim Ballard
1.2	01-09-2020	Updated to reflect changes in MIS data transfer	Tim Ballard

### Approval

Approvers	Role	Signed	Approval Date
Lawford Education Ltd	Service Provider		01-09-2020

## Overview

This document describes a Service Level Agreement (SLA) for organisations using the Pupil Reward Points service offered by Lawford Education Ltd. The Pupil Reward Points service refers to any system accessed via pupilrewardpoints.co.uk. 'We', 'us' or 'our' in this document refers to Lawford Education Ltd. 'You' or 'Your' refers to an organisation that uses our services.

This policy may change from time to time but we will inform all organisations that are affected and give appropriate notice before implementing changes. This policy is effective from the date shown on page 1.



## ***Purpose of this document***

The purpose of this document is to ensure that proper mechanisms are in place to provide high quality service and support users. This SLA provides clear description of service ownership, roles and responsibilities, service quality metrics, and available support. The SLA's scope is limited to any system that is accessed via pupilrewardpoints.co.uk. By definition, an SLA is an agreement, not a contract. It is understood that, while diligent effort will be made to fulfil this SLA, there might be exceptional circumstances when the SLA will not be realised.

## ***Stakeholders***

The stakeholders are listed below:

Lawford Education Ltd – providers of the Pupil Reward Points system.

Data Transfer Provider – Wonde or Groupcall (Xporter).

Schools / Organisations and their staff – subscribers to the Pupil Reward Points system.

Students – students who attend an organisation that uses Pupil Reward Points.

Parents – parents of students who attend an organisation that uses Pupil Reward Points.

## ***Roles and Responsibilities***

Lawford Education Ltd will be responsible for:

- Managing and maintaining the Pupil Reward Points Servers, including assuring their Internet connectivity.
- Developing and maintaining the Pupil Reward Points software, keeping Schools aware of new features and improvements.

Fixing bugs within the Pupil Reward Points software.

Data security for data held on the Pupil Reward Points Servers and for communication between these servers and the Internet.

- Secure nightly data backup and disaster recovery.
- Providing schools with electronic training resources for Pupil Reward Points and providing remote training to the school's system administrator.
- Providing any additional training (agreed in writing at the time of ordering).
- Providing technical support to Schools, as outlined below.



Schools will be responsible for:

- Establishing and maintaining the MIS data transfer link in conjunction with the chosen Data Transfer Provider.
- Ensuring the accuracy of data on Pupil Reward Points.
- Consuming services offered in a non-malicious manner and promptly reporting encountered problems.
- All communication with Students and Parents, including acting as the first line of support for Students and Parents and providing guidance for them in accessing and using the Pupil Reward Points system.
- Ensuring that administrator and billing contact details for your school are kept up to date as shown on the administrator homepage. Any direct contact we receive from parents and students will be referred to the email address provided.
- Advising Students and Parents that they must use services in a non-malicious manner – please refer to the terms and conditions present on our website.
- Managing and maintaining the school's IT equipment on which School staff rely in order to access Pupil Reward Points, e.g. the school network, Internet connection, servers, desktop computers, laptops, tablets. School staff must be provided with "modern, standards-compliant browsers".
- Cascading training to Staff.  
Maintaining the data inputs required by Pupil Reward Points, e.g. ensuring that pupil details and class lists are up-to-date in the school MIS.
- Adding points data and generating reports offered to end users by the Pupil Reward Points system.
- Setting appropriate permissions for staff users within Pupil Reward Points.

### ***Start of Service***

- The school's subscription begins on the first day of the new half-term or term, whichever is sooner, following establishment of the MIS link. Where the school does not intend to use MIS link, the school's subscription begins on the first day of the new half-term or term, whichever is sooner, following the setup of user accounts on the system.

### ***Termination and renewal***

- Schools are required to provide at least one month's notice in writing to cancel their Pupil Reward Points subscription.



- An invoice for the next year's subscription will be issued automatically around the renewal date unless a cancellation notice has been received.

### ***Changes to student numbers during subscriptions***

The price of a school's subscription is based on the number of student users and any additional modules they select according to the school's initial written quote.

Schools can add additional modules at any time. Where new modules are added during the subscription year, a pro-rata invoice will be issued for the cost to add and use the module for the remaining months of the current academic year. For subsequent years, the new module will be included in the overall invoice for the package used by the school.

If, during the subscription period, the number of student users increases by at least 5% more than the number of students stated on the invoice for the subscription, an invoice may be issued for the additional cost.

### ***Availability of Services Offered***

Pupil Reward Points has been designed to be maintainable and updateable "on the fly". As such it will always be available, except for:

- Service interruptions for emergency fixes.
- Unscheduled outages.

Due to unpredictable nature of such occurrences, it is not possible to specify the exact outage duration, however action will be taken to resolve them in a timely manner.

Users who are identified by Lawford Education Ltd as engaging in malicious use of Pupil Reward Points may be blocked from accessing the system.

### ***Performance of Services Offered***

Pupil Reward Points is a web-based application. Lawford Education Ltd will ensure that the Pupil Reward Points servers and their connection to the Internet are capable of delivering a full screen load of a "Student details" page within 10 seconds 90% of the time to a computer on a network with sufficient end-to-end bandwidth and low latency.

### ***Variation of Service***

Lawford Education Ltd will release updates to the Pupil Reward Points software from time to time that offer extensions, enhancements and bug fixes. Schools will automatically benefit



from these as and when they are deployed to the Pupil Reward Points servers. Schools cannot opt out of receiving these updates.

Lawford Education Ltd reserves the right to vary the school's annual cost for the use of Pupil Reward Points from year to year after considering inflation and the changing business environment.

### ***Available Technical Support***

Available technical support for Schools will include:

- Administrator email support for the length of the subscription. Support includes: advice on how to use Pupil Reward Points, investigating problems that impair the use of the system, remote assistance to resolve installation problems. It does not include major changes to interface design, functionality, or site visits.
- User Guides are available.
- Consultancy, at our Standard Hourly Rate – see below. This might cover areas such as: visiting the school to install the SIMS Data Transfer Tool, developing new reports, adding new features. At least 24 hours notice must be given if a site visit related to Consultancy needs to be cancelled or rescheduled by the School.
- Reports. Lawford Education Ltd will provide 2 hours of report customisation work per school free of charge, after which payment will be required based on our Standard Hourly Rate – see below. If customisation of the standard reports is required, the request should be made via the support centre / ticket system. If necessary, the work involved will be assessed and a quotation for the work will be issued, if necessary. Please give at least 7 days' notice of requested changes; we endeavour to make all changes within this period, but cannot guarantee this if the changes are complex.

To get the most out of the 2 hour's free customisation work, we recommend collating all changes that you need into a single request. We can handle a single change request more efficiently than several small change requests.

- Data Recovery. In situations where school data entered directly into Pupil Reward Points has been removed by the school, Lawford Education Ltd can perform a data search and recovery. This would be charged at our Standard Hourly Rate – please see below. Please allow 48 hours for the recovered data to be provided. Note: data is backed up every night and daily backups are retained for the last 30 days. If data is added and deleted on the same day – i.e. between backups – it will not be available for recovery from a backup. If there is uncertainty about when the school's data was



last present, this will extend the effort required as we may need to check a sequence of backups for you.

Support will be provided to School staff only. As a rule of thumb, Lawford Education Ltd will not engage in any communication with Students or Parents. Any support requests from students or parents that are received by Lawford Education Ltd are likely to be forwarded to the School administrator.

### ***Means of Problem Reporting***

If the Pupil Reward Points website is accessible by the School, i.e. the website is not "down"; problems should be reported via email. Alternatively, problems can be reported by telephone (a message can be left if there is no response).

Service Interruptions – users do not need to report issues related to service outages but can contact us for a service update where interruptions are prolonged. Pupil Reward Points is monitored with automated tools. Lawford Education Ltd will be automatically notified of any service interruptions.



## ***Change Requests***

Schools are free to suggest new features but Lawford Education Ltd is under no obligation to implement them. If Schools are interested in paying for the incorporation of new functionality into Pupil Reward Points they should state this when raising a ticket. Nevertheless, we are under no obligation to implement such requests.

If a request covers functionality that Lawford Education Ltd is happy, in principal, to incorporate into Pupil Reward Points, Lawford Education may engage the school in a requirements-capture process to gain a deeper understanding of the request. If the change is extensive, Lawford Education Ltd may require payment by the school for the requirements capture process at our Standard Hourly Rate – see below.

Involvement in a requirements capture process does not imply that Lawford Education Ltd will proceed with the change.

Once the change has been captured in detail, Lawford Education Ltd may choose to provide the school with a fixed-price quote for performing the change plus an indication of the timescale for delivery of the change. The quote will include all costs using our Standard Hourly Rate – see below. Lawford Education Ltd will require a Purchase Order from the School before work on the change can commence.

Lawford Education Ltd will retain all rights for the Pupil Reward Points system and will be granted all rights to the Intellectual Property associated with the change by the school making the request.

Lawford Education Ltd reserves the right to make a change available to all schools or to limit the change to the school that requested it.

## ***Training***

Lawford Education Ltd can provide initial training to the school's administrator via telephone, email, Skype or remote desktop connection.

Training will follow a standard format based on the school's configuration of the system, unless specified otherwise in advance of the training session.

We recommend that the initial training is provided to the system's administrator(s). The school is responsible for cascading training to other members of staff.



## ***Support Hours***

Service problems can be reported 24 hours per day via email. Telephone support for reporting service problems is available at the following times, excluding public holidays:

Monday 9:00 - 16:00

Tuesday 9:00 - 16:00

Wednesday 9:00 - 16:00

Thursday 9:00 - 16:00

Friday 9:00 - 16:00

Service interruption reported on Friday at 5pm may not be looked at until 9am the following Monday. Where telephone support is not available during these hours, a voicemail message should be left or an email should be sent, which will allow us to deal with the request as soon as possible.

## ***Priority Impact Examples***

Any reported bugs will be given an initial assessment by Lawford Education Ltd who will queue the issue for further investigation and resolution according to it's given priority. The table below sets out the priority levels used when assessing issues:

### **Priority Impact Examples**

1 – **Critical** – Service outage or a major application problem making it impossible to use the service. Service is not available or application does not save critical data correctly. This type of issue will be given critical / highest priority - resources will be diverted to investigating and resolving critical issues immediately.

2 – **Major** – Large number of users is impacted and no work around exists. Slow application response time, session timeouts, some core application functionality is broken. Major issues will be investigated immediately, but a resolution may be held back until the end of the working day rather than being deployed as soon as it is available.

3 – **Standard** – Impact on a small or large number of users, but a workaround exists. E.g. users running a supported browser are affected, but can use an alternate browser. Some minor application functionality is broken, but the service is still usable. These issues will be investigated and resolved when there are no critical or major issues reported. Lawford Education Ltd will aim to resolve these issues within 5 working days.





4 – **Low** – No impact on users or a request for a new feature. These will be added to a list held by Lawford Education Ltd. Please see the “Change Requests” section for more information.

In cases where it is determined that Lawford Education Ltd needs to fix a problem, an effort will be made to address the issue in a timely manner. However, the actual response time will be based on the priority and complexity of the issue.

The priority of an item may change over time. If it is determined that an issue affects more users than initially estimated, the priority will be increased and more effort spent on finding a solution. Likewise, if it is determined that a work around, such as using an alternative browser, is available, the priority may be lowered.

The team working on the problem will be responsible for changing the priority. The priority of an item may also be changed if a partial fix is made available, e.g. one that resolves the problem for most users.

The user reporting the problem will be notified by telephone or via email when a fix or partial fix is in place.

### ***Standard Hourly Rate***

Lawford Education Ltd will provide additional services, e.g. consultancy, acting on change requests at our standard hourly rate. The rate is fixed at £50 per hour + VAT. Lawford Education Ltd may increase this rate annually in line with inflation.

### ***Quality Metrics***

Quality metrics are used to evaluate success of the services offered and to determine when a change in strategy is required or additional resources are needed.

Metric	Excellent	Good	Poor (action required)
Availability (uptime)	99.99%	Over 99%	Less than 97%
Performance	No more than 5 second response time on 90% of Student Details pages	No more than 10 second response time on 90% of Student Details pages	More than 10 second response time on 10% of Student Details pages



Issue resolution	More than 99% of critical and major issues resolved or mitigated within one business day.	Over 94% of critical and major issues resolved or mitigated within one business day.	Less than 90% of critical and major issues resolved or resolved within 3 business hours.
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Monthly Uptime % = (Total Hours– Hours of Down Time)/Total Hours x 100%

Please note that uptime will be determined based on data reported by automated monitor agents. Downtime due to announced maintenance will not be used in uptime calculations. Reports of downtime submitted by users will be investigated, but will not be used to calculate uptime, since downtime experienced by users can be related to network issues on the user side or anywhere between user's computer and the Pupil Reward Points servers.