



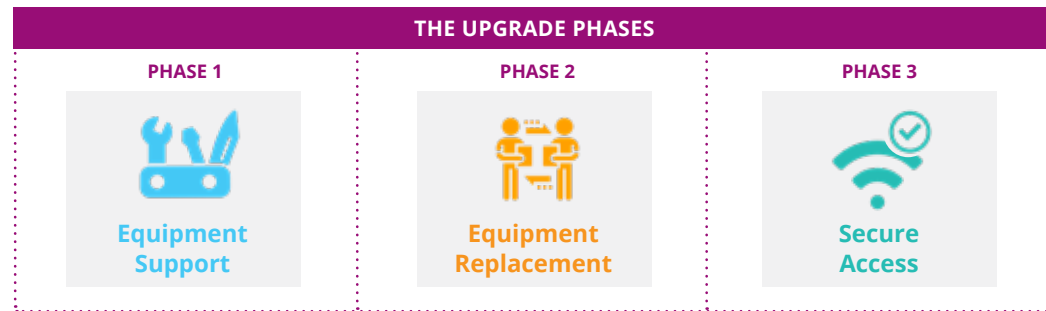
Upgrading your school's Wi-Fi network

Making your Wi-Fi more reliable and secure

We're extending the Managed Network into classrooms across Aotearoa, so we can help connect, protect and support your school's internet connection every step of the way.

This is part of the Ministry of Education's Te Mana Tūhono programme - which aims to provide schools long-term IT support.

After the upgrade your ākonga will have a safer, more seamless Wi-Fi experience throughout the school or kura, and our Helpdesk will be able to provide greater support for issues impacting internet performance. We're also increasing network security by ensuring access is secured by user type (i.e. staff, student, guest).



Will there be a cost to my school for the upgrade to my Wi-Fi network?

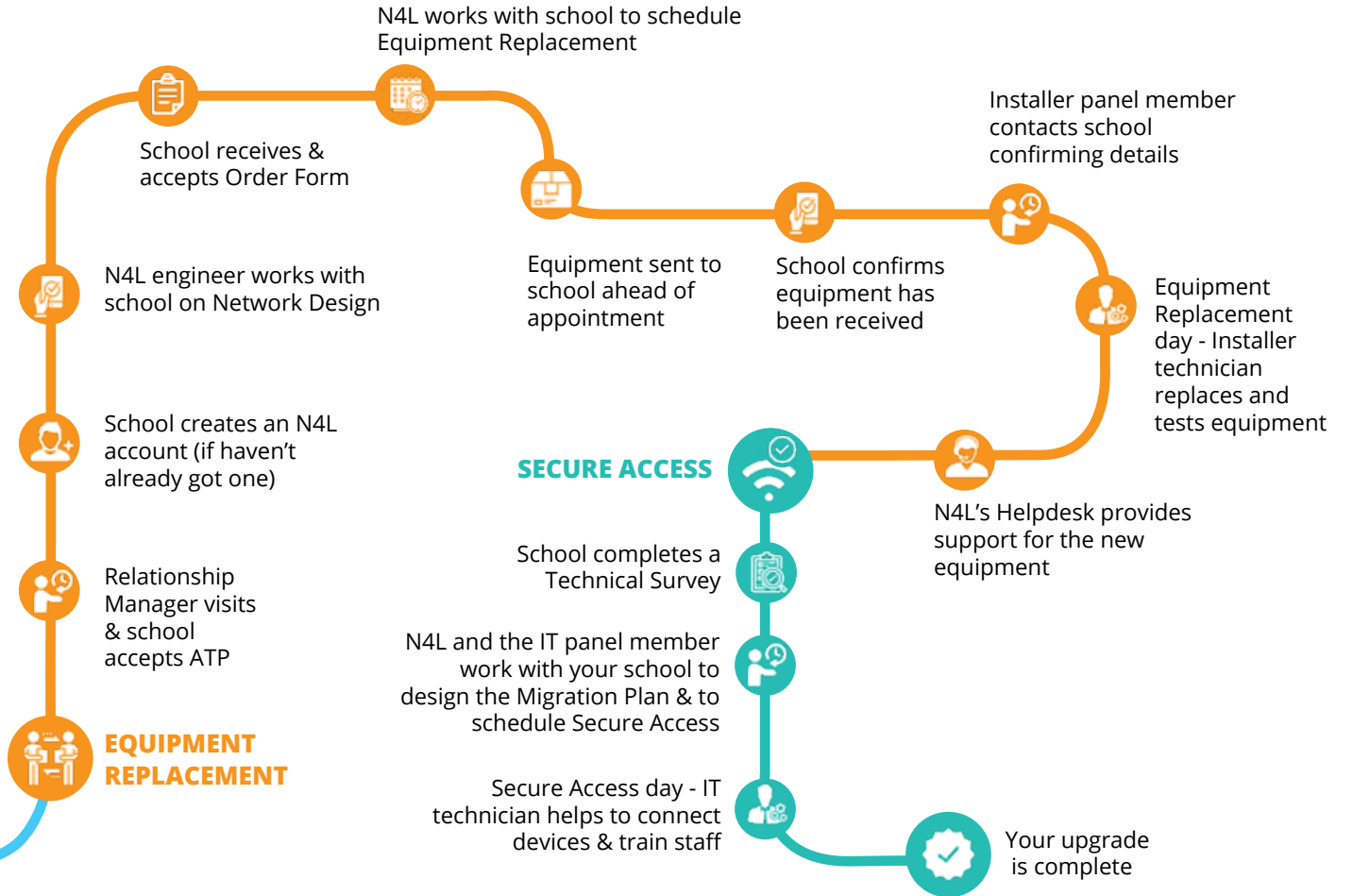
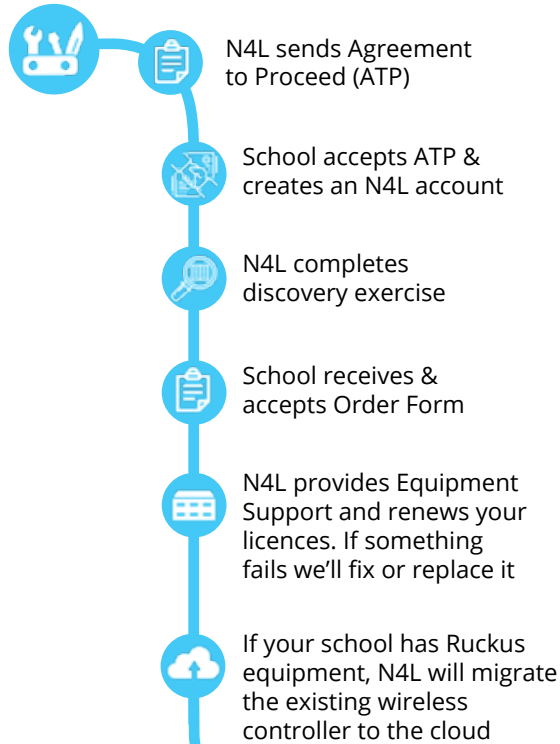
Schools are required to make a contribution of \$2.50 per student per year to be a part of the Te Mana Tūhono programme, which is payable directly to the Ministry. The Ministry is heavily subsidising the new equipment, as well as its ongoing management and maintenance.

If you engage your own IT provider throughout the upgrade process, any associated cost will need to be covered by the school. N4L's Helpdesk will remain fully funded for schools.



THE UPGRADE PROCESS

EQUIPMENT SUPPORT



Stepping you through your upgrade



EQUIPMENT SUPPORT - PHASE 1

When your SNUP network equipment (switches and wireless access points) licences and warranties expire, we'll provide extended support and assistance through our Helpdesk. It means in the event your equipment fails before it's been upgraded, we'll either fix or replace it. And if your school has Ruckus equipment, the existing wireless controller in your school will be moved to a cloud-based controller - which means we can better troubleshoot and resolve any wireless related issues.

Step 1 - Agreement to Proceed

We'll send a 'heads up' email to the principal the year before your equipment expires to let you know that your school's eligible for Equipment Support. Then a couple of months before the equipment expires we send another email that includes a link to an Agreement to Proceed (ATP) form, which the principal needs to complete if they're happy to proceed.

The ATP isn't a contract, so your school isn't committing to the service at this point in time - it's just letting us know that you're ok to proceed with the discovery exercise. The principal (or designated authority) will also need to create an N4L account via Support Hub. They'll need to use this account to complete the Order Form later on.

Step 2 - Discovery exercise

Once we've received the ATP, our engineers will undertake a discovery exercise for your school. This means they'll access your network to take a look at the equipment you currently have and check it against the SNUP/WSNUP documentation we have.

Step 3 - Order Form

Once we've finished the discovery exercise, we'll email the principal (or designated authority) the Order Form to complete. This formalises your acceptance of the Equipment Support service and includes the annual contribution amount that your school will pay the Ministry.

Step 4 - N4L provides Equipment Support

From the moment we receive your completed Order Form, N4L is supporting your equipment and the team will renew your licences. Our engineers will also need to access your network to back up the configurations of your current equipment - they'll do this remotely, but may need assistance from your IT provider (if you have one). This means in the event you need support, we have the necessary information on hand to configure and send a replacement as soon as possible. We'll keep you posted throughout this process so you know once we've completed the backup and have extended your licences.

Step 5 - Ruckus controller migration

If your school has Ruckus equipment, as part of Equipment Support we migrate the current wireless controller in your server cabinet to a cloud based controller that N4L hosts. This helps us to troubleshoot issues remotely, and means that we keep this up to date for you so you don't need to worry about it.

We'll get in touch to schedule this with your school - it's all done remotely, but it does cause a small outage. The old controller will also need to be sent back to us, and we'll send you a pre-paid bag to do this after the migration.



EQUIPMENT REPLACEMENT - PHASE 2

We're future-proofing your school's network by replacing the equipment with next-generation wireless technology to give you and your ākongā a more seamless Wi-Fi experience. After the replacement, our Helpdesk will also be able to provide greater support to your school, including internal network performance and the ability to troubleshoot many issues remotely.

Step 1 - Relationship Manager visit & Agreement to Proceed

The principal & IT lead will get a heads up email from us to let them know when your school is in scope for the Equipment Replacement. Your school's Relationship Manager will then be in touch to schedule a visit. During the visit they will complete an audit and take photos of your current equipment. They'll also talk you through the process and complete the ATP form with you while they're there. An N4L account will also need to be created for the principal or designated authority (if they don't already have one) via Support Hub. This makes the Order Form process much easier.

Step 2 - Network Design

Our team will work with you on the Network Design for your school. This will include a floor plan indicating the location of your current equipment, the type and location of the new equipment to be installed, and the Migration Plan for Secure Access. If there are any charges applicable (for example, for additional equipment that is over and above the allocation covered by the Ministry), then these will be included.

Step 3 - Order Form (for Equipment Support & Secure Access)

Once the Network Design has been agreed by your school, an Order Form will be sent to the principal (or designated authority) to complete. This is the contractual agreement for your school's Equipment Replacement and Secure Access, and includes your school's annual contribution payable to the Ministry.

Step 4 - Scheduling

N4L's provisioning team works with you to schedule the Equipment Replacement for a date and time that suits your school. Once this has been confirmed, the Installer panel member that has been assigned to your school will get in touch closer to the day confirming all the details. The equipment for your replacement is also sent to the school ahead of your appointment - we need this to be stored securely and remain unopened.

Step 5 - Equipment Replacement day

The Installer technician will complete pre and post testing, and will work with their dedicated school contact throughout the process. It's worth noting that there will be an outage while the equipment is being replaced so you'll need to give your staff the heads up. The length of the outage is dependent on your school and will be specified in the Network Design.



SECURE ACCESS - PHASE 3

We're making your school's Wi-Fi more secure by ensuring devices accessing your network are authorised to do so – allowing you to manage who can access the network and what they're able to do when they're using it. This will also help to improve the security of your school's internal network. Once Secure Access has been set up, devices will need to connect to the new network. We'll help onboard some devices on the day and provide training on how to do this, so you can connect the rest of the devices.

Step 1 - Technical Survey

After your school's Equipment Replacement, our engineers will email a Technical Survey that needs to be completed - this can either be sent to the appropriate contact at the school, or directly to your IT provider. It's important to note though that if there is a charge incurred to complete this, it will need to be covered by the school and the IT provider will directly invoice you for this. The design and discovery will provide our engineers with important information they need to know in order to be able to begin building your Migration Plan.

Step 2 - Scheduling & Migration Plan

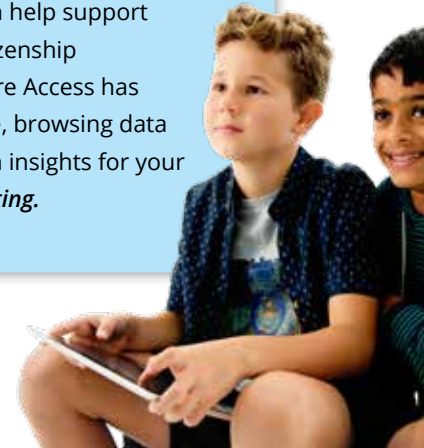
Your school's assigned IT panel member will visit your school to agree the scope of the migration. They will then work with you to develop and finalise the Migration Plan, and to schedule the appointment to set up Secure Access - we need to make sure that there are no issues after the replacement. The Migration Plan includes all the details about what will happen on the day.

Step 3 - Secure Access day

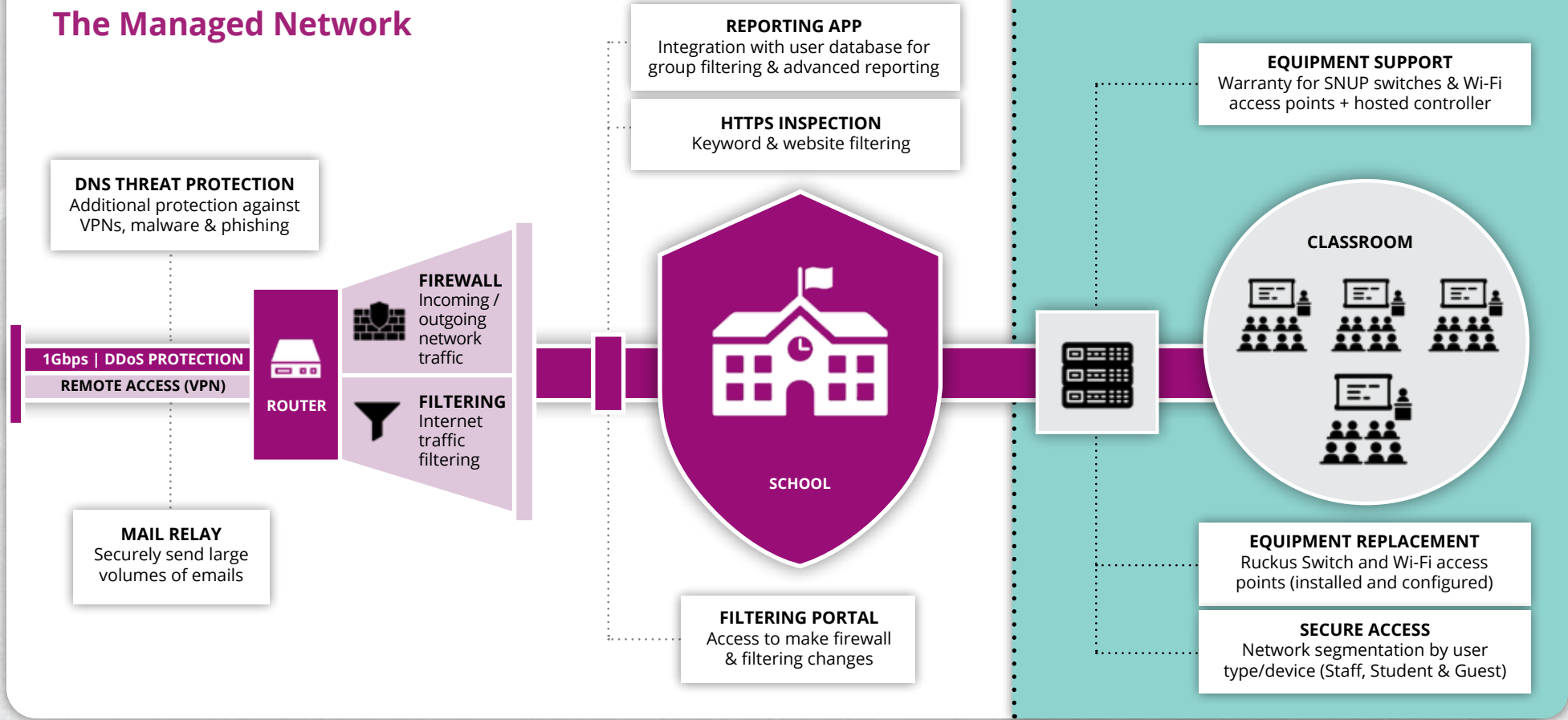
On the day the technician from your assigned IT panel member will complete testing, and work with your school as agreed in the Migration Plan. They'll also provide you and your team with some basic training on the day so you know how to connect new devices and users to the network in the future. It's important to note that not all devices may be connected on the day, and you can do this over a timeframe that's best for your school. How-to guides & troubleshooting tips will also be available.

Safe & secure insights

N4L's *Reporting app* gives you better visibility of your school's browsing data, including what websites are being accessed and what content you block or allow at your school. We understand there's an ever-expanding duty of care for schools when it comes to keeping students safe on and offline, and we hope this information can help support positive conversations around digital citizenship and responsible internet use. Once Secure Access has been set up and the upgrade is complete, browsing data becomes richer to provide more in depth insights for your school. Find more info at n4l.co.nz/reporting.



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