

Our Commitment to You

Technical IT Team

Across our Trust Central Team, every team makes a commitment to our schools. Here are some of the ways each team supports our schools to make lives better for our children and young people. Below, you can see how the Technical IT Team supports our schools.

1. We will keep core systems and services available, carrying out maintenance with minimal disruption to staff.
2. We will respond to support requests within agreed timeframes, prioritising incidents based on impact and urgency.
3. We will provide clear updates during incidents, including what is affected, what is being done, and expected resolution times.
4. We will protect user accounts, devices and data through strong security controls, monitoring and regular patching.
5. We will implement changes in a controlled manner, using testing and rollback plans to reduce the risk of disruption.
6. We will standardise devices, software and configurations wherever possible to improve reliability and supportability.
7. We will ensure backups are completed, tested and recoverable for all critical systems and data.
8. We will review recurring issues and address root causes, rather than repeatedly applying temporary fixes.
9. We will provide clear guidance and self-service resources for common IT tasks and issues.
10. We will evaluate new technology carefully, considering security, compatibility, supportability and value to staff.



Murray Leach
Head of IT

