

Education ICT Service

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To the Principal, Staff, Students and Parents of Sawston Village College

Problems with Access to the Frog Learning Platform from Outside the College

On behalf of the County Council's Education ICT Service I would like to apologise for the problems that you have been having in accessing your Frog learning platform from home.

The remote access system that provides this feature is offered to schools by us. Since its launch two years ago it has run very successfully and largely without problems. However, towards the end of 2009 we were required to carry out a major upgrade to the system as a result of changes made by the third party company that provides and supports the technology. In the last few weeks, as the number of users of the system has increased, it has become apparent that there are problems with the stability of the service. This has resulted in unpredictable failures of the hardware and software that have caused many of the problems that you have been encountering.

This level of service is not acceptable and we have been doing everything we can to resolve the problem. Since it was identified we have twice replaced the hardware with larger and more resilient units, on the advice of the supplier. The supplier has also installed upgrades to the software. To date none of those changes has entirely resolved the problems.

We are continuing to work round the clock with the supplier and staff at the College to re-establish the level of service that you should expect.. We are also urgently investigating alternative ways of providing the service.

I am particularly sorry that these problems (which also affect other schools) have coincided with the carefully laid plans that the College had for launching the Frog learning platform. I know that your staff have put a huge amount of effort into planning and developing resources for this development and I have seen the excitement and anticipation amongst students on a recent visit as you have begun using the system within the College.

Please accept my apologies for the failure of the system we provide and my assurances that we are doing everything we can to resolve the problem as quickly as we can.

Gareth Davies
Education ICT Service
Cambridgeshire County Council
4th February 2010



INVESTOR IN PEOPLE