GOV.UK

Digital Marketplace

i2N

An NEC Company

G-Cloud 11 | Education Manager

Digital Marketplace | Service Definition

i2N

Justice Products and Services

Version 11.0

Evidence Manager | Interventions Manager | Media Manager | Education Manager | Pathways Guiding Justice.

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Why i2N?

i2N specialises in the provision of products, professional services and secure hosting to the Policing and Justice sectors. Since 1998 we have developed and supported a variety of applications and have provided secure hosting and other professional services to Central Government and the public sector. We also provide secure accredited cloud hosting to other suppliers and government as SaaS offerings. i2N is ISO 27001:2013, Cyber Essentials and PSN connection compliant certified. Our Information Security Management System (ISMS) is core to all our operations, both in terms of development and support. i2N staff are security cleared to SC level and our on-going security awareness training ensures that they remain abreast of and fully understand the absolute primacy of information security

- we deliver cost effective solutions on time and within budget
- we work in an Agile, Flexible, Open, Honest and Transparent way
- we provide support and development of open source and legacy application
- we offer high availability and advanced security
- we operate with a well-respected and highly praised support team
- we actively manage your hosting to optimise service and minimise costs; finding opportunities to make savings by exploiting the latest offerings, optimising storage and reducing surplus resource

All of our costs can be seen upfront, ensuring you get the very best deal without worrying about any hidden costs or features.

Our tiered managed services approach ensures you aren't overcharged for any unnecessary add-ons. We value our customers and want the best solution to fit your needs.

Education Manager

What is Education Manager from i2N?

Education Manager is a secure managed service built using Chromebooks, Google for Education, Google Classroom and selected G-Suite software (Docs, Sheets, Slides) to deliver enterprise scale educational services to organisations operating inside and outside the custodial estate (Prisons, Young Offender Institutions, Secure Training Centres, Secure Children's Homes etc).

Google for Education

Google for Education is a solution built for students and teachers and provides with easy tools to engage each other anytime, anywhere and on any device. Comprised of Google Classroom and Google Suite (Drive, Docs, Sheets, Calendar, etc.), it allows education professionals to connect with their students, create classes, distribute assignments, send feedback all in one place. Designed with efficiency in mind, it makes administration a breeze and frees up the time of educators from it, giving them the ability to really help those who need it.

Education helps rehabilitation

Education can provide such a vital role in reforming an individual and reducing their chance of recidivism. Ministry of Justice data shows us that the one-year re-offending rate amongst Prison learners is 34% compared to a 43% re-offending rate amongst non-learners1. If we truly want to make a positive impact, we need to provide a way that enables a prisoner the best chance of success at educating themselves and returning them as a functioning member of society.

What is Google for Education?

Google for Education comprises of two components, Google Apps for Education and Google Chromebooks. Google Apps for Education consist of Classroom, Calendar, Drive, Docs, Sheets, Slides, Gmail, Groups, Hangouts and Sites. It's 100% Cloud based allowing you to access and edit emails, documents, calendar and sites on your Chromebook. Students will be able to access these Apps on Chromebooks, lock-downed by i2N, in order to improve their potential for learning.

Why is this relevant?

For your Prison, STC or SCH, Google for Education can provide staff and students with efficient and easy to use resources to really maximize their learning capabilities. An organization can be up and running on Apps quickly with customized accounts and emails. Google Apps for Education is constantly being updated so you'll be at the forefront of modern learning. Staff will be able to work in real time, no matter where you are as long as you have a secure connection to the internet. Comment, review and chat from inside your documents, share and review with other staff members for better collaboration.

How it's delivered?

Google Apps for Education has a 99.9% uptime guarantee, offering less than 8 minutes of potential downtime per month. Google servers manage product updates, and security patches. Extensive administration controls give access to open APIs and ready-made tools in order to integrate with Legacy LMS, SIS or LDAP systems. i2N would deliver a security and administration wrapper, as well as locking down Chromebooks in order to deliver Google for Education inside prison.

How much does it cost?

Please refer to our Pricing document.

What are the terms and conditions?

Please refer to our separate Terms and Conditions document.

Appendix

On-boarding and Off-boarding

On-boarding

On-boarding of Customers can be completed within 1 month of the Commencement Date – i2N Applications are often pre-configured to work with and support standard operating processes.

At the commencement of on-boarding, we will work with you to determine your configuration, data migration, workflow, continuity and any other specific needs you might have.

We will also identify your training needs:

- help, Training and Support information and documentation will be provided within hosted services
- all i2N Applications are provided with wikis, online help and training videos
- i2N can also provide chargeable onsite training to meet specific customer needs
- i2N will also be introducing a Criminal Justice Collaboration forum, enabled for authorised users

Off-boarding

Off-boarding of Customers can also be completed within a very short time frame (depending on Customer requirements).

Criminal Justice Collaboration includes out of the box capability to download information as part of Off-boarding process. Data is downloaded in a secure, compressed format, including Cryptographic Hashes (which are used to prove that information has not been tampered with) containing:

- ✓ XML containing Case File information and including Binary Files
- ✓ Forms, also in XML format
- ✓ Evidence files, in their native format
- ✓ All PDF files

Service Continuity

i2N provide full management of the Cloud environment (in collaboration with the Hosting Provider). This includes backup and recovery services to meet the appropriate RTP and RPO figures.

Customers need to be aware that the implementation of different Disaster Recovery capabilities will have a cost trade off – establishing these needs is a key stage of the on-boarding process

Hosting is on High Availability based environments ensuring no single point of failure and no practical disruption to service in the event of a hardware or software failure.

Business Continuity is primarily addressed for the following two scenarios:

- Requirement to switch to second Disaster Recovery site, in the event of major failure of main site
- Requirement to rebuild server or application as a result of significant data corruption resulting from a software or hardware error.

i2N offer the following service continuity levels:

Name	Description	Target
RPO	The recovery point objective (RPO) is defined by business continuity planning. It is the maximum tolerable period in which data might be lost from an IT service due to a major incident.	15 minutes
RTO	The recovery time objective (RTO) is the duration of time within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.	8 hours

Service Constraints

Customers should refer to www.i2n.com for more information in this area.

Ordering and Invoicing

Ordering can be carried out using the Framework Agreement Schedule 2 'Order Form'.

Billing will be monthly.

Termination

The service can be terminated with one month's notice.

Hosting charges would be dependent on the length of time that data is retained on the Hosting Service.

On notification, i2N, in conjunction with the G-Cloud PaaS Hosting Provider will delete purge and destroy all hosted information.

Service Migration

Migration will depend on the application but i2N are experienced in developing data migrations tools and can usually provide continuity of data from old to new applications on request.

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