

# **LOOK Systems' IT Services for Skipton Girls' High School**

## ***Introduction***

**LOOK has been providing services to SGHS since September 1998, since when 688 calls have been logged with the Help Desk (as at 25/06/2002).**

**The first task was to install an Internet gateway and enable email, facilities which were only available in the staff room and the library. At the same time the NT server was replaced by a Linux server offering better performance and reliability, it also more readily provided facilities appropriate in a school environment such as personal directories with tailored access to shared directories.**

**The Internet access, email and main server have proved reliable. The main server has never had a 'crash' and there have been very few problems with server software.**

## ***Network Services***

**There are two distinct networks.**

**The original administration network has a NetWare server and thin Ethernet cabling to the administrative offices, head's and deputy heads' offices and staff room.**

**The academic network has a Linux server and UTP cabling with a 100Mb switch and a number of hubs. Fibre optic links connect remote hubs in School House, The Cottage, the Design Technology & Art wing and, now, the Music Room, to the switch in the computer room / office at the back of the IT class room. As well as supporting 'file and print' services server02 acts as web cache (denying access to banned sites) and IMAP mail server.**

**A second Linux server (an old PC) provides the connection to the Internet, via a broadband link to Vital OnLine. This server acts as a firewall and provides email filtering for viruses and spam. It also enables remote dial-up from LOOK Systems to provide support on the servers.**

**A third Linux box provides a gateway between the two networks. A hub on the administration side of this gateway enables selected UTP ports, such as some in the library, to be given access to the admin network.**

**The UTP cabling, fibre optic links and hubs have been generally reliable - one hub in the computer room has needed restarting on four or five occasions. Several others have needed restarting once each. One of the fibre optic cables was unexpectedly cut by builders.**

**LOOK currently supports all aspects of the servers on the academic network. This includes provision of user accounts, enabling web and email access and maintenance of the set of software available from the server. The main server, 'server02' is backed up every night and any problems with the backup are automatically emailed to the Help Desk.**

**Cabling is not directly covered by LOOK but a number of issues with hubs and patch panels have been resolved by LOOK.**

**LOOK also monitors Internet connectivity and the delivery of email.**

## ***Desktop Configuration***

LOOK has supplied a number of the desktop machines in the IT Room, The Cottage and the Design Technology rooms. The machines all have 3-year warranties and problems are fixed when reported to LOOK or identified by LOOK.

LOOK provides support on configuring all desktop machines. A standard setup is designed to ensure that settings are not altered by students and that each user is presented with the same personalised environment on all machines.

Most desktops run Windows 95 while newer machines run Windows 98. There are no commonly accessible machines running Windows NT, Windows 2000, Windows XP or other operating systems, such as Linux, MacOS, Solaris, etc.

Software available on most machines includes Internet Explorer 4 (IE 5 is on some), Acrobat Reader 4 or 5, MS Works 4.5, Netscape Communicator, StarOffice 5.2. An upgrade to IE 5.5 may be appropriate and new versions of Netscape and StarOffice will shortly be available. MS Office 2000 is available for staff use on a number of machines (although the older machines will struggle with this). A variety of subject-specific packages are also available.

Specific software may be available only on specific machines but in general the same set of software is available to a particular user anywhere in the school.

Printers are sourced elsewhere and installed by staff at the school. LOOK has thus far provided limited support in this area.

A number of notebooks, running Windows 98, are available for pupils to borrow for work at home.

## ***Help Desk***

LOOK runs a Help Desk service for SGHS and other customers. The service can be accessed by phone on 01756 749922 or by email to [help@looksystems.co.uk](mailto:help@looksystems.co.uk)

A call to the Help Desk will often be investigated straight away by the person answering the phone. An initial response is guaranteed with 2 working hours. Where a problem cannot be resolved remotely LOOK will attend on-site on the same day, next day or at a mutually convenient time.

All calls logged by LOOK remain 'open' until resolved. Details of calls are made available on the Internet and can be accessed for a particular customer by use of a designated username and password.

## ***Training***

LOOK offers training courses in Linux and networking. However there is no need for staff at the school to have detailed understanding of the server operations.

LOOK also offer user training and provide seminars for staff on basics such as logging on, accessing the Internet and using the Netscape email client. Also what to do when things don't work.