



# Information Brief for State and State Integrated Schools

## NETWORK SUPPORT EXTENSION Switches and Wireless

### Appendix A

## **Background**

Technology is always evolving with new features and capability, which makes most network hardware obsolete within 5-7 years, and requiring upgrade. Schools need a robust network infrastructure to make full use of ultrafast broadband and to support teaching and learning opportunities. The School Network Upgrade Project (SNUP) ran from 2004 to December 2015. Although all schools had received a network upgrade, not all schools were fitted with wireless, as wireless was only introduced under SNUP in June 2013.

In November 2014 funding was released for the Wireless School Network Upgrade Project (WSNUP) to provide a subsidised wireless upgrade to schools that were completed under SNUP prior to the introduction of wireless in June 2013. The final batch of schools to receive WSNUP will be completed by December 2018, at which point all eligible New Zealand schools will have received a compliant and fit for purpose upgrade to their ICT cable infrastructure, network switches and wireless network.

Under current Ministry policy schools are responsible for the upgrade and maintenance of their ICT hardware from their Furniture and Equipment (F&E) funding. There is currently no funding for further upgrades, however, the Ministry recognises the importance of schools having a reliable ICT network to support their teaching and learning objectives and we are currently investigating longer term solutions to assist schools in managing their ICT networks. In the meantime we are providing assistance to schools with warranties expiring prior to June 30 2019 by extending their network support on existing switch and wireless hardware that was installed under SNUP/WSNUP.

## **Ministry-subsidised Network Support Extension: Switch and Wireless hardware**

### **What is included?**

- A 12 month extension of the support licence on your Allied Telesis network switches
- A 3 year extension of your Ruckus or Aerohive wireless hardware
- A backup of each switches configuration, so they can be restored should a fault occur
- A single point of contact for assistance with network switch and wireless hardware failures provided by N4L. In the event of hardware failure, this service will provide:
  - diagnosis and fault finding (tier 2)
  - where found to be faulty a new switch or wireless access point will be configured and upgraded to the latest Firmware
  - new switch or wireless access point will be dispatched and delivered to site by the next business day

## What is excluded?

- Additional configuration tasks such as Virtual LANs (VLANs)
- Integration costs incurred when installing the replacement hardware back into the school network
- Damaged hardware originating from misuse, improper installation or outside of recommended environmental operating conditions
- Force Majeure events and any other event that is outside the vendor's control
- Hardware purchased on the second hand market
- Switch and wireless products from non-SNUP/WSNUP hardware vendors
- Switch and wireless product not installed under SNUP/WSNUP

## How much does the Network Support Extension cost?

Affected schools will be required to make a contribution to the cost of providing the Network Support Extension service, with the Ministry subsidising the bulk of the cost as we have in the past.

We are aware that some schools have been approached by some IT providers offering wireless warranty extensions for expiring hardware with prices ranging from \$80 to \$380 per wireless access point. For schools with five access points, it could cost up to \$1,900 plus GST. Additionally there would be the cost to support the network switches and for the interim support service from N4L.

The Ministry has negotiated special pricing and secured an agreement with N4L to provide temporary support while we investigate longer term solutions. Your school's contribution is outlined in the Memorandum of Understanding for the Network Support Extension and Hardware Support Service.

## What needs to happen before the network support extension can be applied?

- **Memorandum of Understanding (MOU) is signed:** We have emailed your school an MOU (equivalent to a contract) to be signed and returned to us as soon as possible. Please read the MOU in conjunction with this document - Appendix A. Both documents form the basis of the MOU. These documents combined outline what is included and excluded from the service, the responsibilities of each party involved and a breakdown of the cost. You will be asked to commit your contribution amount towards the Network Support Extension and to confirm your source of funding. As with SNUP and WSNUP, the Ministry will fund the balance.
- The Ministry will extend cover for your school on receiving the above completed document, therefore it is important that your school returns the MOU to [Support.Extensions@education.govt.nz](mailto:Support.Extensions@education.govt.nz) without delay.

## Who will manage the work?

The Ministry has contracted the **Network for Learning (N4L)** to manage the network support extension. They will oversee the process for your school and are your first point of contact. N4L will be in contact with you once you have signed and returned the MOU to us for processing.

### **How long will the Network Support Extension take?**

Extension of network support for your network hardware does not require a school site visit in most cases. On receipt of the MOU, the Network Support Extension will be applied and your school will be covered.

### **Checklist**

1. On your MOU form, nominate someone to be the main point of contact for N4L to liaise with in the event of a hardware fault. This person must be readily contactable both during school and after hours.
2. Print, read, sign, scan and return your MOU form within one week of receipt.

## Network Support Extensions: frequently asked questions

1. *Why doesn't the Ministry fully fund the upgrade?*

Schools are currently allocated funding for their ICT infrastructure through various budgets, and expected to allocate part of it towards this service. This approach also enables a larger number of schools to be supported.

2. *What if I want to extend the support on brands other than Allied Telesis, Aerohive and Ruckus?*

Allied Telesis is the primary provider of network switches to schools through a central procurement process. Aerohive and Ruckus are the primary providers of wireless product to schools using a similar approach. The Ministry has now secured a shorter term extension agreement with these vendors. We do not have this arrangement with other vendors, so the school would be required to pay 100% of the cost for support extensions on other switch and wireless hardware brands.

3. *Will the Ministry reimburse our school if we have purchased new hardware?*

The Ministry will not retrospectively refund schools for recent network hardware purchases. Funding allocation is specifically to extend support and provide assurance of hardware replacement in the event of a failure while we are investigating long term options.

4. *What happens if our school has already extended their network support?*

If your school has already entered into an extension arrangement with an IT Support Provider it is not necessary for you to opt in to this service.

5. *Are the switches too old to extend support on and in need of replacement?*

We have performed analysis across different models of switches installed under SNUP/WSNUP to determine their average lifespan. Our research supports extending the life of the network hardware assets and the holistic investment made by your school and the Ministry.

6. *My network warranty is expiring in July 2019. What do I need to do?*

Current Ministry policy requires that schools are responsible for maintenance and upgrades to the network post SNUP/WSNUP. You should continue to budget for the upgrades.

Any further questions? Email [Support.Extensions@education.govt.nz](mailto:Support.Extensions@education.govt.nz)