

BLN Transition Process – Summary Guide

You will recognise that this transition across the entire network is a major and challenging logistical exercise and the support and cooperation of your school team in implementing a successful migration will be essential and appreciated. To support those that are responsible for responding to the outside contacts, please complete below table as actions are completed. We hope you find this document helpful.

Action Required	Scheduled / Completion Date
Virgin Media Planning visit arranged (School will receive an email from Virgin Media to arrange this.)	
Cabinet Space Checked and any remedial works completed as per Doc Ref – Virgin Media Equipment.	
Virgin Media Installation scheduled (School will receive an email from Martyn Hill at Virgin Media to arrange this.)	
School 3 rd Party Technical Support booked for Virgin Media Installation *	
Virgin Media Install Completed	
Smoothwall Installation Completed	
Confirmed with E-ICT that the Smoothwall box is visible on the central management console. E-ICT will also check your other services, such as remote backup, where applicable. Please call E-ICT on 385800.	

**Only applicable if no full time employed Network Manager is employed by school.*

If you have any concerns leading up to the installation please contact martyn.hill@virginmedia.co.uk

Once you have confirmed your installation date with Virgin, should any circumstances arise that mean the install can no longer take place, such as OFSTED visiting school, please contact martyn.hill@virginmedia.co.uk as soon as possible.

If you lose internet connectivity within 48 hours of the installation being completed please contact the BLN team on **01274 385844** to report this. Any issues arising after this 48 hour period need to be logged using your normal fault reporting process; - Primary schools should contact E-ICT / Primary and Secondary network managers need to contact the relevant supplier.