stotz amXa consulting

Puavo ICT Environment as a Service

Appendix 1

January 30, 2016

1 Introduction

The Puavo ICT environment was created for everyday use in the classroom. It is constantly updated in collaboration with schools according the current requirements of school practice.

In this document the term "participant" means the school or community that purchases the service and manages the school. The word "supplier" means Stotz amXa consulting, its employees or subcontractors.

2 Description of the Puavo ICT Environment

2.1 Learning Devices

The Puavo ICT environment allows the participant to use any number of Puavo learning devices. Puavo learning devices are fully equipped and they can be used as universal learning devices. They allow personalized access to all content, applications and services, which are necessary for teaching and learning.

The Puavo learning devices require no configuration and no software support: they are always up to date, started quickly and work reliably.

The provider offers a range of ready-to-use learning devices that are optimized for the Puavo ICT environment. However, participants can also use their own computers (see Appendix 3) as Puavo learning devices.

2.2 WiFi Network

The Puavo ICT environment includes a complete wireless network. By simply connecting an antenna module to a wired Puavo learning device, it transforms into a sophisticated WiFi access point!

This WiFi network can be used without restriction by all Puavo learning devices and other learning devices such as iPads, Android tablets and BYOD.

2.3 Printers

The Puavo ICT environment can integrate any number of network printers. These printers can be used by all devices on the network. Printer can not be connected directly to a Pauvo learning devices.

2.4   User and Learning Device Management

The basic idea of the management of users and devices is that local administrators of ICT can make themselves all routine administrative tasks without special technical knowledge.

3   Obligations

3.1   PuavoBox

The supplier must provide participants with the number of PuavoBox necessary to operate the Puavo ICT environment. The PuavoBox provided remains the supplier's property.

The supplier is responsible for the operation and maintenance of the PuavoBox, spare parts included. The supplier may, at its option, replace the PuavoBox entirely.

The participant is responsible for the preparation of the cable network, power, and internet connectivity PuavoBox with the school network. For safe and fast operation, we recommend:

- The place is not accessible to the public and is sufficiently ventilated.

- The PuavoBox is permantently connected to a power supply.

- The cable network school is star-shaped and is all designed to 1 Gbit/s. The PuavoBox is located in "the center of the star."

- The PuavoBox has a permanent Internet connection, which is likewise located in "the center of the star."

The supplier has access to PuavoBox for service and maintenance.

3.2   Data Backup

The backup will be performed every night on the supplier's servers (location Finland). It is designed to prevent loss of data after a malfunction or other technical problems:
All files, all user accounts, all operating systems, programs, and settings also saved.

In case of hardware failure of the PuavoBox, the saved data are used by the supplier for the restoration of the PuavoBox.

3.3   Responsibilities of the Participant

The participant is responsible for:

- Appointment of local ICT supporters

- Supply and maintenance of cable network

- Supply and integration of learning devices and access points

- Supply and integration of printers

- Managing users and passwords

- Managing groups and roles

- First level support.

- Pedagogical support

- All other devices not previously mentioned

4 Service Level Agreement

4.1 Cooperation

The cooperation is mainly related to the school's practice: The common objective is to provide a tool which is profitable and robust for everyday life of teachers and students.

4.2 Support Organisation

Local ICT supporters are directly supported by the supplier. The means of communication are:

1. Email: support@amxa.ch

2. Phone: 077 497 02 79

The support is provided by the sole supplier or in collaboration with the participant.

4.3 Classification of Interventions and Response Time

Emergency	Reaction Time	Labor Method	Class Definition
critical	While the service time on the day of notification	Troubleshooting until complete solution or reduced emergency	Malfunction, which prevents the use of the entire system
high	While the service time within one business day after notification	Problem solved as soon as possible	Prevents the use of the system a large number of users
normal	While the service time within three working days after notification	Problem solved as soon as possible	Malfunctions, affecting some unusual features. Simple operation is possible
weak	While the service time in the three weeks after notification	The proposal/error is noticed and it is reported on progress	The defect or deficiency alters a small number of users not significantly

4.4 Service Time

The service time includes all school days: Monday to Friday from 7 am to 5 pm. In addition, the working days of last week holidays are considered service time.