



21 February 2018

FREEDOM OF INFORMATION REQUEST – 153/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

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

Answer: 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?
- ii. If so, please confirm who your approved partners are?
- iii. When does your current contract with each of the approved partners expire?

Answer: Rutland County Council does not provide in-house technical IT support services to the schools in our Local Authority area. We do not have any approved partners that we use to provide IT support services.

2. 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 +

Answer: Not Applicable

3. Do you purchase a central MIS licence for your schools?

Answer: Yes

If no:

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

Answer: Not Applicable

If yes:

I. To how many schools do you provide an MIS?

Answer: 7

II. Do you provide a support service for this MIS?

Answer: No

III. Do you provide a hosted MIS solution?

Answer: No

IV. What's the standard length of the contract that schools sign up to?

Answer: Annual

V. When would you next expect a review of this contract?

Answer: In the next financial year

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If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
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Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council