



## Frequently Asked Questions –Updated September 2020

### **Network Hardware Replacement – Pilot for 50 schools** *Replacing schools' aging hardware*

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

Schools are currently allocated funding for the maintenance and management of their ICT infrastructure through their operations grant and Furniture and Equipment (F&E) budgets, and expected to allocate part of it towards this service. This approach also enables a larger number of schools to be supported. The annual contribution from schools goes toward the Network Hardware Replacement (NHR) programme. N4L's Managed Network will continue to be fully funded for schools. This includes the Helpdesk support they provide.

#### **2. How long will the Network Hardware Replacement take?**

This will depend on the size of your school. N4L will keep you informed during the whole process to ensure you understand all the steps. Firstly, schools will be required to sign an Agreement to Proceed (ATP). This will initiate the engagement between N4L and the school for the discovery phase of the programme.

#### **3. Will the Ministry reimburse a school if it has purchased new hardware?**

The Ministry will not refund schools for recent network hardware purchases.

#### **4. Our school has leased equipment that was not replaced by SNUP and will expire in this financial year 2020/21. Will we be included in the Network Hardware Replacement Project?**

Not at this stage. The first priority is to replace hardware in small and remote schools that had their warranty support extended in the last two years. In the meantime, if a school has a lease agreement, we recommend they contact N4L to discuss the best

path forward. N4L's Extended Helpdesk will serve as one point of contact for the three initiatives that form the overarching Te Mana Tūhono programme.

## **5. What does the updated scope include?**

The scope is an all or nothing service to schools going forward. This means, schools cannot choose some components of the service and decline the others so they will either opt- in or opt-out. The Ministry Certification & Accreditation (C&A) assurance process mandates all compliance activities be carried out by the network upgrades project making the Ministry and its partner N4L responsible and accountable for installing, configuring and maintaining network hardware in schools. See page 8 of the Information Brief document [updated here](#) for more details.

## **6. What is the Police Vetting process for external contractors coming to our school?**

Contractors who are likely to have unsupervised access at schools must be Police Vetted as per the Education Act 1989 and Children Act 2014. As N4L sends contractors to multiple school sites a year, they have been set up as an [Authorised Agency](#) to process applications for these workers who will be onsite at schools.

N4L will obtain contractor applications from Panel Suppliers and submit them for Vetting via the NZ Police. Once an outcome has been returned (which can take up to 20 days), N4L will then review to approve or decline the contractors for school access. Approvals are deemed valid for 24 months, but strict agreements are in place that oblige Panel Suppliers to inform N4L immediately if any changes occur regarding contractors' suitability to be onsite.

Contractors will be required to sign a waiver form to allow information to be shared with the Ministry of Education and schools upon request.

## **Network Support Extensions – Ongoing** *Extending support on your network hardware*

### **1. How long does the Network Support Extension last for?**

Schools that sign the 'Order Form' relating to the Network Support Extension programme will be under warranty for a minimum of 12 months.

**2. At what point does our equipment become supported by the Network Support Extension programme?**

As soon as N4L have receipt of the signed 'Order Form', the school hardware will be under warranty.

**3. My network switches and wireless hardware will be replaced every five years. Why do I need to pay an annual contribution?**

Our priority is to provide a heavily subsidised long-term programme of support that removes the burden on schools to monitor, maintain and manage their ICT networks. Moving to an annual contribution is designed to make it easier for schools to budget and to give schools the confidence that their ICT Networks will continue to operate at optimum levels.

**4. I thought N4L services are fully funded?**

N4L manages the internet connection to the school and these services are fully funded with schools responsible for managing and funding their internal ICT network. Your school can still have access to the N4L Extended Helpdesk for support which seeks to complement your existing ICT support arrangements.

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

The Ministry does not have support arrangements with vendors of other brands. We recommend you discuss your situation with N4L, for review on a case by case basis. Note, your school may be required to pay 100% of the cost for support extensions on other brands.

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

If your school has already entered into an extension arrangement with an ICT Support Provider, it is not necessary for you to Opt-In to this service. You can Opt-In to this service once your current warranty expires. Contact [support@n4i.co.nz](mailto:support@n4i.co.nz) with your expiry details so that they can discuss the extended support options available for your school.

**7. Why would we need a backup of switches (hardware) configuration?**

A configuration backup of a switch ensures that, in the event of a failure the school's configuration can be reloaded on the new switch. This presents a cost saving to the school as they don't need to pay separately for configuration and integration services.

**8. My network warranty is expiring in July 2020. What do I need to do?**

We will continue to provide warranty support to all schools for as long as required. I.e. Your network switches and wireless hardware have been replaced.

**9. We have installed more wireless access points (WAPs) in our school since SNUP. Will the Ministry include these in the NSE Project?**

We will include an allowance of up to five additional wireless support licenses in the NSE programme. Additional licenses will need to be funded 100% by the school and will be discussed further as part of the onboarding process.

**10. I am a large school with warranties expiring in FY 2020/21, why can't you replace my hardware instead of extending the support?**

We will be replacing your schools network hardware including switches and wireless over the next four years. We will begin replacing the hardware in smaller and remote schools first, as these schools tend to have limited access to ICT support. In the

meantime, we know you will need warranty support. If your equipment fails, we will either fix or replace it.

## **11. Is our network being monitored?**

Yes, N4L monitors the network switches for diagnostic information to troubleshoot in the event of any switch failures. This also provides us with information to assist you with any questions you may have regarding your network performance. Only events that present a critical impact to network performance are monitored.

## **N4L Extended Helpdesk**

*One point of contact*

### **1. Our school contracts an ICT Service Provider to take care of our network. Will the Ministry work with them to provide this service?**

N4L will work with local providers to manage the school's Network Hardware Replacement (NHR), keeping them informed along the way. Schools engage local ICT providers to help with their technology needs and this is unlikely to change because they provide many other services not offered by N4L. See list [here](#).

### **2. How do I contact the Extended N4L Managed Network Service?**

N4L's Helpdesk service can be reached Monday to Friday between the hours of 0800 and 1700. Contact 0800 LEARNING (0800 532 764).

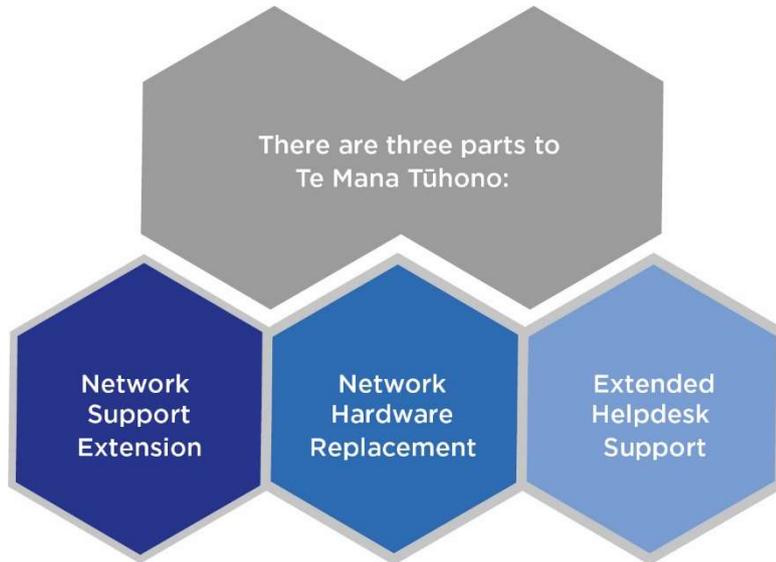
### **3. Is the Te Mana Tūhono service available nationally to all schools?**

There are three parts to the programme. Whilst we welcome calls from any school, the level of remote support this service can offer depends on whether your school has been onboarded to the first part of the initiative, which is the NSE programme. This then enables N4L to offer an enhanced level of service.

## **School Contribution and Costs**

## 1. What benefits will I see from my contribution?

Te Mana Tūhono has three parts:



Now that all schools are connected to the Managed Network, the Ministry and N4L are focused on providing a long-term programme of support that removes the burden on schools to monitor, maintain and manage their ICT networks.

All schools who Opt-in to the Te Mana Tūhono programme will be looked after and their networks will be supported to remain operational. For any network to function, active warranties are required so that the network equipment can be managed and changes can be made.

Additionally, maintenance in the form of software updates (firmware) need to be applied when released by the vendor. This is to ensure that schools' network equipment runs smoothly and reducing the risk of any recently identified security vulnerabilities being exploited.

## 2. How is my school's contribution calculated?

The Ministry is heavily subsidising this piece of work but schools will be required to make a small contribution. The school contribution is based on the official Education Counts roll and invoiced after the work is complete.

**3. When will the Ministry charge our school?**

The Ministry will bill your school directly once the work has been carried out.

**4. Will there be a yearly review of my contribution?**

We will review individual school costs annually to coincide with their anniversary. We will also update our data around school roll count each year when the official numbers are released. This will not be more than \$5.00 per year per student.

**5. What happens at the end of the five years?**

Your school is responsible for depreciating the asset and using that capital to purchase hardware in the next replacement lifecycle. The Financial Information for Schools Handbook (FISH) provides information to encourage best practice in financial governance, financial management and reporting.