

IT Services One Service

This agreement covers a primary school for a term time only visit of a technician for up to three hours a visit. The visit day and named technician are set at the beginning of the agreement. Start and finish times are agreed between the school and the site technician within their available normal working times. The technician will undertake any ICT duties permissible by IT Services policies and procedures.

Should the Headteacher consider a half day visit to be unnecessary or wishes to end the visit early, the time in whole hours may be 'banked'. Unused time may be reserved for another use within the financial year, e.g. hardware repair time.

In between site visits there is unlimited cover for computer or network emergencies, remote support and telephone support.

Repair work that requires replacement parts is subject to a quotation. Site visit time may be used for IT Services workshop time or on site hardware repair time. Alternatively additional time can be included on the quote if required.

Any member of staff may log faults and requests on the helpdesk. It is recommended that a main contact person be nominated in school to simplify fault reporting and feedback. The main contact can notify IT Services of faults in advance of the visit or keep a fault log on site for the technician to consult.

Service monitoring and evaluation

Service managers continuously monitor the progress of logged work, technician performance and response targets. An account manager or service manager is available to discuss your service requirements, installations, projects, procurement and ICT Strategy.

Disruption of service

In the event that a named technician is absent, a cover technician may be offered to cover the site visit. Urgent work can also be covered using remote support and the visit can be credited to the school for future use.

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. Software licensing. IT Services technicians are not permitted to install software without proof of requisite licences to cover the installation requested.
3. Provision of consumables required at school for a technician to complete assigned tasks on site.
4. Quotations will be provided for hardware repairs.
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 ICT products.

Operational procedures and guidelines

IT Services will ;

1. Provide ICT support, help and call logging on 666 5056. The normal hours of the telephone support are from 8:30am until 5.00pm, Monday to Friday, 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 ITSOS@wirral.gov.uk
2. Provide support, information and communications by telephone, Internet, remote support, e-mail or any other appropriate means.
3. Follow Wirral Local Authority and government guidance as applicable.
4. Retain Administrator privileges on networks and systems. Requests for this level of access can only be made by the head teacher.
5. Produce hardware repair quotations with a fixed cost and repair return time.
6. Provide loan equipment subject to suitability and availability.
7. Assist school staff to use supported products or solutions.

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. Hardware failures *by quotation*
Each quotation will identify the cost to repair and time to return the repaired item.
3. Remote and telephone support *eight hours response*
All tasks that can be handled remotely will be responded to within the stated time. Resolutions of problems are subject to individual circumstances of the fault or change. A time to resolve the fault is according to reasonable endeavours with the goal of as short a time as possible to complete the task.

Complaints

Service complaints can be raised via the helpdesk, direct with the account manager or sent in writing. Every complaint will be treated in confidence and investigated by a senior officer. The goal is to achieve an agreeable resolution of the matter and improve services as appropriate.

Contractual

IT Services provides this service on an annual subscription basis. IT Services reserves the copyright on all of its developed 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.

Notice of cancellation of service must be from the Head teacher in writing. The set notice points are before the end of the first week of each full term. The cancellation notice period is four months and the charge is adjusted pro rata. IT Services will discuss service options and any possible resolution or handover implications as required.