

Freedom of Information Act 2000 request

From: RM Education Limited

If possible, please provide the details in an excel spreadsheet.

Do you provide in-house technical IT support services to the schools in your Local Authority?

No

If yes:

- I. How many primary schools do you provide IT Support Services to?
- II. How many secondary schools do you provide IT Support Services to?
- III. What's the length of the standard contract that schools sign up to?
- IV. When will the schools next review their IT Support Contract with you?
- V. Which of the below IT Support Services do you provide to schools?
 - i. Remote Support (3'd / 4th line)
 - ii. Managed Service
 - iii. Ad Hoc onsite days

If no:

- I. Do you have any approved partners that you use to provide IT support services?
 - i. If so, please confirm who your approved partners are? **Think-IT Framework**
 - ii. When does your current contract with each of the approved partners expire?

30/11/2108

1. How much does each school pay for their IT Support Service, per annum?
 - I. <£1000
 - II. £1000-£3000
 - III. £3000-£5000
 - IV. £5000-£10,000
 - V. £10,000+

**Commercially
Sensitive**

2. Do you purchase a central MIS licence for your schools? **Yes**

If no:

- I. How do schools in your Local Authority procure their MIS?

If yes:

- I. To how many schools do you provide an MIS? **Circa 250**
- II. Do you provide a support service for this **MIS? Yes**
- III. Do you provide a hosted MIS solution? **Yes**
- IV. What's the standard length of the contract that schools sign up to? **12 Months**
- V. When would you next expect a review of this contract? **A**
 - a. In the next financial year
 - b. In the next 3 years
 - c. In the next 3-5 years