

Questions to Ask your Education Broadband Supplier

Q 1: Schools have a range of different bandwidth requirements now and can expect usage to grow at different rates. Also, new technologies are being introduced all the time. Explain how you will keep accommodate our growth in usage or change in connectivity during the period of the contract.

Q 2: There is no point in buying an “up to 10Mbps” connection with a price that is “subject to survey” if it ends up delivering less bandwidth at higher cost. Nor should schools be sharing congested networks. What guarantees do you give that the service advertised will be the one delivered?

Q 3: Explain how your systems protect information, pupils and staff whilst maintaining usability. Explain how your filtering systems are responsive to the changing maturity of our users and the demands of different subjects and levels of courses. How can my school manage the filtering so as to provide security for vulnerable people whilst allowing appropriate access to those with specific research needs?

Q 4: Explain how you monitor and report activity on your network, how you discover faults in the service and how you will manage response times to get us back into service.

Q 5: How will your service cope with the wide variety of learning services we require now and in the future? How will change requests be managed and can you provide a price list of typical changes?

Q 6: To increase security for vital information whilst reducing the school’s carbon footprint, many schools are using Cloud Services. How will you enable my school to take advantage of developments in hosted services provided by the local authority and others?

Q 7: Partnership and collaboration between schools and providers is increasingly important as schools share vital resources, information about learners and often host mobile workers who need access from multiple sites including other schools, offices, libraries and homes. What facilities do you provide for secure access for users, secure communications and secure file transfer?

Q 8: Schools are torn between affordability and value for money. Explain why my school should not choose the cheapest offer?

