



WIRRAL

Software Support Service Agreement

Software Support Service SIMS Dinner Money

This Service Level Agreement is supplementary to the IT Services Software Support SLA.

SIMS Dinner Money has been produced by Capita Education Systems and attracts an additional licence and support cost.

The licence and support will be an annual charge.

IT Services will provide first line support for SIMS Dinner Money, all calls should be logged via the Software Support helpdesk on 666 4446.

Installations and upgrades of SIMS Dinner Money will be provided and will be dependent on agreement to the licence and support costs.

Support will be provided by the most appropriate method, eg telephone, remote support, Internet, e-mail, facsimile, envopak and/or on-site visit.

Following installation IT Services Software Support will provide on-site support to configure the SIMS Dinner Money. Training will be provided on site.

IT Services will produce and maintain appropriate documentation, including guidance notes. The Software Support team will research new versions of applications, revise documentation as necessary.

Performance Criteria

IT Services will provide support during a standard working week.

Installation requests and software upgrades are handled as scheduled upgrades.

Support calls are also logged through the helpdesk and will be handled as soon as reasonably practical according to the request made.

Operational procedures and guidelines

The normal hours of the telephone support are from 9.00am until 5.00pm, excluding public holidays and statutory days. To log a call, request information or request consultancy dial 666 4446.

Calls may also be faxed to 666 4205.

Conditions appertaining to the IT Services Service Level Agreement



WIRRAL

Software Support Service Agreement

IT Services reserves the copyright on all of its developed training materials and guidance notes. Acceptance of this service agreement provides a licence to use the core solutions over the term of the agreement.

IT Services or Wirral Council is not responsible for any data loss caused as a result of a virus, misuse or equipment or system failure.

IT Services is not responsible to undertake, but strongly recommend that a Backup of all systems occur at a regular interval and that a test of its integrity be made.