

Multimedia Support Service – Standard Service

IT Services provides a support, repair and advisory service for multimedia, audio visual (AV) equipment on a response only basis.

The service is a recognised repair agency for Sanyo, Sharp, Coomber and Phillips products. Equipment is supported according to age and standard. Specialist, value brand or legacy equipment is examined as to viability of repair on a reasonable endeavours basis. IT Services may also work on behalf of schools with specialist repair agencies.

IT Services multimedia support includes;

Electronic keyboard and piano	Projection systems
TV and combination sets	DVD and CD units
Video recorders	Music systems
Electronic whiteboards	Low voltage distribution solutions

Any member of staff may log faults and requests on the helpdesk. It is recommended that a school main contact person be nominated to simplify fault management and feedback. For schools that employ a technician, they are an important link person in the process and may also be the nominated person. The main contact will have a process for the recording of faults in school and agree priorities for visiting IT Services technicians.

Service monitoring and evaluation

IT Services use a computerised helpdesk for logging calls and detailed records of faults, resolutions and response times. This will be used to continuously monitor the progress of logged work and ensure that agreed response targets are met. On request, information may be provided to show the service's performance against its response targets. IT Services is committed to service improvement.

Disruption of service

An IT Services senior officer will handle technician sickness and absence monitoring. In exceptional circumstances when technicians are unavailable to meet the performance criteria, the IT Services senior technical officer on duty will negotiate a suitable resolution with the main contact or available authorised person.

Complaints

All complaints received will be reviewed to improve the service where possible. Formal complaints will be responded to by the IT Services manager who will investigate the matter and provide an appropriate response for the complainant.

After any investigation the outcome can be discussed with the complainant, their management and IT Services representatives. The goal is to achieve an agreeable resolution of the matter and improve services as appropriate.

Operational procedures and guidelines

IT Services will ;

1. Provide multimedia support help and call logging on 666 5542. The normal hours of the telephone support are from 8:30am until 5.00pm, 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 schoolsPCsupport@wirral.gov.uk
2. Provide support, information and communications by telephone, Internet, e-mail or any other appropriate means.
3. Conduct repairs to equipment and systems on a reasonable endeavours basis with the goal of completing work in the shortest time scale.
4. Notify the main contact of items that are beyond economic repair due to misuse or age. These may be returned to school or sent for disposal.
5. Provide loan equipment subject to suitability and availability.
6. Endeavour to eliminate service disruption in the classroom where possible.
7. Require appropriate site access to perform requested duties.
8. Abide by the Wirral Internet and computer usage policy and security guidelines.
9. Follow Wirral Authority, Becta and DCSF guidance as applicable.
10. Repair equipment at school or off site as necessary.
11. Liaise with specialist third party support agencies.
12. Advise on the proper use, accommodation required and environmental conditions for supported equipment.
13. Identify restoration costs in cases of accident or wilful damage. This is normally to assist with school insurance claims.
14. Assist school staff to use supported products or solutions.

Conditions appertaining to the service agreement

IT Services or Wirral Council is not responsible for ;

1. Disruption caused as a result of malicious damage or equipment failure.
2. Provision of consumables required at school for a technician to complete assigned tasks on site. IT Services may on acceptance of official order provide and fit new lamps in serviceable projection units.
3. Costs of remedial work as a result of unauthorised access or interference.
4. Caretaker or other costs required for site access as requested.
5. Installation of unsupported applications or equipment.
6. Any indirect or consequential loss or damage as a result of misuse or wilful damage of equipment, cabling or computer systems.
7. Physical limitations of networks, computers, peripherals, software and operating systems.

Performance criteria

1. Emergency response next 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. Standard equipment failures three days

Collection or examination of faulty equipment is three days from a call being logged.

3. Specialist, value brand or legacy equipment failures five days

Examination of faulty equipment or installations would be attended to in five days.

4. OFSTED inspection upon request

It is recognised that additional assistance in ICT matters may be needed in the event of an imminent inspection. This can be discussed with the senior IT officer on duty

5. Out of hours service upon request

At times certain tasks will be required to be completed outside of normal working hours or weekends. This is available on request as a quoted charge service.

Contractual

IT Services reserves the copyright on all of its developed computer 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.

IT Services provides this service on a subscription basis. An annual charge sheet is sent before the end of the current financial year to identify the next year's charges. Cancellation or enhancement of currently subscribed services will be acknowledged in writing with an updated charge sheet provided.