



## **Software Support Service Agreement – FMS Upgrades**

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

IT Services will provide upgrades and new installations to the SIMS FMS module for schools purchasing the Capita SIMS Resource licence via the LA umbrella arrangements.

Please also refer the CYPD LMS SLA for support and training.

All requests for upgrades and installations should be logged via the IT Services, Software Support helpdesk on 666 4446.

Support will be provided by the most appropriate method, eg remote support and/or on-site visit.

Installations and upgrades of SIMS supported software will be performed, after evaluation, on equipment complying with IT Services standard solutions.

### **Performance Criteria**

IT Services will provide technical support during a standard working week. Installation requests and software upgrades will be handled as scheduled tasks/visits.

### **Planning, monitoring and evaluation**

IT Services will be using a computerised helpdesk for logging calls and a timesheet system to record the time taken. This will be used to continuously monitor the progress of work in hand and ensure that agreed response targets are met. Periodically, information will be provided to show the service's performance against its response targets. Requests for feedback on the perceived quality of service may be made as part of the IT Services commitment to continue to improve its services.

### **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, request consultancy or installation services dial 666 4446.

Calls may also be faxed to 666 4205 or emailed to [tsshelpdesk@wirral.gov.uk](mailto:tsshelpdesk@wirral.gov.uk)

PC equipment must meet the minimum standard specification set by the software provider. Periodically this will change as recommended by the supplier eg Capita ES. It is strongly recommended that a Backup of all systems occur at regular intervals.