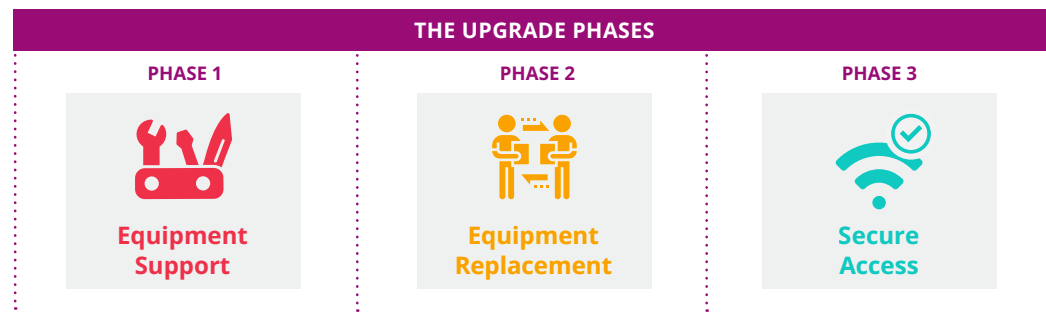![N4L logo]

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 protect and support your school's internet connection every step of the way.

This is part of the Ministry of Education's (the Ministry) 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 Customer Support team will be able to provide greater support for issues impacting internet performance. We're also increasing network security by allowing you to manage the users and devices on your Wi-Fi network.
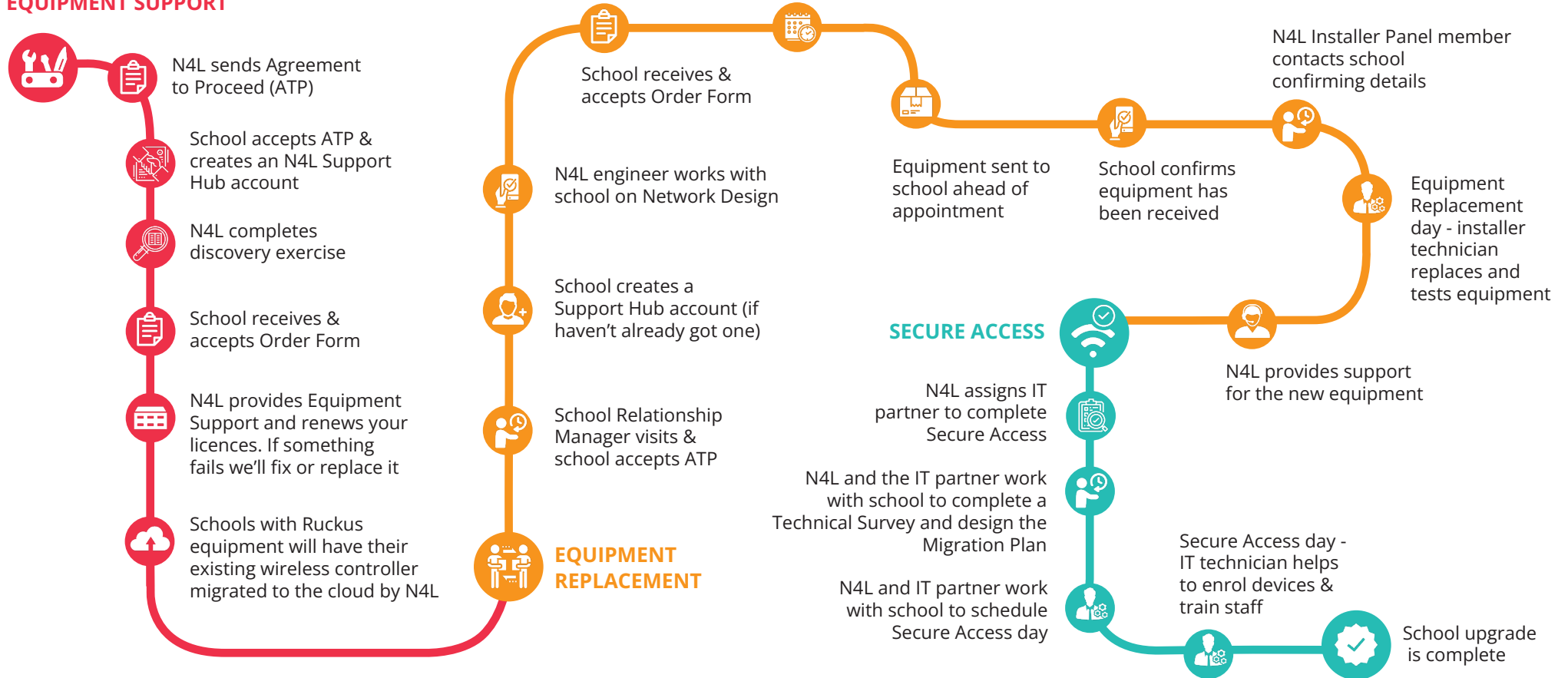
THE UPGRADE PHASES		
PHASE 1	**PHASE 2**	**PHASE 3**
Equipment Support	Equipment Replacement	Secure Access

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 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 have your own IT provider, you may need or wish to involve them at various points during the upgrade process - please note any cost associated with this will need to be covered by the school. Access to N4L's Customer Support team will remain fully funded for schools.

The upgrade process

EQUIPMENT SUPPORT

N4L sends Agreement to Proceed (ATP)

School accepts ATP & creates an N4L Support Hub account

N4L completes discovery exercise

School receives & accepts Order Form

N4L provides Equipment Support and renews your licences. If something fails we'll fix or replace it

Schools with Ruckus equipment will have their existing wireless controller migrated to the cloud by N4L

EQUIPMENT REPLACEMENT

School Relationship Manager visits & school accepts ATP

School creates a Support Hub account (if haven't already got one)

N4L engineer works with school on Network Design

School receives & accepts Order Form

N4L works with school to schedule Equipment Replacement

Equipment sent to school ahead of appointment

School confirms equipment has been received

N4L Installer Panel member contacts school confirming details

Equipment Replacement day - installer technician replaces and tests equipment

N4L provides support for the new equipment

SECURE ACCESS

N4L assigns IT partner to complete Secure Access

N4L and the IT partner work with school to complete a Technical Survey and design the Migration Plan

N4L and IT partner work with school to schedule Secure Access day

Secure Access day - IT technician helps to enrol devices & train staff

School upgrade is complete

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 Customer Support team. It means in the event your equipment fails before it's been upgraded, we'll either fix or replace it. If your school has Ruckus equipment, the existing wireless controller in your school will be replaced with a cloud-based controller. This avoids the risk of your existing controller failing and allowing us to better troubleshoot and resolve any wireless related issues.

Step 1 - **Agreement to Proceed**

N4L sends a 'heads up' email to the principal the year before your licences and warranties expire to let you know that your school's eligible for Equipment Support. A couple of months before the equipment expires, we'll send another email that includes a link to an Agreement to Proceed (ATP) form for the principal to complete. *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 okay to proceed with the discovery exercise. The principal (or designated authority) will also need to create a Support Hub account, which they'll need 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, we're 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 let you know once we've completed the back-up and have extended your licences.

Step 5 - **Ruckus controller migration**

If your school has Ruckus equipment, we'll migrate the current wireless controller in your server cabinet to a cloud-based controller that N4L hosts. This helps us 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 internet 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 Wi-Fi 6 technology to give you and your ākonga a more seamless Wi-Fi experience. After the replacement, our Customer Support team will also be able to provide greater assistance to your school, including support on internal network performance and the ability to troubleshoot many issues remotely.

Step 1 - School Relationship Manager visit and Agreement to Proceed
N4L sends a 'heads up' email to the principal and IT lead to let them know when your school is in scope for Equipment Replacement, and your School Relationship Manager will then be in touch to schedule a visit. During the visit, they'll take photos of your current equipment and confirm its location, talk you through the Equipment Replacement process and complete the ATP form with you. A Support Hub account will also need to be created for the principal or designated authority (if they don't already have one) to complete the Order Form in Step 3.

Step 2 - Network Design
Our team will work with you on the new 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. Any charges applicable (for example, for additional equipment that is over and above the allocation covered by the Ministry), will be included in the Network Design.

Step 3 - Order Form (for Equipment Replacement and 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 your upgrade
N4L's Service Delivery team works with you to schedule the Equipment Replacement for a date and time that suits your school. Once this has been confirmed, the N4L 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 appointment
The installer technician will complete pre and post-install testing either side of replacing your equipment as per the Network Design, and will work with your school's designated contact throughout the replacement process. **It's worth noting that there'll be an internet outage while the equipment is being replaced for up to 2 days, so you'll need to give your staff a heads up. The length of the outage varies for each school and will be specified in the Network Design.**

SECURE ACCESS - PHASE 3

We're making your school's Wi-Fi more secure by providing everyone at your school with the right level of access to devices and content. We do this by creating separate networks for staff, students and guests, with each user requiring a unique, authorised login to access their network. This gives everyone on your staff and student networks an identity, providing control of those accessing your network at all times. Combining this with network segmentation and an identity-based authorisation means your school will be less vulnerable to security breaches and online threats, providing improved protection of your school and student data.

Step 1 - Heads up and scheduling
N4L sends a 'heads up' email to the principal once the Secure Access process for your school begins. We'll then assign an N4L IT partner to complete your Secure Access, and the team will contact you to arrange a time to visit your school (you'll receive 2 visits from them during the Secure Access process).

If you have one, we recommend having your IT provider present for these visits, but remember any associated cost will need to be covered by the school and the IT provider will invoice you directly for this.

Step 2 - Technical Survey and Migration Plan
Your school's assigned IT Panel technician will visit your school and complete a Technical Survey to help us gather information needed for your Migration Plan. After discussing the scope of the migration, they'll then work with you to develop and finalise the Migration Plan. The Migration Plan includes all the details about what will happen on migration day.

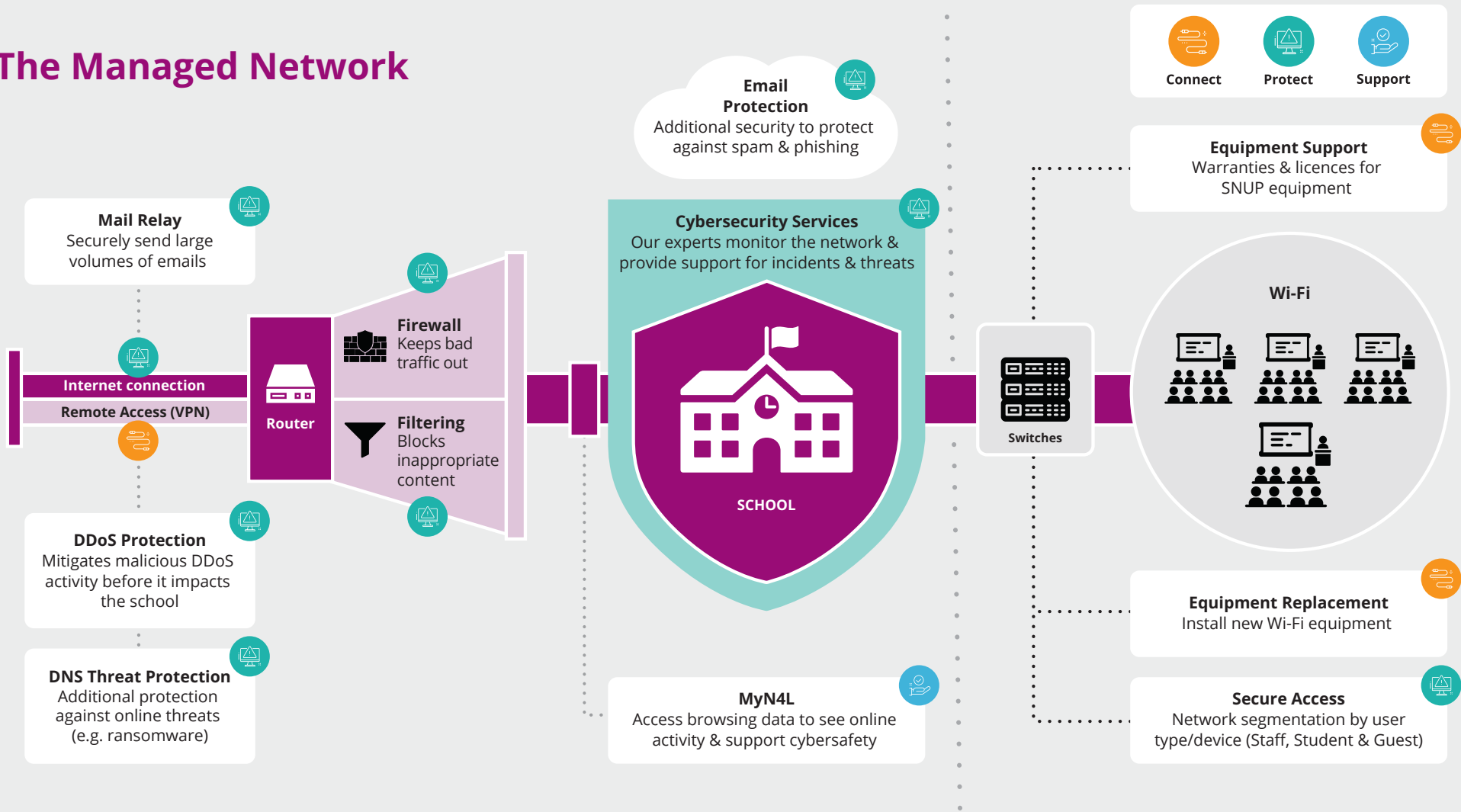**Step 3 - Secure Access migration day**
On the day, your assigned IT Panel technician will work with your school as agreed in the Migration Plan. This will include pre and post-migration testing, connecting devices to the new network and providing your team with basic training so you know how to connect new devices and users to the network in the future - which is important if all devices aren't connected on migration day. How-to guides, troubleshooting tips and resources to help explain Secure Access to your users will also be available.

Inform your digital citizenship journey

Once Secure Access is set up, you'll be able to get more in-depth insights on your online environment with **MyN4L.** Providing you with visibility of your school's browsing data, including what websites are being accessed and what content you block or allow at your school, MyN4L also allows schools that have completed Secure Access to view activity down to the individual user - helping support positive conversations around digital citizenship and responsible internet use.

Get in touch if you'd like to know more.

The Managed Network

Connect

Protect

Support

Email Protection
Additional security to protect against spam & phishing

Mail Relay
Securely send large volumes of emails

Equipment Support
Warranties & licences for SNUP equipment

Internet connection

Remote Access (VPN)

Router

Firewall
Keeps bad traffic out

Filtering
Blocks inappropriate content

Cybersecurity Services
Our experts monitor the network & provide support for incidents & threats

SCHOOL

Wi-Fi

Switches

DDoS Protection
Mitigates malicious DDoS activity before it impacts the school

DNS Threat Protection
Additional protection against online threats (e.g. ransomware)

MyN4L
Access browsing data to see online activity & support cybersafety

Equipment Replacement
Install new Wi-Fi equipment

Secure Access
Network segmentation by user type/device (Staff, Student & Guest)