

LGfL2.0 - Essential Technical Guide for Schools v1.01

Purpose of this document:

This guide is provided to assist schools and other sites with the transition to new broadband and associated services. Some of this may be unfamiliar and is therefore spelt out in detail including additional explanatory notes appended at the end of the document. There is a **checklist** at the end of the document to tick off and keep a record of your actions, to ensure completion.

The change-over from LGfL1 (provided by Synetrix) to LGfL2.0 (provided by Virgin Media Business with Atomwide) will require schools to take key actions. We strongly advise you read this document in advance.

These actions will be required in all three phases of the change:

- Pre-installation
- Installation
- Post-installation

Most primary and special schools are supported in their ICT by their LA or a local ICT support company; secondary schools often have their own in house technical team or are supported by a BSF contractor or a sponsoring Academy group. Please ensure that this document is drawn to the full attention of all those who are responsible for your site's technical support.

Pre-installation actions:

The following describes a number of areas in which the school/site management must ensure action.

LGfL, Virgin Media Business and Atomwide will NOT take these actions for you.

1. Your school must have at least one authorised 'Nominated Contact' registered on the LGfL Support Site. If you do not know who this is, or there is no one registered as yet, please see Appendix 1. The following steps must be undertaken by a registered Nominated Contact.
2. **IMPORTANT:** Please visit the LGfL Support Site via www.support.lgfl.net **at the earliest opportunity** to enter essential information about your school site, upload key documents and verify your LGfL 2.0 order details and contact information. – Please see **Appendix 3** (page 8) for details of how to do this.
3. Existing LGfL-Synetrix services may hold information which should be recorded, in advance of transition to LGfL 2.0

The move from LGfL1 to LGfL2.0 will be the equivalent of buying a new refrigerator. The supplier brings the new fridge to the house. They do not take the contents out of the old fridge and re-load the new one. This responsibility lies with the customer.

The site must identify any content which will be lost when LGfL1 is switched off and back it up for reloading to LGfL2.

Typically, the following content will be impacted:



- **Websites**

If your school website is currently hosted by Synetrix, your new website can be set up on LGfL2 at any time, and ideally before transition. Synetrix has agreed to allow a grace period but this is unlikely to continue for more than a month or two after the school is no longer connected via Synetrix to LGfL. If your school website uses web-Fronter this will be unaffected. *To start setting up a new website on LGfL2, please raise a request via www.support.lgfl.net (log into the support site, navigate to 'Service Desk > Raise an Issue')*

- **E-mail**

Almost all schools migrated their email some time ago to StaffMail and LondonMail and away from the old @mail system provided by Synetrix. However if your school is still using @mail, it is recommended that you migrate without further delay, *and a support case should be raised on the Support Site as soon as possible. Service Desk>Raise an Issue>Email.*

- **Internet filtering policies**

Any particular Internet filtering policies which the school has set up and wishes to retain will need to be documented ready for re-establishing in the new LGfL2.0 filtering system. There is no export facility within the Synetrix support site <http://www.talk2synetrix.com> so a convenient way to copy this data is via a screen dump. See **Appendix 2** if you need help with taking a screen dump.

The initial default filtering policy on your new connection will be, by design, fairly strict, and you will wish to review this and adjust as necessary for your school context. Instructions for how to do so are in the online help guide on the support site (blue button 'support site user guide' at top right hand corner).

If you have, and intend to retain, an in-school proxy server you will not be able to take advantage of the new group-level Internet filtering system (which allows different policies for different groups of users).

A list of all the current LGfL1 and LGfL2 services is include as at **Appendix 6**. Existing LGfL services sourced from Synetrix which are web-based (i.e. CentreStage, SecureStore, Sophos) will continue to operate and be accessible following transition to LGfL2 however schools may wish to consider adopting the LGfL2 equivalents of these services in due course.

Existing LGfL services, not sourced from Synetrix, (e.g. StaffMail, LondonMail, SafeMail, Sophos10) will continue to operate normally. Schools can migrate to the new sophos10.lgfl.org.uk hosted on LGfL 2.0 ahead of migration.

4. IMPORTANT: Make preparations and plans for changes to network settings that will need to be made on the day of network transition. Familiarise yourself with what will need to be done.

DNS (Domain Name Server) settings will have to be changed either on a server or on individual computers, depending whether the site is using 'static' manually assigned addresses or DHCP (dynamic host configuration protocol) automatic address allocation. Please see **Appendix 4 How to change DNS**.

It will also be necessary to change a 'proxy' setting within the settings in Internet Explorer (or other web browsers) and this is described in **Appendix 5 How to change proxy settings on each PC**. Additionally, when necessary, instructions on how to do this will appear on the screen of each computer automatically.

Some schools are domain based i.e. they have a Microsoft or similar server, at the heart of their network, if this is the case the server can automatically change the proxy setting by means of a built in facility on the server called group policy, this should be dealt with by a responsible person as changes to group policy can have dramatic effects on the network; most schools will have their own engineer or service company, and we would advise the use of their services for this aspect if required.

Key staff for your site should read all online LGfL2.0 service literature to familiarise themselves with new or different features, particularly the new Internet filtering system. It is also strongly recommended that the person mainly responsible for supporting ICT should attend a free one day training session hosted for LGfL by Atomwide in Orpington – details are available via www.events.lgfl.net

5. If your site requires use of one or more managed IP addresses (MIPs), please raise a support case.

The great majority of primary and special schools will have no requirement for a MIP, MIPs are normally associated with schools that are large enough to have their own IT team, i.e. secondary schools and colleges which may operate their own email servers, web servers, etc.

LGfL2.0 will have a much tighter security control on allowing external traffic access to devices internal to the site through use of MIPs. Typically a site is using a MIP only if any of the following apply:

- Do you host your own web site on a server within the site?
- Do you run a server that hosts an on-site mail server (e.g. Exchange or similar) which can be accessed by users when off-site?
- Do you allow access to the management information system (e.g. SIMS or similar) which can be accessed by users when off-site?
- Do you have a Virtual Private Network (VPN) set up so that an application or system can be accessed from off-site (e.g. remote support by an outside support provider)?
- Do you run a proxy server ?

Any requirement for MIPs MUST be identified and notified as soon as possible by raising a support case on the Support Site. There is comprehensive information on MIPs on the support site: My Account>LGfL 2.0 Deployment> FAQ Tab>Core Network Security>Item 7. See ***Appendix 3 How to access the LGfL 2.0 deployment area on the support site***

Similarly, any existing VPN (Virtual Private Network) arrangements must to be notified by raising a support case.

6. Site Survey and Route Approval

A site survey will be required to determine the best mutually acceptable route for the new LGfL 2.0 connection. If your school is listed as “On-Net” in the “Virgin Media” tab of <http://www.support.lgfl.net> LGfL2.0 Deployment, Virgin Media Business will contact the school to make an appointment for a surveyor to attend and undertake the survey. Please accept the earliest possible appointment.

If your school is listed as “Off-Net”, BT will contact the school to make an appointment for their surveyor to attend and undertake the survey. Please accept the earliest possible appointment.

The site's key staff and anyone with a concern regarding the route cables will take must attend the site survey as re-visits, requested as a result of staff not present subsequently requesting a change of route; will incur a charge of at least £250.

For "On-Net" schools, the resulting plan of the cabling route will be uploaded by Virgin Media planners to your site's documents area on the LGfL Support Site accessed via "My Account" then "LGfL 2.0 deployment", (if necessary select your LA and school from the drop down lists) then click on the 'Documents' tab. Once the survey has been posted the site must give approval to the proposed route, approval is given in the text box on the 'Documents' tab by a Nominated Contact. Once approval is given work can proceed.

For "Off-Net" schools the route will be agreed between the school representatives and the BT planner at the the end of the survey and will not be posted on the LGfL Support Site. BT will then plan the work and contact the school when they are ready to proceed with the installation.

Please ensure that you have sufficient space in your equipment cabinet to accommodate the LGfL2.0 equipment. The space needed can be found in the "Equipment" tab. Note that 1U=1.75 inches or 45mm. If space is not available when the survey is made it is likely to result in your installation being put on hold until you advise that rack space is available.

7. Wayleaves and 'Civils'

As part of the installation of the LGfL2.0 circuit, some sites will need to have some civil engineering works ('civils') undertaken in order to route the new fibre onto the site and into the building.

To proceed with the civils permission will be sought by Virgin Media Business from the site owner (LA, Diocese, Academy or Foundation School) for the route and associated works. This permission is called Wayleave.

If your school is listed as "Off-Net" in the "Virgin Media" tab of <http://www.support.lgfl.net> LGfL2.0 Deployment, BT will be providing your fibre and a Wayleave will not be required.

Because the department responsible for signing the Wayleave agreement feels little or no impact if they do not take swift action to support the site's installation, this process can be subject to significant delay. To try and avoid this, bulk Wayleaves have been sought from Councils and Diocese.

Some of these organisations have wanted to make charges for handling the agreement, or declined to agree a bulk wayleave. This can introduce significant delays for installations.

If a school becomes aware that the Wayleave issue is blocking their installation they are strongly encouraged to contact the Council or Diocese to point out the site's requirement.

Once the Wayleave has been agreed and signed, then the civils can commence. These works occur both off-site and on-site.

On-site works will be undertaken with your cooperation in providing access to key parts of your site. Out of hours working will not normally occur.

Installation actions:

Assuming all of the above pre-installation activities have been undertaken, the installation will involve two distinct parts:

1. Circuit fit and test

If your school is listed as “On-Net” Virgin Media Business engineers will fit the cable into the agreed location, usually your network cabinet. They may fit a fibre tray and some termination equipment at this stage. For “On-Net” schools Virgin Media Business engineers will move directly to Commissioning assuming that the circuit tests were successful.

If your school is listed as “Off-Net”, BT engineers will fit the cable into the agreed location, usually your network cabinet. They may fit a fibre tray and some termination equipment at this stage. They will then test the circuit. If testing is successful, BT will then advise Virgin Media Business and they will then contact the school to arrange a date for Commissioning.

If however remediation is required, this may require works to take place off-site and if so a second site visit may need to be scheduled.

2. Commissioning

This part requires interaction with your staff AND network

This interaction entails:

- Internet access on your site network may be unavailable, although this will be avoided wherever possible.
- You will need to witness several simple tests to show the new service is working and confirm a record of this.
- You will need to decide whether the engineer will move your school network(s) over to LGfL2.0 while on site or whether your technical staff will connect the school network(s) to LGfL 2.0 by moving the patch lead(s) to the new firewall at a later stage.

If you decide to undertake the cut-over yourself then the Virgin Media Business engineers will leave the site. **You will have 3 days (72 hours) to complete the cut-over before the old LGfL1 service is suspended.**

3. Change necessary network settings

Implement the changes you made preparations for, under item No 4, above.

4. Advise Synetrix that you are transitioning from LGfL1 to LGfL 2.0

Make a call to the Synetrix help desk (020 8255 5555 Opt 1) to inform them that you are changing the school's physical link from LGfL1 to LGfL 2.0. Network traffic from your school will not flow correctly until Synetrix has changed settings on the Interconnection between LGfL1 and LGfL 2.0.

If, when your staff attempt the cut-over a fault occurs, please ensure you have made changes to your DNS and browser proxy settings and then call the help desk on 020 8255 5555 opt 3 for advice and help; you may need to raise a support call through the Support Site. It is recommended that the cut-over is executed without delay so that any issues can be quickly addressed.

Once you cut-over to LGfL2.0 the LGfL1 filtering policies will no longer be active and the new LGfL2 filtering will be operational with an initial secure default policy set up, ready for the school to adapt as required, via the Support Site. This default filter policy is by design strict and most schools will wish to make changes. All LGfL1 web based services will be accessible. If the school hosts its own email server a support case must be raised on the support site to configure the email relay settings. It would be prudent to prepare for this in advance.

5. If necessary contact your external technical support to accommodate the specific requirements of your school's local area network

If the school has a more complex network, with your own email server(s), web hosting server(s), proxy server, use of managed IP ('Public') addresses etc., you may need external support, for example from the technology support company who set up these resources for you. It is for this reason that the front page of this document asks that the attention of all concerned is drawn to the contents of this document.

Usually this will only apply to secondary schools. Networks in primary and special schools are usually straightforward and these schools make excellent use of the email, webhosting and other inclusive services provided as part of LGfL 2.0.

To repeat the metaphor above, LGfL is providing a 'new fridge', but it is the responsibility of the customer to undertake transfers 'between fridges'. LGfL nor its supply partners can provide free-of-charge site visits to support schools with the idiosyncrasies of their local network, which can vary widely. If such a service is required it would be available at a rate of £90 per hour.

Post-installation actions:

Specific activities:

1. Configure internal services - this may include Proxy Servers, e-mail addresses, IP addresses, etc..
2. Verification that the site's services function
Tests should be undertaken to ensure all services are accessible and access rights are set correctly. *Any issues should be raised as support calls through the Support Site.*
3. Upload website content – if not completed ahead of transition put in hand arrangements to transfer website content currently hosted by Synetrix to LGfL 2.0 hosting.
4. If remote access to the school network is required, raise a support case for the RAV3 secure remote access service. 'LOGMEIN' and any other type of remote access product is not allowed on LGfL2. RAV3 is supported and is included in LGfL2 at no additional cost.
5. Request access for the management of the site's Internet filtering policies by raising a support case.
6. Manage the site's filtering policies. When access has been granted, the site's nominated contact should manage the policies by logging into the Support Site and first consulting the on-line manual. You are strongly advised to attend one of the free Nominated Contact training courses which covers the topic of web filtering in some detail - details available from www.events.lgfl.net
7. Test the site's filtering policies. The policies should be rigorously tested, and the testing recorded.
8. Record that the new network environment configuration is correct and has been tested.
9. Complete and return the customer satisfaction questionnaire

Appendices

Appendix 1 **How to create a Nominated Contact**

If a nominated contact(s) for your school is not already registered on the LGfL Support Site, please **use the Nominated Contact form** available via www.support.lgfl.net to notify relevant authorised contacts, including 3rd party support organisations, so that USO management accounts can be created, thereby allowing the necessary and essential access to the secure areas of the support site.

Your school must have at least one, and ideally more, Nominated Contacts, duly authorised by the Headteacher/Principal who is the legal 'data owner' under the Data Protection Act. Only 'Nominated Contacts' can access the online information which is essential to the LGfL 2.0 transition process and only the Headteacher can authorise the appointment of a Nominated Contact.

You can find out who your schools nominated contact is by going to www.support.lgfl.net, click on the red 'USO' box to "find out how to obtain an LGfL USO username and password". Using the drop down menus choose your LA and establishment. This will list the LA contacts and your school's nominated contacts, if you are not in the list, and should be, then there is a small link near the bottom of the page which reads "this form" this will give you the nominated contact form or head teacher USO account creation request form.

If your head teacher has not been registered on the site then the "this form" will bring up a headteacher USO account creation request form. It is not possible to obtain the nominated contact form until the head teacher has been registered. There has to be a head teacher registered before a nominated contact can be created as the head teacher, as the legal 'data owner', has to authorise the nominated contact.

Appendix 2 **How to create a screen dump**

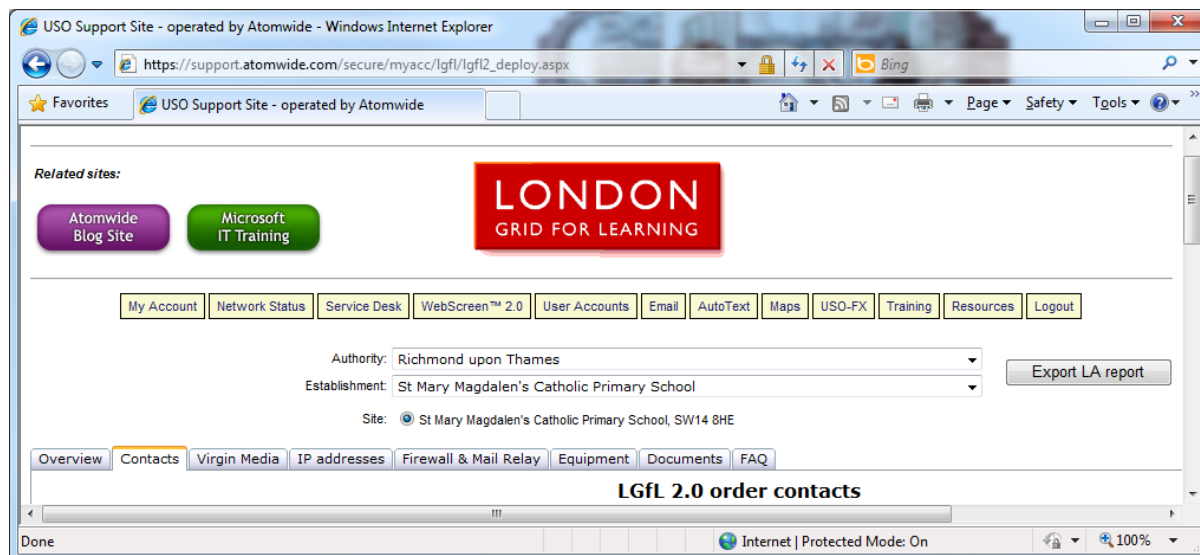
- 1 Open a new blank Word document, or similar word processor.
- 2 Maximise the window that you want to capture (i.e. area of screen to be 'dumped')
- 3 Press "Prt Scr" (located top right on your keyboard) this copies the screen to an internal 'paste board'.
- 4 Maximise the Word doc and right click on the document, choose paste from the drop down menu. The image will appear within the new word doc. This can then be saved and uploaded to the Atomwide support site as a reference to what the old settings were.
- 5 If you want to just copy a single window, rather than the whole screen, then this can be done by first clicking on the window so it becomes the active window then pressing "Prt Scr" while holding down Alt key, this will copy the current active window, pasting it is the same way as before.

It would be best to create this on a relatively modern PC as this will have a higher resolution screen which will give a higher quality image when creating a screen dump, especially useful if there is small text. Please check that the image text is legible after pasting.

Appendix 3 How to access the LGfL 2.0 deployment area on the support site and update key information

Access the support site via www.support.lgfl.net you must be a Nominated Contact to access this site. Once you have successfully logged in using your LGfL USO credentials (same as your LGfL email login), click on My Account then LGfL2.0 deployment. From the drop down menus choose the local authority (or other grouping) then wait for the list to update, and then choose your establishment. You will then be presented with a display similar to that shown below.

Note the various Tabs 'Overview', 'Contacts', ... 'Documents' etc which can be clicked to access these areas.



1. On the **Virgin Media** Tab, please answer all the questions at lower half of the page, starting with 'Was the building constructed before 2000?'
2. Using the **Documents** Tab, please upload:
 - a. The school's asbestos report
 - b. Any building plans or site drawings you have of the school site
 - c. Digital photographs of key areas such as the rack/cabinet which the new line will come into; a photograph showing location of this rack in server room; server room environment

These details will save time and reduce the risk of any confusion, if attended to before site survey, item c. may follow after the survey.

Instructions on how to upload a document to the support site, are quite simple and included on the Documents tab. If you nevertheless need assistance, please contact the LGfL Helpdesk (option 3).

3. On the **Contacts** Tab please check the contact details shown and send any amendments to support@lgfl.net
4. On the **Overview** Tab please check the details of your order and send any amendments to support@lgfl.net

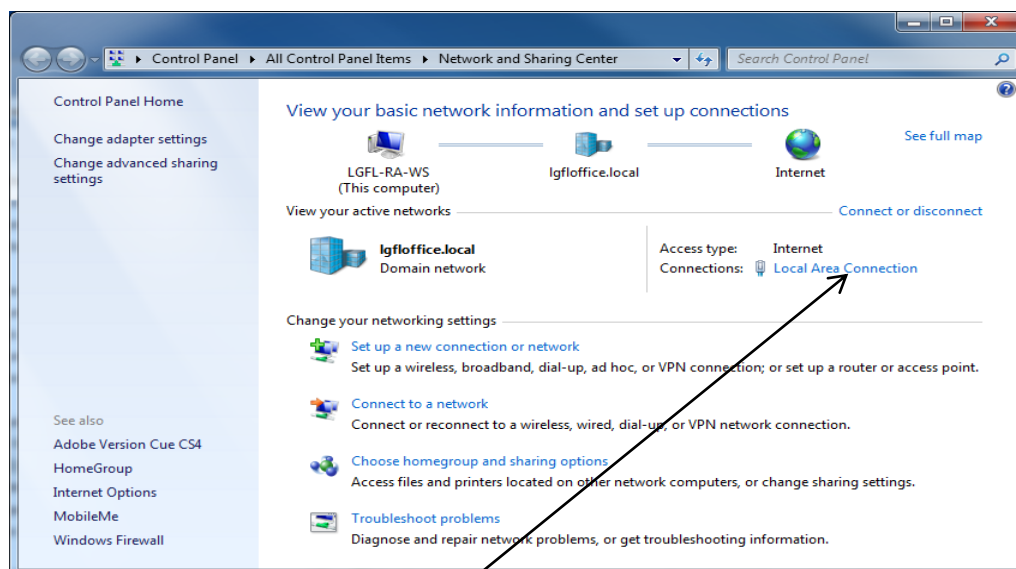
Appendix 4 **How to change DNS settings on each PC**

For individual computers IP addresses, in the great majority of schools the current LGfL1 network IP address ranges will be used on LGfL2.0 so there will rarely be a need for these to be changed.

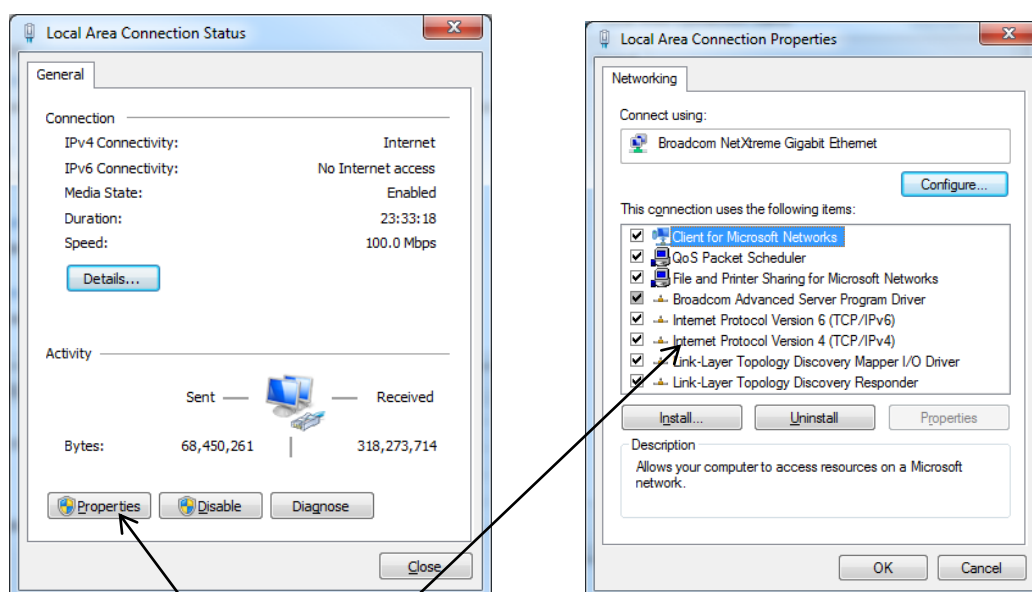
For DNS however a change is required. There are two main scenarios, either the DNS address details are obtained automatically from a DHCP server or the address has been manually input. Firstly, the manually assigned address:

Static (fixed, manually set) addressing.**Computers running Windows 7**

From the Start menu select Control Panel, click on Network/Network status. The following window should appear.

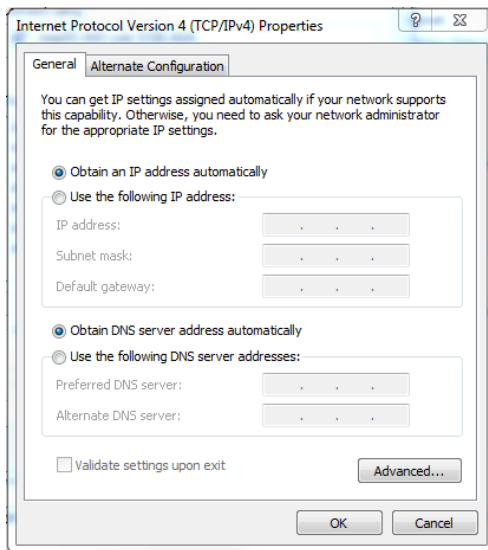


Click on local area connection and you should see the screen below and left

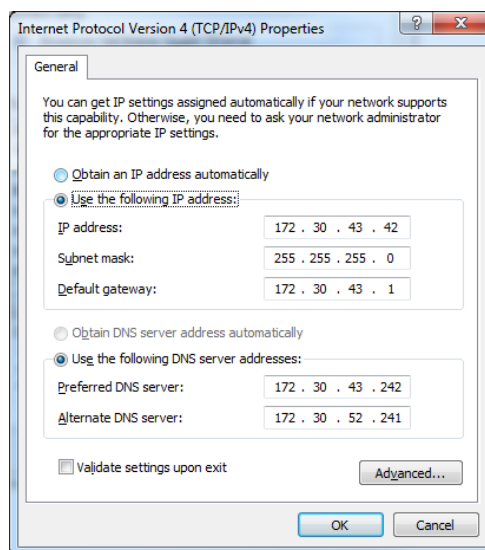


Then click on properties and the local area connection details should show up, then double click Internet protocol version 4(TCP/IPv4) the following window will show up.

Either



Or



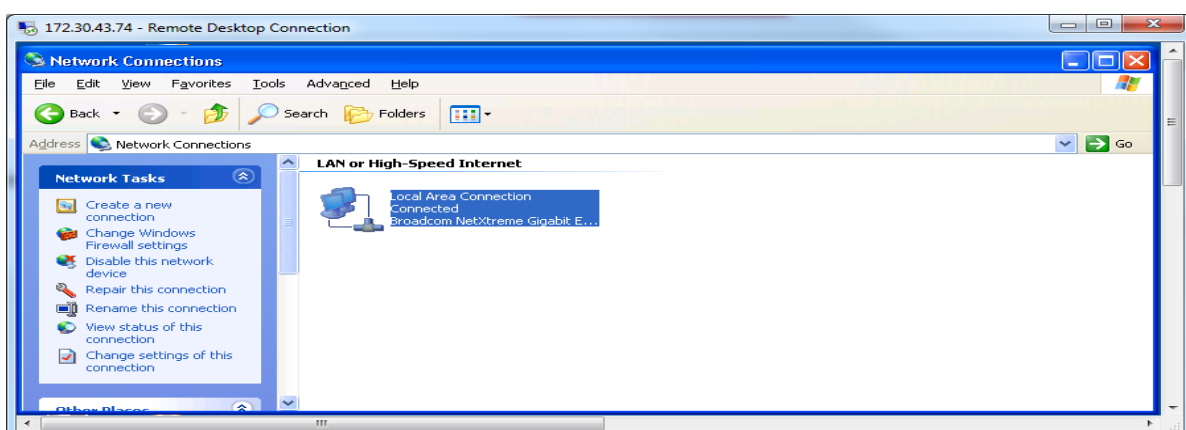
If the settings are set to 'automatic' as on the left, you need do nothing to the individual computers, as the settings are managed by a device on your network, which is a matter for your network administrator. The diagram on the right shows a manually assigned address denoted by the tick box saying "Use the following IP address". In the great majority of cases the IP address, subset mask and default gateway will not change. However the preferred and alternate DNS server addresses will need to be changed to:

Preferred 172.30.178.53 Alternate 172.30.178.54

Change the values to these new settings and click OK

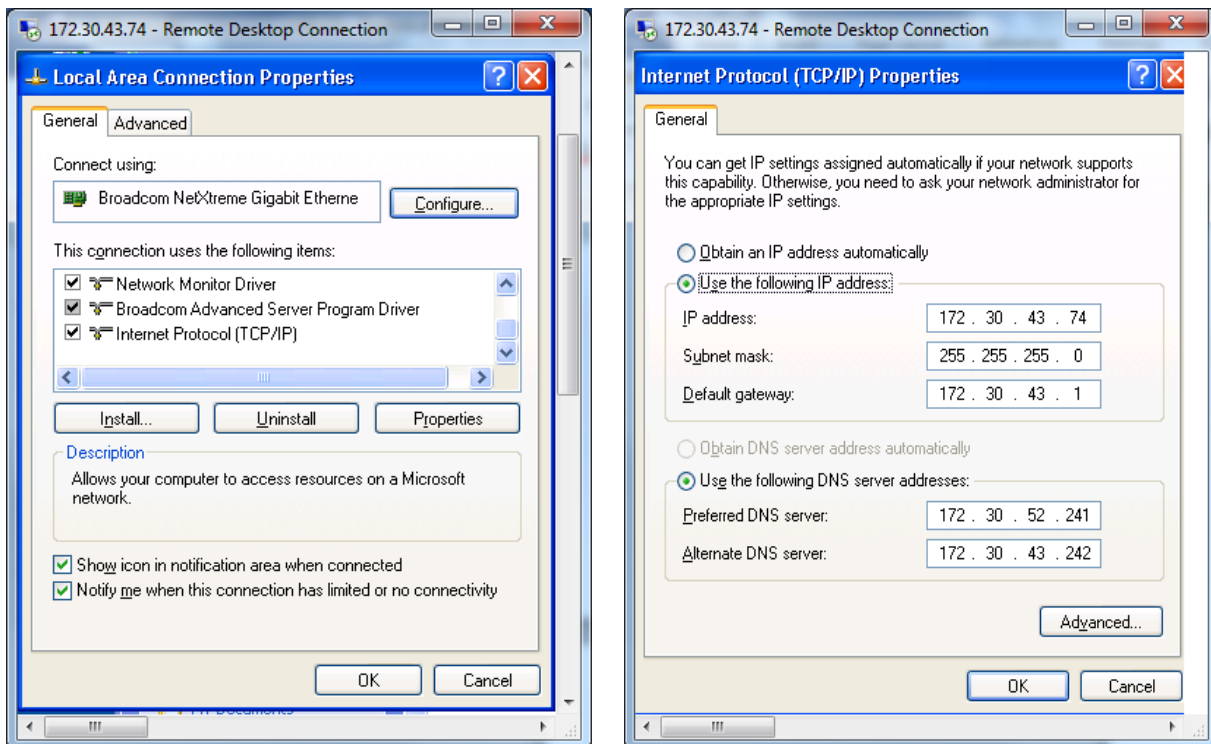
Computers running **Windows XP**

Click on Start then control panel, within control panel you should see 20 or more icons, and if you do not then in the top left hand side you should see some text which says "Switch to Classic View" click on this. You should now be presented with 20 or more icons, click on network connections; you should now be presented with the network connections box see below.



You may have more than one network adapter; choose the one indicated as 'connected'.

Right click on the Local Area Connection and click on Properties, in the window that opens, click Internet Protocol (TCP/IP), in the Internet Protocol (TCP/IP) properties box, if not set to 'automatic' change the DNS settings.



Preferred 172.30.178.53 Alternate 172.30.178.54

Change the values to these new settings and click OK

If the first three values in the DNS address are the same as in your IP address this indicates you have a DNS server on your network, and may imply your PC has a static (manually assigned) address for some reason. For example your machine may link up to a banking system or payroll and which uses your computers fixed IP address as a security measure. In general this would only apply to computers within the admin dept. In this case please make a copy of these addresses or take and store a screen shot (see appendix 2)

On non-domain networks or workgroups this will have to be done on every PC.

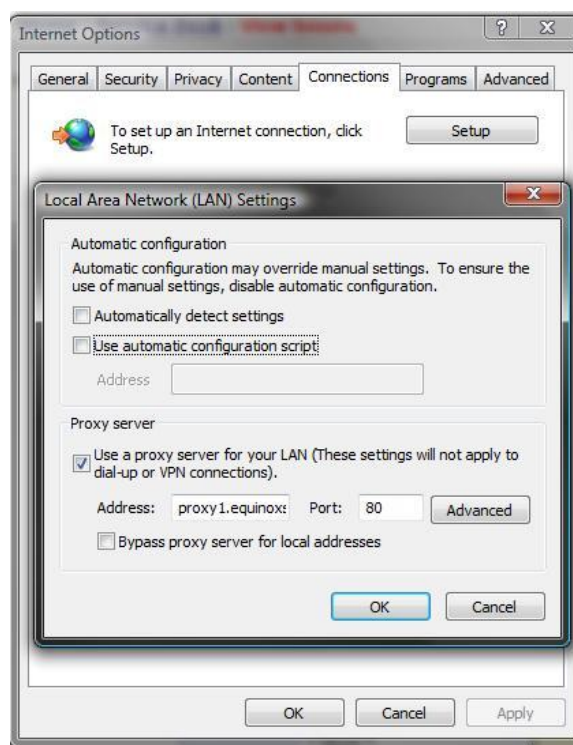
Appendix 5 **How to change proxy settings on each PC**

In the new LGFL 2.0 network, a proxy server is not required for Internet surfing. This does not mean your internet will be unfiltered. You will need to remove the Synetrix proxy from each computer's internet browser to access the Internet via the new LGFL 2.0 network. If you find when you try to edit these settings they are locked down or different to what is being shown, please speak to your network administrator who will be able to make these changes for you. It could be these settings are centrally controlled on your network via Group Policy.

Internet Explorer

(Images shown are for Internet Explorer version 8)

Open Internet Explorer and select Tools → Internet Options → Connections → LAN Settings. The following screen will be displayed showing the section "Proxy Server" ticked with the Synetrix proxy details entered. Delete the contents of the "Address" and "Port" fields and untick the box "Use a proxy server for your LAN".



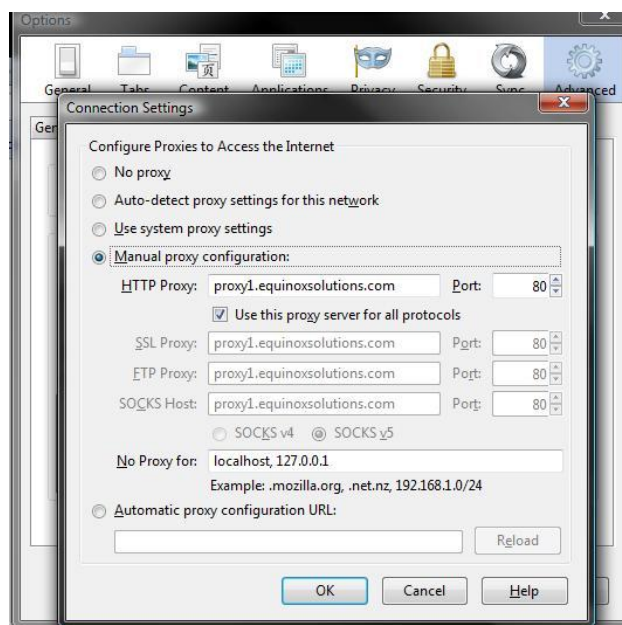
When finished, press OK successively until you are returned to the main Internet Explorer Window.

Firefox

(Images shown are on Firefox version 4)

Open Firefox and select Tools → Options → Advanced → Network → Settings. The following screen will be displayed showing the section "Manual proxy configuration" selected with the Synetrix proxy details entered. Delete the contents of the "HTTP Proxy" and "Port" fields and then select "No proxy". When finished – press OK until you are returned to the main Firefox Window.

If you do not have the appropriate rights to do this on your machine, you will be alerted to this fact then you try to access the relevant section. If you see something different to these or do not have the appropriate rights, please speak to your network administrator or your support team who will be able to make these changes for you. Proxy settings could be central controlled via Group Policy.



Appendix 6 – LGfL Service Matrix				
LGfL 2.0 Services	When available	Support & Sales	Runs on LGfL 1	Runs on LGfL 2
Core Services included with LGfL 2.0 broadband		For service contact		
Services shaded in darker green will require local attention on or before LGfL 2.0 transition				
DNS Hosting	Now	Support Site/Help desk Opt 3	Yes	Yes
Email Content Control	Now	Support Site/Help desk Opt 3	Yes	Yes
LGfL 2 URL Filtering (including multiple group policies)	Now	Support Site/Help desk Opt 3	No	Yes
LGfL Content	Now	Support Site/Help desk Opt 3	Yes	Yes
LondonMail including SafeMail	Now	Support Site/Help desk Opt 3	Yes	Yes
Network Time Service	Now	Support Site/Help desk Opt 3	Yes	Yes
Office Apps & SkyDrive	Now	Support Site/Help desk Opt 3	Yes	Yes
One HelpDesk Number	Now	Support Site/Help desk Opt 3	Yes	Yes
OpenCheck	Now	Support Site/Help desk Opt 3	Yes	Yes
Podcasting	Now	Support Site/Help desk Opt 3	Yes	Yes
Secure Remote Access for Staff	Now	Support Site/Help desk Opt 3	No	Yes
Sophos anti-virus and live update	Now	Support Site/Help desk Opt 3	Yes	Yes
StaffMail	Now	Support Site/Help desk Opt 3	Yes	Yes
USO for Staff and Pupils	Now	Support Site/Help desk Opt 3	Yes	Yes
USO-AutoUpdate	Now	Support Site/Help desk Opt 3	Yes	Yes
USO-FX secure file exchange with large file option	Now	Support Site/Help desk Opt 3	Yes	Yes
Video Central	Now	Support Site/Help desk Opt 3	Yes	Yes
WAN Management and Security	Now	Support Site/Help desk Opt 3	No	Yes
Web Site Hosting (PLESK)	Now	Support Site/Help desk Opt 3	Yes	Yes
Additional Optional Services Available		For sales contact (support Opt3)		
Broadband Resilience	Now	Support Site/Help desk Opt 9	No	Yes
Digital Signage	Now	Support Site/Help desk Opt 3	Yes	Yes
GridStore Secure Remote Backup	Now	Support Site/Help desk Opt 9	No	Yes
IP Telephony	Now	Support Site/Help desk Opt 3	No	Yes
Local Cache Device	Now	Support Site/Help desk Opt 3	Yes	Yes
London MLE	Now	Help desk Opt 5	Yes	Yes
Network Weather Stations	Now	Support Site/Help desk Opt 3	Yes	Yes
Racks & power boards	Now	Support Site/Help desk Opt 3	Yes	Yes
USO-AutoText	Now	Support Site/Help desk Opt 3	Yes	Yes
USO-Digisafe	Now	Support Site/Help desk Opt 3	Yes	Yes
USO-OTP	Now	Support Site/Help desk Opt 3	Yes	Yes
WiFi wireless devices	Now	Support Site/Help desk Opt 3	No	Yes

Synetrix 'LGfL1' Services (AFTER site has transitioned to LGfL 2.0)		For service contact		
Additional IP ranges	Legacy	No support after transition	Yes	No
Anti-virus (Sophos) - migrate to sophos10.lgfl.org.uk ASAP	Legacy	Contact Opt3 to migrate	Yes	No
CCTV	Legacy	No support after transition	Yes	No
Centrastage	Legacy	Help desk Opt 1	Yes	Yes
Desk top control	Legacy	No support after transition	Yes	No
Domain Name Hosting - migrate to Atomwide ASAP	Legacy	Contact Opt3 to migrate domain	Yes	No
Email content control	Legacy	No support after transition	Yes	No
Email hosting (@mail) - migrate to LGfL StaffMail without delay - this needs Autoupdate and USO accounts to be set up.	Legacy	Contact Opt3 to migrate	No longer	No
Extra ports	Legacy	Help desk Opt 1	Yes	No
Local caching	Legacy	No support after transition	Yes	No
LVCNet	Legacy	Help desk Opt 1	Yes	No
Secure remote access	Legacy	No support after transition	Yes	No
Securestore off site backup	Legacy	Help desk Opt 1	Yes	Yes
Synetrix Anti-spam email relay	Legacy	No support after transition	Yes	No
Synetrix broadband resilience	Legacy	No support after transition	Yes	No
Synetrix URL Filtering	Legacy	No support after transition	Yes	No
Unified integrated filtering	Legacy	No support after transition	Yes	No
VPN	Legacy	Help desk Opt 1	Yes	Yes
WAN management at LA level	Legacy	Help desk Opt 1	Yes	Yes
Web hosting - schools are advised to migrate Synetrix hosted websites to LGfL 2.0 ASAP	Legacy	No support after transition and not accessible after June 2012	Yes	Yes
WMS2	Legacy	Help desk Opt 1	Yes	Yes
Further LGfL 2.0 Services - to follow		For sales or support		
CCTV Monitoring (optional service - additional cost)	TBA	Support Site/Help desk Opt 3	Yes	Yes
Desktop content control (optional service - additional cost)	TBA	Support Site/Help desk Opt 3	Yes	Yes
Movi video conferencing (included)	TBA	Support Site/Help desk Opt 3	Yes	Yes

Appendix 7 - Checklist

Pre-installation actions:

The following describes a number of areas in which the school/site management must ensure action. These are further explained in the pages that follow.	✓
Make sure your school has at least one authorised 'Nominated Contact' registered on the LGfL Support Site.	
Most Important: Visit the LGfL Support Site <u>at the earliest opportunity</u> to enter essential information about your school site, upload key documents and verify your LGfL 2.0 order details and contact information.	
Existing LGfL-Synetrix services may hold information which should be recorded, in advance of transition to LGfL 2.0	
Websites	
If your school website is currently hosted by Synetrix, Transfer hosting arrangements to LGfL 2.0 web hosting. If your school website uses web-Fronter this will be unaffected.	
<i>To start setting up a new website on LGfL2, please raise a request via www.support.lgfl.net</i>	
E-mail	
If your school is still using @mail by Synetrix you need to transfer over to LGfL Staffmail & Londonmail services <u>without delay</u>, @mail is no longer a supported LGfL service.	
Internet filtering policies	
If you wish to apply old filtering policies to your new LGfL 2.0 filtering, take a screen shot of the Synetrix filtering settings to keep a record these.	
<u>Make preparations for essential changes to network settings that will need to be made on the day of network transition:</u> - DNS (Domain Name Server) settings - Prepare to change the 'proxy' setting in the settings within Internet Explorer (or other web browsers)	
Key staff to read should read all online LGfL2.0 service literature to familiarise themselves with new or different features, particularly the new Internet filtering system.	
Person mainly responsible for supporting ICT should attend a free one day training session hosted for LGfL by Atomwide in Orpington – please see www.events.lgfl.net	
If your site requires use of a managed IP address please raise a support case.	
Similarly, any existing VPN (Virtual Private Network) arrangements must to be notified by raising a support case.	
Site Survey and Route Approval	
An appointment will be made by Virgin for a surveyor to attend and undertake a survey. When a site survey appointment is arranged please take the earliest possible slot.	
Before a site survey takes place it is essential that you update the LGfL 2.0 deployment details on the LGfL Support Site. (see Appendix 3)	
Virgin will send an email to confirm survey appointment. Let Virgin know any additional special access arrangements or contact details needed for the survey by replying to the email.	
Organise that all concerned with the route cables will take will attend the site survey	
Surveyor (from Plancast) will visit the school to discuss how the fibre will enter the school and check with you if there is room in the ICT cabinet for the new equipment.	
Virgin will email the school to let them know that the survey document is available for review on the support site.	
Give approval, online, for the route. Only when approval has been given can work proceed.	

‘Civils’	
Virgin will contact the school by phone to arrange civils (internal and external work)	
On-site works will be undertaken (by a team from ‘McNicholls’) with the cooperation of the school in providing access to relevant parts of your site.	
Out of hours working will not normally occur.	

Checklist Continued – Installation Day actions:

Circuit fit and test	
Virgin Media Business engineers fit the cable and terminating equipment into the agreed location, usually your network cabinet.	
Commissioning	
Witness simple tests to show the new service is working and confirm a record of this.	
You will need to decide whether the engineer will move your school network(s) over to LGfL2.0 while on site or whether your technical staff will connect the school network(s) to LGfL 2.0 by moving the patch lead(s) to the new firewall at a later stage.	
The equipment fitted will include a new firewall which will be configured and managed for LGfL by Atomwide. This will usually be completed by remote online access to the firewall and on the same day as the Virgin line is commissioned.	
Make a call to the Synetrix help desk (020 8255 5555 Opt 1) to inform them that you are changing the school’s physical link from LGfL1 to LGfL 2.0.	

Post-installation actions:

Specific activities:	
1. Configure internal services - this may include Proxy Servers, e-mail addresses, IP addresses, etc..	
2. Tests should be undertaken to ensure all services are accessible and access rights are set correctly.	
3. Upload website content – if not completed ahead of transition put in hand arrangements to transfer any website content currently hosted by Synetrix to LGfL 2.0 hosting.	
4. If remote access to the school network is required, raise a support case for the RAV3 secure remote access service. ‘LOGMEIN’ and any other type of remote access product is not allowed on LGfL2. RAV3 is supported and is included in LGfL2 at no additional cost.	
5. Request access for the management of the site’s Internet filtering policies by raising a support case.	
6. Manage the site’s filtering policies. When access has been granted, the site’s Nominated Contact should manage the policies by logging into the Support Site and first consulting the on-line manual. You are strongly advised to attend one of the free Nominated Contact training courses which covers the topic of web filtering in some detail - details available from www.events.lgfl.net	
7. Test the site’s filtering policies	
8. Record your testing	
9. Record that the new network environment configuration is correct	
10. Record the testing of the new environment	
11. Complete and return the customer satisfaction questionnaire	