

# Oasis Community Learning

## Four Year 15000 user MSP Contract



Oasis Centre



Mozambique football players

### Background

Oasis Community Learning is the umbrella governing body for all Oasis Academies. Its roots are strongly based in Oasis UK, a charity founded in 1985 by Steve Chalke, whose Christian faith inspired him to create ways to develop people and build communities.

Their Mission is to create and sustain a network of excellent learning communities where everyone can realise their full potential.

Oasis Community Learning opened its first three Academies in September 2007 in Enfield, Immingham and Grimsby. Four have been confirmed for September 2008: Oasis Academy Bristol, Oasis Academy Salford as well as Oasis Academy Mayfield and Oasis Academy Lord's Hill in Southampton East and West. Two more are proposed for September 2008: one in Coulsdon and another in Bristol. More Academies are planned for the future and Oasis Community Learning is currently in discussions to sponsor a tenth Academy in Oldham.)

Each Academy has a different specialism, such as Business & Enterprise (Enfield), or Performing & Visual Arts (Bristol), but shares the same vision - to help every child and adult achieve their very best. Oasis Academies are hubs of their community. Oasis Academies provide their local communities with access to 1st class education environments, Adult Learning and UK Online Centres, a learning resource centre, a healthy living centre with a GP practice, a gym, sports courts and extensive out of hours youth activities.

European Electronique has been selected as the ICT Managed Service Partner (MSP) for Oasis Community Learning for 4 years. The partnership consists of providing a fully managed service to over 15000 users across all Oasis Academies including the delivery of ICT into a mixture of new and remodelled buildings.

As the Managed Service Partner, European Electronique has been assisting in the definition of all ICT requirements, as required. We design, supply, install and integrate all elements of the ICT specification; and provide on-going support of the ICT system afterwards. We project manage the entire ICT implementation working very closely with all stakeholders including consultants, construction, and sponsors to ensure that ICT is at the forefront of building design and operation.

Through stringent project management and management reporting the Academy is being delivered a 21<sup>st</sup> century ICT solution.

Components of the Managed Service included:

- **Consultancy and Design**
- **Centralised Data Centre providing:** User storage and files, MIS systems, storage backup and Antivirus, IP Telephony, Cashless Catering, Library systems, network including wireless networking and ID card authentication, centralised data, voice and video services, centralisation of web and email access including filtering and control.
- **Fully Managed Service and Becta FITS compliant help desk**
- **Project Management**
- **Training**

With the data centre centralisation and the single card ID system, users are able to travel between Academy sites and use their ID cards to enter controlled buildings and rooms, log on computer devices, purchase food, book resources from the library and access printing and reprographics.

The managed service contract has monthly review meetings and quarterly executive meetings to ensure that the Service Level Agreement is met. New technologies are investigated for their financial, operational and functional approval. Only if these three criteria are met are they brought to the managed service meeting for consideration and possible approval and implementation.

The provision of such effective services for an education institution has required careful and consistent planning and deployment. European Electronique has in place, and use, appropriate quality and control processes for all key elements of our MSP contract to OCL.

European Electronique has provided OCL with both a wide area network solution and a local area network solution for all the OCL Academies in flight. In future, all additional Academies will require such solutions. Some Academies have and will go into temporary accommodation before the opening of the main Academy. Whether all existing building, temporary accommodation or new buildings are part of the managed service provision.

A long term development framework has been provided by European Electronique to the benefit of Oasis Community Learning and the individual Academies. The underlying infrastructure is able to support effective use of a range of curriculum and other software owned or to be acquired by OCL and its institutions. Future requirements including expanding the service offering to other institutions within the Oasis framework such as feeder schools is available.

The design has followed the Becta model for ICT. In summary this involves the identification of an ICT Vision Statement, the scoping and agreement of ICT functional specifications, and the translation of those documents into ICT Technical Specifications. The detailed steps within this overall process will be agreed with the MSP.

As prime contractor for ICT, European Electronique is able to undertake almost all of the work in-house. European Electronique is unique across this industry in having this level of technical expertise.



Three of the Oasis Academies are now fully open offering seamless transition into the EE/OCL Managed Service Contract. David Watson, ICT Director of Oasis Community Learning, appraised the solution as follows, 'These first

three academies have been a real achievement. We have been very impressed by the attitude and commitment of the whole European Electronique team during this period. It has felt like a real partnership and not a traditional customer / supplier arrangement. I am excited by the future and confident that we have the right people to make it an on-going success'