





# WIRRAL

## Software Support Service Agreement

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

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

## Performance Criteria

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

IT Services will provide 10 hours of scheduled on site assistance on an ad hoc basis as required. A further 10 hours may be purchased.

An agreed emergency response logged through the call centre will receive a call back within four working hours - this will reflect a major failure, ie no work on SIMS possible.

A next working day response is available for a significant system failure. For example:  
if one SIMS module does not load but you are able to continue with other work, or  
if one workstation (networks) does not load any SIMS module but you are able to access the data from another workstation.

A two day response is raised on calls for advice on a particular system which is preventing you from proceeding. If the response is more than two working days away and a remote resolution is not available, a technician will inform the school.

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.

An out of hours service will be available upon request as a charged service.

Consultation time may be arranged to discuss development projects.

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

## Planning, monitoring and evaluation

IT Services will be using a computerised helpdesk for logging calls and keeping detailed records of the nature of faults, the work undertaken to resolve the problem, and the time scale involved. 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.



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### Disruption of service

In exceptional circumstances where the performance criteria can not be achieved eg staff sickness, the site coordinator will be notified and a response will be negotiated with the IT Services management team.

### 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 [helpdesk@wirral.gov.uk](mailto:helpdesk@wirral.gov.uk).

A range of information is required to allow a call to be processed that includes the application name, together with a brief description of the fault. All calls will be logged, assigned a call number and given a priority according to the nature of the call.

Progress information for outstanding support calls can be obtained from the call centre or the Software Support team leader. If a call requires escalation, contact the unit, quote the call reference number and the call will be updated.

Incorrect call logging to evoke a faster response may result in a charge.

The tailored service must be pre-booked by a month's notice and cannot be carried forward. Please supply information relating to the visit when it is booked to ensure the most appropriate member(s) of the team attend.

Appropriate staff on site must be available to implement solutions relayed to them.

IT Services staff will endeavour to keep disruption to a network to a minimum and will provide adequate notice of any planned interruption of service. Appropriate site access must be provided to required areas. IT Services will not be held responsible for additional costs that may occur as a result of this.

Should an item be required to be removed from site a call sheet will require a signature from an authorised member of staff.

In the event that a member of IT Services is presented with additional tasks upon a site visit, it is necessary to log this work with the call centre. Should it be possible to undertake this without affecting existing priorities then the team leader may authorise the work.

IT Services may advise, but is not responsible to ensure, that all computer systems are adequately protected or used within a recommended specification. This would include proper accommodation, facilities and environmental conditions for equipment.



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### **Complaint procedure**

In the event of a complaint from an authorised site representative, this will be logged and a team leader will collate the information to provide a response. To facilitate an efficient response a call reference number and specific details regarding the call must be reported. The matter will be investigated by a team leader and then reported to a senior manager for further action.

Acceptance of a complaint may not instigate a faster resolution to outstanding calls. In certain cases a site visit with a Head teacher or senior manager, IT Services account manager and/or a senior manager may be suggested in order to review the complaint and resolution. Site coordinators would usually be included with the resolution of the matter.

### **Conditions appertaining to the IT Services Service Level Agreement**

In no event will IT Services or Wirral Council be liable for any indirect or consequential loss or damage in cases where misuse or wilful damage of equipment, cabling or computer systems is identified as the cause of a problem; IT Services would expect to cover its costs from site insurance or would identify the requirements to rectify the situation.

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. Should this service be terminated the license is revoked, all support ceases and no access to IT Services core solutions is permitted.

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 will provide advice to other Wirral Council employees on the implications of supported software in relation to their areas of work and responsibility under the terms of this service agreement.

Technical support supplied in this agreement does not cover the general support or installation of administration computer systems. IT Services will upgrade existing supported software listed in the agreement. The transferral of programs and data is only included in the IT Services Computer Support Technician agreements.

If data needs to be investigated, IT Services will ensure that the Data Protection Act is adhered to. Data fixes can only be performed on database files that can be accessed using tools that IT Services are licensed to use and only under the strict guidance of the software provider. Any data fixes that are required due to misappropriate action from the school or have to be undertaken by the software provider may encompass a charge.

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.

PC equipment must meet the minimum standard specification set by the software provider. Periodically this will change as recommended by the supplier eg Capita.



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To terminate this agreement the head teacher or most senior manager must notify the IT Services section head by letter. Six months notice is required during which an account manager will wish to obtain feedback and discuss terms of ending the agreement.

This agreement is accepted as explained in the annual agreement correspondence and validated upon IT Services receipt of the full agreement charge.