

LGfL TRUSTnet – the not-for-profit, managed service schools can rely on



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LONDON
GRID FOR LEARNING

TRUSTnet embc



What our schools say

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We have been very impressed with how easy it was to set up and use LGfL TRUSTnet.

Southwater Junior Academy, West Sussex

LGfL TRUSTnet provides us with a range of premium services. When coupled with the exceptional on-going ICT support, and access to high quality teaching and learning resources, there really is no other provider that can demonstrate such an extensive and cost-effective service with a high focus on keeping children safe online.

**ICT Manager,
St Dunstan's College**

Thank you LGfL TRUSTnet for the fantastic service we received today! We couldn't fault anything and were all extremely happy to fully migrate to the service.

**English Martyrs School,
Worthing**



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Welcome to LGfL's TRUSTnet over embc

The East Midlands Broadband Consortium (embc) was established in 1999. Since then it has been serving schools and local authorities as a specialist agent to procure and supply best-value leased-line broadband, associated services and educational content. Through an innovative collaboration with our colleagues, the London Grid for Learning (LGfL), we are now able to bring East Midlands schools a new range of tried and tested services as well as additional content and learning materials through video libraries and digital media.

embc has partnered with LGfL to give schools across the East Midlands a complete package of services and content designed to meet the needs of schools in the digital age. Instead of schools having a pick and mix set of options for filtering, security, authentication, hosting, virus protection and learning resources, there is a single comprehensive service package. Known as LGfL TRUSTnet, the package is a designed-for-schools managed service created by LGfL for schools in the London region and now available to schools across the East Midlands through embc. The services are delivered in partnership with LGfL's technology partner, Atomwide and operate over embc's connectivity and Internet solutions with high speed connections over the Janet Network to LGfL.

Within the LGfL TRUSTnet offer is a strong portfolio of services and teaching and learning resources which have been used across 2,500 schools in London to great success.

embc is at the heart of the relationship between schools and the LGfL TRUSTnet service, and will continue to work with schools and suppliers in the same way we have always done, to ensure customer satisfaction and deliver value for money.

This booklet details the services offered in the LGfL TRUSTnet service package and the services which can be purchased as optional extras, which have been created with the same attention to detail and pursuit of value for money, as the core service. A selection of the learning resources available from LGfL as part of the service package is also included and more examples can be found in the document:

LGfL TRUSTnet Learning Resources

<http://services.trustnet.pro/content>

We hope you find our new LGfL TRUSTnet service package of interest.

Mike Kendall

Managing Director - emPSN/embc



Security and Safeguarding

INCLUDED IN THE LGfL TRUSTnet PACKAGE

Fast, secure, reliable services at an affordable price

How it all works

To provide a simple service option for schools embc has worked with London Grid for Learning (one of our National Education Network partners) on a services package to include all the IT services most schools need. The LGfL TRUSTnet offer includes antivirus protection, internet filtering, integrated authentication, email for staff and pupils, email filtering, secure file exchange, VC, secure cloud storage, online resources, webhosting, remote access, parental communications tools and a dedicated schools helpdesk. These services comprise the whole package for which there is one annual cost. Optional extras which can be purchased separately include IP telephony, cashless payment systems, managed wireless networks to name a few.

Connectivity for embc schools remains with our ISP providers Kcom in the main, who provide embc

high speed connectivity and Internet to schools, academies and other educational establishments across the region. Most of the services in the package will operate on all connectivity types however just a few of the bandwidth hungry services such as VideoCentral HD and video conferencing may not work on a slow speed connection such as ADSL.

Access to the LGfL TRUSTnet services will be over the embc network which will be connected to LGfL and Atomwide through a Janet interconnect meaning schools remain on a secure connection across the whole process. A new firewall will be installed in your school by LGfL TRUSTnet. This will work seamlessly with your embc connection to protect your data and your network.

Antivirus

Protection for all school machines as well as staff and pupils at home

LGfL TRUSTnet provides schools with Sophos Antivirus to help protect machines and the network against viruses, malware and unwanted applications across a wide range of platforms.

Sophos can be installed on individual machines or via an Enterprise Console for easy central management. In addition to school-wide deployment, the licence not only protects all machines connected to a school's network but also staff and school governors' machines at home at no extra cost! Parents can also obtain Sophos free of charge for their children's home computers.



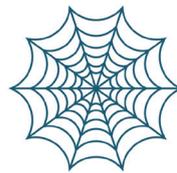
Internet Filtering

School-focused and controlled filtering

LGfL TRUSTnet uses a bespoke web filtering system, WebScreen™ 2.0, tailored to meet the needs of schools and offer a high degree of flexibility to each one. Filtering occurs from the moment of connection, with each school having full access to the configuration settings. WebScreen™ 2.0 allows each school to create the filtering environment best suited to all its different types of users.

The system filters by IP address groups as a default, with Per-User filtering being an option that can be activated by the school at any time. Time-based filtering is another feature that aids flexibility so that filtering policies can be adjusted automatically for different users at different times of the day.

This centrally-deployed system maximises performance with no proxy-related delays and no hardware to worry about. All filtering is Internet Watch Foundation compliant with further eSafety guidance available from LGfL TRUSTnet. A number of other safety precautions are also in place to protect schools from a range of online hazards but the majority of settings are placed directly within the school's control.



WebScreen™ 2.0



Integrated Authentication

One username and password for all services and resources

LGfL TRUSTnet provides each member of staff and every student with a unique username and password. These are used to access all relevant LGfL TRUSTnet services and resources whilst presenting a tailored view to the user wherever this is available. These user accounts are known as Unified Sign On (USO) and enable users to access not only the range of available tools from within school but to securely access them from home as well. Account creation is simple and can be done manually or automatically, via a secure, automated link to a school's MIS. This automation saves on administrative overheads and ensures that the school's data is always correct and up-to-date, reflecting changes made in the MIS on a daily basis.

Extension of the USO user credentials into a school's Active Directory is also possible, providing users with the greatest level of consistency and further reducing account administration. Active Directory integration goes beyond unifying user credentials by automating much of the Active Directory administration.

Save money with reliable services

Email for Staff

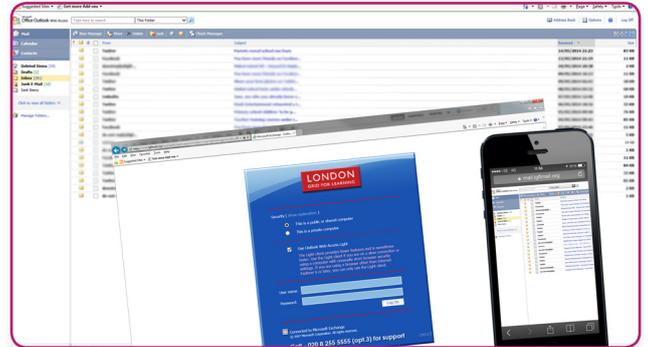
Resilient email for all school staff and governors

StaffMail provides school staff and governors with a fully-featured, hosted Microsoft Exchange-based email service accessible via Outlook Web Access and the Outlook client. For added convenience, StaffMail can also be used on mobile devices.

Email addresses can be personalised and put into the school's preferred format through the creation of aliases. Staff can then have an email address, or several, utilising the school's domain.

StaffMail offers a range of functions such as personal and school-shared calendars as well as personal and shared address books. It also allows shared mailboxes to be created for multiple user access.

The service is hosted and managed by LGfL TRUSTnet but configured by schools via a dedicated web interface, where aliases and shared mailboxes can be created quickly and easily.



TRUSTmail™

Email for Pupils

Secure, advanced email for pupils

TRUSTmail is a fully-functional Outlook Web Access email service for pupils that is available to schools subscribing to LGfL TRUSTnet. Access to the service is via USO accounts, with the pupils' identity specifically protected from accidental exposure by utilising only their USO username and a set domain that does not expose geographical location, instead of their actual name and/or location.

Logging in to a pupil email account using Microsoft Outlook, pupils will be provided with the full functionality of a Microsoft Exchange account, offering email, personal calendars and personal address books. Each account includes 10GB of mailbox space, and is filtered for viruses, spam and inappropriate content.

Microsoft®
Office 365

Email Filtering

Email filtering designed for schools

MailProtect is an email filtering product designed specifically for use in education. It protects users and school networks from cyber-threats such as viruses and malware as well as phishing, abuse and general spam.



MailProtect

The product uses multiple industry-leading scanning engines assembled into a coherent set of tools. Offering background protection as well as proactive notifications of blocked messages.

A dedicated website lets system administrators create rules for the school. They can maintain allow and reject lists of addresses, preview blocked messages, view transit logs and more.

VideoCentral HD

School-safe video sharing platform

VideoCentral HD offers an easy-to-use, secure web-based platform where teachers can share video and audio files with students, colleagues and partner schools. Pupils can view videos at home and parents can be rest assured that there will be no inappropriate links or content.

When files are uploaded to the secure website they are encoded automatically to provide fast, efficient web streaming. Many popular video formats can be imported from other sources, with a choice of quality for the output. VideoCentral HD also makes it easy to embed uploaded videos to your own website or learning platform.



Secure File Exchange

Handling secure data online

LGfL TRUSTnet includes a secure document exchange facility to transfer sensitive or secure data from one user or establishment to another user or group. Documents are stored on a secure server and can only be retrieved via the appropriate user credentials, with the option to include a second factor authentication mechanism. The system offers a full audit trail of uploaded and downloaded documents, including notification alerts for a range of activities. The system is backed up securely on a daily basis to protect against disaster or loss.



USO-FX

Video Conferencing

Video communication software

LGfL TRUSTnet offers Cisco Jabber software to provide schools with a secure, customised and professional video conferencing solution. This offers high definition video conferencing between two or more users. The technology can also be used to broadcast your screen in real time.

A free software download is available for Windows and Mac computers, with users supplying their own webcam. Video conferencing can then easily run from any computer in the school or at home.

Digital resources to use at school and at home

Unparalleled online resources

LGfL TRUSTnet provides a wide range of high quality digital Teaching and Learning resources to subscribing schools. All of these are showcased online at www.trustnet.pro

All educational resources are high quality tools, approved and endorsed by leading educational professionals. They are safe, secure and reliable so that teachers can incorporate them into children's learning, both in and out of school. The resources are increasingly provided to support a range of curriculum models and promote increased standards of achievement across schools.

Resources range across all curriculum areas and Key Stages and include:

- Resource banks
- Teacher guidance material
- Online applications
- Independent student resources
- Creative tools
- Exclusive access to historic artefacts

Examples of LGfL TRUSTnet teaching and learning resources include:

The Award-Winning History of Computing

This site includes unique resources to help understand how British Computing developments have influenced the world we all live in and continue to impact our world today and shape all our tomorrows.

The resource features: Unique video and photographic resources from the National Museum of Computing and extensive curriculum material created by practising Computing and ICT teachers - all mapped to the new National Curriculum and relevant to KS2, KS3, KS4 and KS5.



ReadingZone Live

ReadingZone Live stems from a partnership between LGfL and www.readingzone.com and brings regular interviews and live video conferences with some of the best contemporary children's authors to connected schools.

Each month, a group of schools is linked with live author events via video conferencing, with one school's reading group selected to host the event where authors discuss their work, creative writing and the issues surrounding writing for a living, and answer questions via video conference.

After each event, the curriculum-based resources are added to the 'ReadingZone Live' website. This resource is suitable across KS1, KS2 and KS3 and already features authors such as **Antony Horowitz**, **Cressida Cowell**, **Michael Morpurgo** and **Jacqueline Wilson**.





myUSO Personalised application launcher



The myUSO website is a secure, personalised application launcher and cloud storage service accessible to all pupils and staff members using LGfL TRUSTnet USO authentication. This service allows school staff to create and manage a set of links to online learning resources for their pupils. As a result, all resources needed by pupils during the school day can be grouped by class and accessible via a single login. Pupils can then easily access all LGfL TRUSTnet resources plus any additional web-based services linked alongside, including those services hosted within the school. myUSO presents a simple, convenient and organised route to online resources for schools.



Secure cloud storage School-focused file storage and sharing service

myDrive is a secure file storage and sharing platform that allows school users to upload documents, images or other files. Files can be kept as private or shared with colleagues and even pupils.

Users can share and access their files in a truly flexible way from a computer, tablet or mobile phone via a dedicated app. Each school is entitled to 500GB of storage space, free of charge.

The system integrates with the school's MIS to make sharing easy amongst all USO-enabled users, in and outside an individual school. It also offers staff the ability to monitor pupils' content for safeguarding purposes. This secure cloud service comes with a simple, user-friendly interface across all devices.

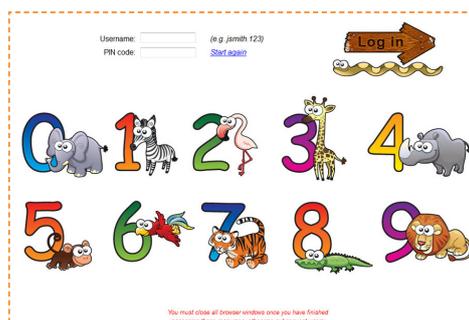


EarlyYears Login

Early Years simplified login

The Early Years login system helps younger users log in more easily via a range of methods. The first allows the password to be replaced by a numerical PIN, where each number is associated with an image. The second option offers the use of QR barcodes which contain each child's details. Barcodes can be scanned by mobile devices, such as tablets used in classrooms.

A third option allows pupils to identify themselves by answering questions. Pupils click on a series of pictures specifying their gender, class and first name. This is a simple and effective way of getting young pupils to access secure resources.



Additional Key Services

INCLUDED IN THE LGfL TRUSTnet PACKAGE

Essential services for your school

Web Hosting

Secure and resilient web hosting

As part of the LGfL TRUSTnet service a web hosting platform is provided for school websites. This offers a fully resilient hosting environment balanced across multiple UK data centres with all content backed-up on a nightly basis. Schools have full control over the management and content of their websites with access via a simple, user-friendly web-based interface. Full DNS hosting services are also included as part of the LGfL TRUSTnet web hosting service.



WebHosting

Remote Access

Secure access to school networks from anywhere

LGfL TRUSTnet offers remote access tools that are accessible to any authorised user, allowing staff to work securely from home when necessary. Users can connect securely to their school's local network via an easy-to-use website using the same, familiar user credentials. Users can access their work computer, a range of school machines or be limited to just a network share such as a shared drive or their home areas. This secure service is underpinned by the latest Cisco SSL



RemoteAccess



Help & Support

Dedicated school support services and UK-based Helpdesk

All LGfL TRUSTnet schools have access to a dedicated team of first and second line support engineers on a UK-based helpdesk. In addition, schools also have 24/7 access to a support website where they can configure and manage their LGfL TRUSTnet services as well as access training materials and user guides.



Support Site

Tools for communication with parents

Free School Meal Eligibility Checker

Helping schools claim additional funding



Free School Meals Eligibility Checker

With the introduction of free school meals for all Key Stage 1 pupils from September 2014, it is more important than ever to encourage parents to check their eligibility so that schools can then claim any related additional funding which may be linked with those pupils, such as Pupil Premium. An online eligibility checker is available to all parents of children in LGfL TRUSTnet-connected schools.

The simple online application removes the stigma sometimes associated with such claims and encourages greater participation. Schools are informed when parents are eligible for free school meals, and can access the necessary data to complete the processing of such claims. Schools can then claim further funding to help upgrade resources and improve learning and achievement.

OpenCheck

Live school status information

OpenCheck 

OpenCheck is a web and mobile app-based service that lets schools alert parents to the school's daily open or closed status at no cost to the school or the parent.

This easy-to-use service presents information regarding school closures in case of emergency, severe weather or any news which may affect children's ability to attend or access the school. It also allows schools to set scheduled school closures and term dates to keep parents informed via opencheck.atomwide.com or the integrated ParentComms:Mobile app.



ParentComms:Mobile

The app keeping parents and schools connected

ParentComms:Mobile is a free app that integrates with OpenCheck and a range of other services such as text messaging and parental reporting tools. It can help parents stay connected with their children's schools by receiving school status alerts or messages proactively sent by the school. It allows parents to stay informed while saving their school money.



ParentComms

Parents automatically receive status notifications from all their children's schools via OpenCheck which is particularly useful during times of severe weather conditions as it eliminates the need to search for information. The app is available for Android and iOS.

Getting even more value from LGfL TRUSTnet

AutoText

School to parent SMS and Email service

AutoText is a low-cost school to parent messaging service used to send texts, emails and free push notifications to the ParentComms app. Schools can generate “unauthorised absence” alerts automatically or send ad hoc messages as needed. The service also supports communication with staff as well as parents.

This easy-to-use service integrates with a school’s MIS to make the necessary data available at the touch of a button. AutoText offers a simple but powerful and low-cost parental engagement tool.

AutoText



IP Telephony

Designed for schools

VoIP



A Voice over IP (VoIP) service can be added at any time to an existing LGfL TRUSTnet connection. The service offers a fully managed IP telephony system based on centrally-hosted Cisco infrastructure. Schools benefit from an easy-to-run system with extremely low call charges, no line rental, free calls to participating schools and free call recording.

A dedicated management website allows school users without extensive technical expertise to control and configure their own service. Synchronisation with the school MIS allows all contact details to be easily searched with built-in click-to-dial functionality that will dial the required number from a linked phone at the click of a button. This is a service designed specifically to meet schools’ needs in an easy-to-use implementation.

Managed Wireless Networks

Secure, resilient, fully-managed wireless solution

A LGfL TRUSTnet connection can be used to run a fully-managed wireless service using centrally-hosted core infrastructure. Schools simply need a sufficient number of access points, which come pre-configured from LGfL TRUSTnet, to enjoy fast, resilient wireless connectivity with accessible school-level control. Dedicated web pages are used to grant users access to the network, with the ability to control access by MAC address and provide guest accounts without any need for technical expertise. The system integrates with LGfL TRUSTnet authentication to provide a seamless user experience.

ManagedWiFi

ADSync

Active Directory Synchronisation



ADSync

USO authentication is the secure key that unlocks access to all LGfL TRUSTnet services and resources for schools. ADSync allows a school's local Active Directory to be securely synchronised with the central USO database to ease the administrative burden on schools and deliver total consistency in username and passwords for staff and pupils.

Data from the MIS is used to populate the AD, creating new users and removing old accounts when changes are made to the MIS. It can also create home areas for each user and deploy login scripts and profile paths provided by the school. The service helps save administration time by managing AD users in this automated fashion.

ParentComms

PAY+

Cashless Payment Service

Online payments and administration of school meals, trips, clubs and more...

An online cashless payment and meal management service is available to all LGfL TRUSTnet-subscribing schools. The system provides school meal account administration as well as online payment processing for school trips, clubs and fund collections. It also offers an online shop which is controlled directly by the school. The automated system greatly reduces administration overheads and makes it easy to notify parents of outstanding payments through direct integration with the AutoText messaging service and ParentComms:Mobile app.

ParentComms 
REPORTER

Parental Reporting Service

Online reporting to promote parental engagement

Parental engagement can be increased through an online reporting service. ParentComms:Reporter is a secure, public-facing website where parents of pupils within subscribing schools can register for user accounts. This lets them access information that is held by their child's school about them and their children. The reporting pages form a secure and easy-to-use portal that encourages parental involvement in their children's education by providing up-to-date information such as attendance, behaviour incidents, achievements and end of term/year reports with all data visibility controlled by the school.



GridStore

Secure remote backup service

As schools increasingly rely on technology for delivery of educational services, the secure storage of data associated with those services becomes ever more critical. To ensure the smooth running of administrative and operational tasks that aid teaching and learning, it is essential to protect this large volume of crucial data against unforeseen events or local hardware failures.

GridStore offers schools a resilient, off-site backup service using the latest version of Attix 5 remote backup software that, once set up, will backup school data automatically on a daily basis. Various storage space options are available ranging from 50GB - 1TB+

Digital Signage

Visual communication solution for schools

A Digital Signage display is a great way to engage school visitors, staff and pupils. The LGfL TRUSTnet Digital Signage service offers a low-cost solution that has been tailor-made for schools. It is a securely-hosted, Android-based system featuring an easy-to-use management website for controlling and updating content as well as allocating user permissions.

Schools can deploy just a single screen or multiple screens around the site and manage them all via the website. The number of screens can be easily increased at any time. A full design and installation service is also available.

DigitalSignage



CCTV

Security for school needs and budgets

To help prevent vandalism and enhance on-site security schools can design a bespoke CCTV security system with multiple cameras operating from a single server.

All cameras output images visible through a dedicated website and integrated mobile app by users with appropriate permissions.

A camera can be selected to view in real time, providing an easy method of remote monitoring of the school's premises to suitably authorised users.

This is a flexible, scalable system that is simple to set up and manage. It offers an affordable CCTV solution that can be configured to suit the school's budget.





Education – the most important investment in our future

Over 2,500 schools across the UK are already benefiting from LGfL TRUSTnet's fully-managed educational services.

LGfL TRUSTnet is a partnership between embc and LGfL for East Midlands schools, supported by Atomwide. Together, we're providing a range of educational ICT services for schools.

What do we offer? A dedicated service team who truly understand the learning sector and its requirements. Services that enable schools to bundle their ICT solutions – saving both time and money. And the LGfL TRUSTnet not-for-profit structure pays back into developing future educational services.

We work closely with each school to configure their ICT package. From safe and controlled learning environments to a range of services that can really transform the school environment. Schools benefit from:

- **eSafety solutions** – that keep students safe online with web-filtering and antivirus software. Our solutions are tailored specifically for the education sector
- **Anywhere learning** – with cloud managed wireless solutions that free students, teachers and support staff to learn and work anywhere on the school campus. Our services are simple and easy to administer
- **Enabled learning** – that helps make lessons fun and engaging. We offer a range of award-winning resources and access to the National Education Network (NEN).





LGfL TRUSTnet services from embc include:

embc broadband connectivity

Fully managed and supported firewall

School-focused web filtering

UK-based Helpdesk and 24/7 online Support Site

Web hosting and DNS services

Antivirus for school and staff machines

Hosted Microsoft Exchange email for staff

Hosted Microsoft Office 365 email for pupils

Cloud-hosted Microsoft Office apps

Cloud-hosted Microsoft Office 365 OneDrive storage

Email filtering using industry-leading technology

Video Conferencing in HD with H323 fully supported

Desktop video conferencing using Cisco Jabber

OpenCheck school status information service

ParentComms:Mobile app for parental engagement

Pupil Premium Service to help schools claim funding

Identity Provision and Authentication via USO

myUSO - school portal and personalised resource launcher

School-focused file storage and sharing service

USO-AutoUpdate - secure MIS data extraction tool

Home to School - secure Remote Access tools

Secure document transfer service

VideoCentral HD - school-safe video publishing and distribution

Procurement and supplier management handled by experts

School Closure - online curriculum

Safeguarding advice and resources

Access to a range of BETT Award-winning online learning resources and digital collections



Web Filtering



AntiVirus



Email for Staff
& Pupils



Email Filtering



Webhosting



Secure Document
Exchange



Teaching
& Learning
Resources

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