

Service Level Agreement for the Maintenance of School Website 2018-2019

between
John Ward
and
Woolmore Primary School

Signed: John Ward



Date: 01/09/2018

Signed: Head teacher

Date:

1. This document represents and agreement between Woolmore Primary School and John Ward.

The purpose of this agreement is to:

Define the roles and responsibilities of JohnWard and of the school.
Define the cost of the service.

2. Changes to the Service Level Agreement.

Any changes to the Service Level Agreement for the delivery of the school website must be agreed by: The school.
John Ward.

3. Terms and Conditions.

Academic Calendar:
The service will run from September 1st to September 1st.

Cost:
The cost of the service will be £2500 per annum.

4. Liaison.

Regular liaison (at least twice per year) will take place between John Ward and the head teacher to discuss the efficacy of the site.

5. Agreed services.

John Ward will host and maintain the school's website.

John Ward will ensure that the site is kept up-to-date to reflect the life of the school as well as its formal documentation.

John Ward will ensure that the site complies with the requirements laid out by the Department for Education, and that it fulfils best practice guidelines for school websites.

John Ward will ensure that the website reflects and contributes to the reputation and perception of the school in the community.

John Ward will be available by telephone and email to assist the school's staff with updating the content of the website. He undertakes to fulfil all requests within 5 working hours (9-5 Monday to Friday).

6. School's responsibilities.

The appointed member of staff at the school will update the routine aspects of the website, including the calendar and the news items, and social media where applicable.

The school will supply to John Ward all policies and other formal documentation required by the Department for Education, and recommended by best practice guidelines.

7. Termination of the agreement.

Should the school wish to terminate the agreement, the design and the content of the site remains the property of the school. On initiating the agreement, a web-hosting account is set up on behalf of the school giving them full access to the web space, files and folders supporting the site. These files and folders can be downloaded for use with another web-host, or the site can continue to be hosted on John Ward's servers for a small fee and administered by a third party.

7. Contacts: John Ward: 07515 569013 office@john-ward.biz

Head Teacher: Tracy Argent

Personal Assistant: Jenny Fisher

School Business Manager: Tara Kaur