## Service Level Agreement

<table>
<thead>
<tr>
<th>NAME OF SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Services, including Fischer Family Trust</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DETAILS OF THE SERVICE DELIVERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IT and Digital Service will support schools by offering a range of services as detailed below. This package offers access to Fischer Family Trust Aspire, analysis of attainment data, support for statutory data collection processes and maintenance of key data items.</td>
</tr>
</tbody>
</table>

### Single Package

**Comprising:**

- access to FFT Aspire, including Self Evaluation Booklets and the Governor Dashboard
- access to Perspective Lite portal for Primary, Infant and Junior Schools
- access to Nexus Performance Reports for Secondary Schools for insightful attainment data analysis
- support for statutory returns including end of key stage assessments, and census
- data support for transition
- data quality service, location of missing UPN's, missing attainment data

Please see the following document for more detailed information:

Please note: This package is delivered in the relation to having a valid data sharing agreement between the school and the LA.

<table>
<thead>
<tr>
<th>ANY SPECIFIC CLAUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academies will need to sign and agree to the principles of the Data Sharing Agreement between the school and the LA.</td>
</tr>
</tbody>
</table>

The Cambridgeshire LA license agreement with FFT now requires 60 days' notice for termination. Schools will be required to give notice of termination of this package by the 1st January each year for the next academic year license. This is to ensure that licenses are not purchased by the LA for non subscribing schools.

Notice period

By 1st Jan 2018 if license not required for September 2018 – August 2019

<table>
<thead>
<tr>
<th>PERIOD COVERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 September 2017 to 31 August 2018</td>
</tr>
</tbody>
</table>
QUALITY STANDARDS AND PERFORMANCE INDICATORS

The IT and Digital Service undertakes to:

1) Commit to all reasonable steps to deliver the services described in this agreement.

2) The availability of the Fischer Family Trust, Perspective Lite and any other system is determined by the system supplier, and is beyond the control of any service within this agreement. If service delivery is impacted by factors beyond our control, such as systems ceasing to be available, we agree to inform schools of any such events.

3) Adhere to all relevant legislation and data sharing agreements.

4) Give due notice of any proposed changes in the terms of the agreement or charges.

PROCESS FOR PROVIDING FEEDBACK, SUGGESTIONS AND COMPLAINTS

Rachel Bolt, Service Delivery Manager, IT and Digital Service
Tel: 01480 379870
Email: Rachel.Bolt@Cambridgeshire.gov.uk

Or

Rosemarie Sadler, Head of Service Schools Intervention,
Tel: 01223 728376
Email: Rosemarie.Sadler@Cambridgeshire.gov.uk

CONTACT INFORMATION

IT and Digital Service
Tel: 01480 379859
Email: IDO@cambridgeshire.gov.uk

- COST (To be included in overarching contract)

  Primary Academies  £330
  Secondary Academies  £975

- PAYMENT ARRANGEMENT

Invoice to be sent to the school by the IT and Digital Service