

## **IT Services bespoke service agreement**

### **Software Support eProfile support service 2010/11**

IT Services offers a standard training and support service to schools for Capita SIMS suite and Microsoft office software. In support of foundation stage profile this specific agreement covers the training and support of the eProfile product.

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

Installations and upgrades of eProfile software will be performed at Infant and Primary schools on systems meeting the technical specification set by Suffolk Council. Scheduling of schools into the support group will be in cooperation with the Early Years Team.

IT Services will produce and maintain appropriate documentation, including training materials and user guides for eProfile. The Software Support team will research new versions, revise documentation and run any necessary update courses.

Training schedules will be established to meet defined timescales. Places on training courses will be available to staff that have a direct involvement with the application.

Training can be provided on-site.

IT Services will undertake testing of the end of year data collection, working closely with CYPD's Information Section.

### **Performance Criteria**

IT Services will provide technical support during a standard working week.

An agreed emergency response logged through the call centre will receive a call back within four working hours - this will reflect a major failure, eg unable to register.

A next working day response is available for a significant system failure.

A two day response is raised on calls for advice.

The response goal in each case will be to return a system to working use, or to identify the shortest time scale for achieving this.

Installation requests and software upgrades are handled as scheduled visits.

Remote support services may be utilised where available as deemed appropriate.