



# Terms of Service for Pilot Schools

## Eligibility Criteria

We will be replacing aging school network hardware including switches and wireless over the next four years, starting with a Pilot of 50 schools. Pilot schools will be notified by phone and email from early May 2020 and will be upgraded by 31 August 2020. If you are not one of these schools then Network for Learning (N4L) will get in touch with you as the rollout schedule unfolds. We intend to contact your school two to three months before your school's hardware expires to set up your extended support options. Contact N4L at: [support@N4L.co.nz](mailto:support@N4L.co.nz)

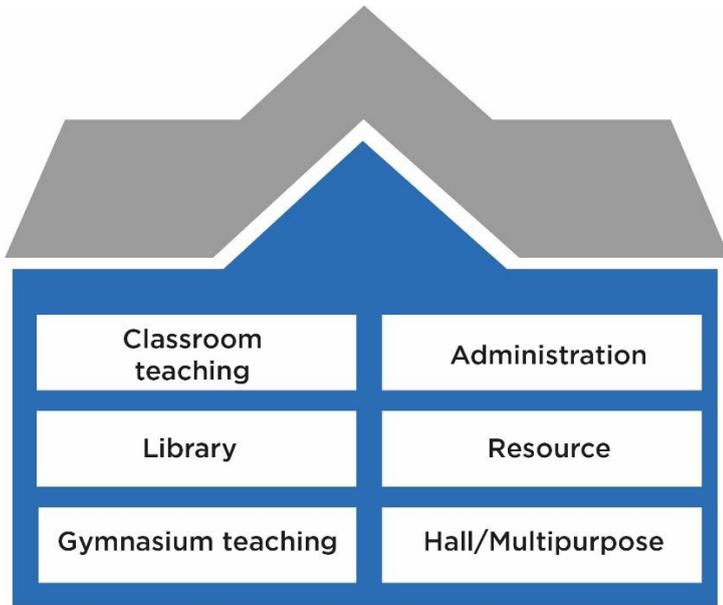
If you are not contacted by N4L about participating in the Pilot and your network switches and wireless equipment warranties are expiring, your hardware will be replaced at a later date. In the meantime, we will extend your warranties to ensure you receive support for any hardware failures. In the event your equipment fails, we will either fix or replace it.

## Requirements

N4L will need access to the schools Local Area Network (LAN) to replace network hardware, apply the Secure Network Access configuration and to provide Helpdesk support for your LAN equipment.

## Entitlement

Space entitlement at your school is calculated based on your schools official finalised July 2019 roll count which is updated yearly on Education Counts. A School Property Guide (SPG) calculator exists [here](#) where you can work out the total net and gross area based on what you are likely to need for these areas:



### Scope of Network Coverage

Part of the SPG calculation is Net Area, which is defined as the usable area within rooms such as teaching spaces, resource rooms, administration spaces, gyms, libraries, auditoriums, halls and multi-purpose spaces. It excludes corridors, reception areas, cleaners' cupboards, toilets. School network infrastructure hardware (switches and wireless) will only be funded within areas categorised under school space entitlement.

### In Scope Works

The scope of services relating to funded hardware:

- ✓ Desktop audit of current network makeup
- ✓ Replacement of network switch hardware (Ministry Certified & Accredited)
- ✓ Replacement of wireless network hardware (Ministry Certified & Accredited)
- ✓ Installation and configuration of hardware (N4L Installer Panel)
- ✓ Configuration of Secure Network Access:
  - Separation and segregation of Staff, Student and Guest traffic
  - Use of the Cloudpath onboarding system to simplify the enrolment and onboarding of Staff and Student devices onto the school network
  - Provision of an Identity Aware network where staff and students log in as themselves (no shared passwords).

Enabling:

- Staff and student identity to be passed to the firewall so that the N4L reporting platform can be more useful to schools
- Ability to identify devices and users on the network that have been compromised with Malware (N4L Security Services)
- Systems testing and commissioning
- Copies of commissioned network design documentation
- Minimum five year warranty across all replaced network hardware
- A backup of each switch configuration, so they can be easily restored should a fault occur
- A single point of contact for schools via the N4L Extended Helpdesk setup to resolve issues impacting the performance of schools internal ICT networks.

### **Out of Scope Works:**

- ✗ Backbone fibre repairs
- ✗ Data outlet repairs
- ✗ Additional fibre and copper links
- ✗ Cabinets
- ✗ Trunking and pathways
- ✗ Any installation charges associated with these out of scope work.

### **Updated service model**

NHR can only be offered as an 'All or Nothing' service, meaning schools cannot choose some components of the service and decline the others. The Ministry Certification & Accreditation (C&A) assurance process mandates all compliance activities be carried out by the NHR Project which makes the Ministry and its partner N4L responsible and accountable for installing, configuring and maintaining network hardware in schools.

### **Declining Parts of the Solution**

Schools who wish to pursue their own ICT strategy and choose to decline any aspect of the 'All or Nothing' service will be classified as an 'Opt-out' school. This will limit the Ministry and N4L's involvement to provide schools with access to buy network hardware and warranties, at a significantly discounted volume pricing negotiated by the Ministry. Through this channel, schools must 100% fund the purchase themselves.

## **Consulting and Advice**

The Ministry and N4L will not provide schools pursuing their own ICT strategy with consultancy and advice relating to network upgrades, configurations and changes undertaken independently. We will not be held accountable for the security and assurance of network upgrades, configurations and changes undertaken independently by a school or by its appointed ICT representative.

## **Ownership of Equipment**

The equipment remains under school ownership and they will depreciate it as per their own accounting practices.

## **Asset Disposal Recycling Service**

### **Recycling**

Schools can 'Opt-in' to a recycling service which transfers this responsibility for secure disposal of decommissioned network hardware. This service would be free of charge.

### **Scope of Destruction**

Equipment that has reached its 'end of life', stores sensitive data or is no longer needed must be securely deleted.

## **Responsibilities**

### **Ministry Approved Installer**

Will box up the old equipment in the boxes of the new equipment and affix a return courier label to the boxes.

### **School**

Will notify the courier to collect the boxes and they will be delivered to our recycling provider.

### **Recycler Responsibilities**

The recycler will breakdown the hardware, recycle the boxes, plastic bags and foam inserts. Anything unable to be recycled will be sent to landfill (<5%).

## **Mixed Network Hardware**

The Network Hardware Replacement (NHR) Project will be installing a single vendor product for the switch and wireless networks. After the replacement is complete, any introduction of additional network infrastructure hardware from another vendor within the school environment is not recommended or supported.

A mixed network can be harder to manage and support. Any issues arising from such changes will be excluded from the remote support provided N4L Extended Helpdesk. We recommend that if you need to purchase additional wireless or switches that you contact your ICT support provider or N4L.

## **Termination**

'Opting in' to Te Mana Tūhono is a five year commitment with the cost spread out through annual contributions over the life of this term.

*Note: The frame for this document is the 50 Pilot schools and that subsequent iterations will be made as we move to a full scale rollout.*