

Computer Support Service – Standard Service

IT Services provides an administration and curriculum computer support and equipment maintenance service. This is available as a site technician or on a response only basis.

Site technician

A technician will be provided at a set interval for an agreed term e.g. a half day a fortnight for 40 weeks. Additional site visits may be requested for a quoted cost. The definition of a technician half day is three hours. Start and finish times can be varied between the school and the site technician within the available normal working times.

Response only

This service is most suitable for schools that have their own technician. All calls are logged with IT Services helpdesk and processed according to the response criteria.

IT Services support for schools includes;

Liaison with the main contact	Workstation support
Curriculum applications assistance	Curriculum software installation
Administration solution support	Fault diagnosis and reporting
Network server management	RM solutions support
Computer and peripheral repair	RM Workstation building
Computer security advice	ICT advice
Anti virus solutions	Computer documentation
Provide backup solutions	PC Health checks

Any member of staff may log faults and requests on the helpdesk. It is recommended that a school main contact person be nominated to simplify fault management and feedback. For schools that employ a technician, they are an important link person in the process and may also be the nominated person. The main contact will have a process for the recording of faults in school and agree priorities for visiting IT Services technicians.

Service monitoring and evaluation

IT Services use a computerised helpdesk for logging calls and detailed records of faults, resolutions and response times. This will be used to continuously monitor the progress of logged work and ensure that agreed response targets are met. On request, information may be provided to show the service's performance against its response targets. IT Services is committed to service improvement.

Disruption of service

An IT Services Senior officer will handle sickness and absence monitoring of the Site technician. Under normal circumstances the main contact will be notified that cover will be supplied for the scheduled visit. In the event that the technician needs to work off site to complete an assigned support task, no additional cover is available.

In exceptional circumstances when technicians are unavailable, the IT Services senior technical officer on duty will negotiate a suitable resolution with the main contact or available authorised person.

Operational procedures and guidelines

IT Services will ;

1. Provide computer support help and call logging on 666 5542. The normal hours of the telephone support are from 8:30am until 5.00pm, excluding public holidays and statutory days. In the event that a task cannot be completed within the available time an appropriate resolution will be agreed between IT Services officers and the main contact. Calls may also be faxed to 666 4205 or emailed to schoolspcsupport@wirral.gov.uk
2. Provide support, information and communications by telephone, Internet, remote support, e-mail or any other appropriate means.
3. Conduct repairs to equipment and systems on a reasonable endeavours basis with the goal of completing work in the shortest time scale.
4. Notify the main contact of items that are beyond economic repair due to misuse or age. These may be returned to school or sent for disposal.
5. Provide loan equipment subject to suitability and availability.
6. Endeavour to eliminate service disruption in the classroom where possible.
7. With best endeavours recover lost data from supplied backup media.
8. Require appropriate site access to perform requested duties.
9. Abide by the Wirral Internet and computer usage policy and security guidelines.
10. Follow Wirral Authority, Becta and DCSF guidance as applicable.
11. Repair equipment at school or off site as necessary.
12. Remove equipment or data from school only with authorisation from school staff. All staff are bound by Data Protection legislation.
13. Retain Administrator privileges. Requests for this level of access can be discussed with the head teacher and the computer support group leader.
14. Advise on the proper use, accommodation required and environmental conditions for supported equipment.
15. Identify restoration costs in cases of accident or wilful damage. This is normally to assist with school insurance claims.
16. Train and develop IT Services technicians to improve support for school ICT.
17. Assist school staff to use supported products or solutions.

Conditions appertaining to the service agreement

IT Services or Wirral Council is not responsible for ;

1. Any data loss caused as a result of malware, equipment or system failure.
2. Monitoring of software licensing. Technicians are not permitted to install software without proof of requisite licences.
3. Provision of consumables required at school for a technician to complete assigned tasks on site.
4. Costs of remedial work as a result of unauthorised access or interference.
5. Caretaker or other costs required for site access as requested.
6. Installation of unsupportable applications or equipment.
7. Any indirect or consequential loss or damage as a result of misuse or wilful damage of equipment, cabling or computer systems.
8. Physical limitations of networks, computers, peripherals, software and operating systems.

Performance criteria

1. Emergency response same day service
Calls must be logged within three hours of the end of a normal working day and be agreed as a qualifying emergency by the senior technical officer on duty.
2. Equipment failures by agreement
For response only agreement, collection or examination is two days from call logged.
For site technician service, collection or repair will take place on the site visit.
3. Software installations Two weeks
New software would normally be included as part of a scheduled site visit.
Installations of known software can be accomplished in a shorter timescale.
4. Remote support same day service
This service will be utilised as deemed appropriate to resolve software faults, provide updates and administrative functions e.g. password reset.
5. OFSTED inspection upon request
It is recognised that additional assistance in ICT matters may be needed in the event of an imminent inspection. This can be discussed with the senior IT officer on duty.
6. Out of hours service upon request
At times certain tasks will be required to be completed outside of normal working hours or weekends. This is available on request as a quoted charge service.

Complaints

All complaints received will be reviewed to improve the service where possible. Formal complaints will be responded to by the IT Services manager who will investigate the matter and provide an appropriate response for the complainant.

After any investigation the outcome can be discussed with the complainant, their management and IT Services representatives. The goal is to achieve an agreeable resolution of the matter and improve services as appropriate.

Contractual

IT Services reserves the copyright on all of its developed computer solutions. Acceptance of this agreement provides a site licence for these over the term of the agreement. Should this service be terminated the license is revoked, all support ceases and all IT Services solutions must be permanently removed from use.

IT Services provides this service on a subscription basis. An annual charge sheet is sent before the end of the current financial year to identify the next year's charges. Cancellation or enhancement of currently subscribed services will be acknowledged in writing with an updated charge sheet provided.

Variations of this agreement may be requested in discussion with the IT Services management. These will be documented and quoted for as a supplementary bespoke service agreement.