

ANGUS COUNCIL

EXECUTIVE SUB-COMMITTEE OF RESOURCES & CENTRAL SERVICES COMMITTEE  
11 AUGUST 2005

EDUCATION COMMITTEE  
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PROCUREMENT OF SOFTWARE (DEEP FREEZE) TO PROTECT SCHOOL-BASED PCs

REPORT BY THE DIRECTOR OF EDUCATION

**ABSTRACT**

This report outlines proposals to procure software to deal with unauthorised downloads of software and installations and setting changes to PCs in schools.

**1 RECOMMENDATIONS**

It is recommended that the Executive Sub-Committee of the Resources and Central Services Committee note the contents of this report for its information.

It is recommended that the Education Committee approves the procurement of Deep Freeze software, in each secondary school and all primary schools with servers as outlined in this report.

**2 INTRODUCTION**

As the dependency on PCs has grown in primary and secondary schools over the last few years, so has the support required keeping this resource functioning at its optimum level. The ICT Team spend a considerable amount of time ensuring the school-based equipment is maintained and performing within acceptable parameters. As access to the Internet grows and software becomes more sophisticated it is becoming increasingly difficult to ensure software applications (such as spy-ware) that can be directly downloaded from the Internet or brought into school on a backup media such as a CD, floppy disk or data stick are not compromising the performance or normal functions of the PC.

Deep Freeze is part of a range of security product from software developers Faronics who are currently seen as the market leaders in this field. The software is designed to restore a predetermined Windows XP configuration on start-up, removing any unauthorised software including viruses etc. The school PCs will be set up to meet requirements of pupils and teachers to perform and use Deep Freeze to 'lock' the PCs configuration. It does not matter whether settings get changed or programs are installed intentionally or not, as the next time the computer is rebooted, Windows XP will revert to its initial state.

The software itself does not actually prevent misuse ie there is still scope for the determined user to install software and generally cause mischief temporarily. However, with the version of Deep Freeze available for educational and network use, it is a simple and effective way to keep a PC safe from unwanted permanent changes.

Deep Freeze should result in a significant reduction in technical support and reduce the need for ICT professionals to perform rebuilds, re-image or troubleshoot computers. Pupils and staff will avoid the frustration of downtime due to software conflicts, operating system corruption, virus attack, lost network/Internet connections and printer inaccessibility problems. The software should reduce downtime and improve Service Levels & User Satisfaction.

A pilot has been running on 20 PCs in Arbroath Academy over the last few months and the performance of the PCs in the trial has seen a dramatic improvement.

### **3. PROPOSALS**

It is proposed to purchase Faronics Deep Freeze licences for each PC in all eight secondary schools and to purchase licences for each PC in the primary schools with a server currently installed. As all staff and pupil data is stored on the school server, no data/information will be lost when the PC is restarted and reconfigured to its original state. It is not feasible to install Deep Freeze on PCs in primary schools without servers as pupil and staff data could be lost when the PC is restarted.

The Council's financial regulations make specific provision at 16.3.2 (b) to permit a contract to be exempt from normal tender procedures because of the specialised nature of a product. The Council's Exemption Co-ordinator has been consulted regarding the proposal and has concluded that the requirement merits exemption from normal tendering procedures.

As the installation of servers is rolled out in primary schools as outlined in accordance with proposals outlined in Report1316/04 (ICT Provision in Primary Schools), the installation of Deep Freeze will be extended.

### **4 FINANCIAL IMPLICATIONS**

The initial cost to purchase 2,700 Deep Freeze licences will be £13,500 in 2005/06. Thereafter there will be an annual cost for maintenance, support and software upgrades of £2,700. The 2,700 licences will allow the software to be installed on to PCs in all eight secondary schools and 26 of the largest primary schools. In addition, the remaining primary schools which are scheduled to have file servers installed in 2006/07, will require an additional 200 PC licences at an estimated cost of £1,000, and thereafter an ongoing support cost of £200 per annum.

In total therefore, the cost will be £13,500 in financial year 2005/06, £3,700 in 2006/07 and £2,900 in subsequent financial years. The costs will be met from existing Education Department ICT budget.

### **5 CONSULTATION**

The Chief Executive, the Acting Director of Finance, the Director of Law & Administration and the Director of Information Technology have been consulted on the terms of this report.

### **6 HUMAN RIGHTS IMPLICATIONS**

There are no Human Rights implications arising from this report.

JIM ANDERSON  
DIRECTOR OF EDUCATION

### **BACKGROUND PAPERS**

**Note:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing the above report.