

Data Network Services - Wireless network support service

IT Services schools group provides managed wireless network services. These are available as two services, school wide wireless and support for the 3G internet via O2. Schools may purchase either or both as described below.

School wide wireless

For switched wireless solutions the Data Network service team will manage the wireless switch and access point configuration.

The service includes an enhanced maintenance and support service for the wireless switches. Replacement switches are on a next business day response contract.

Access points are monitored for failure or attack. Each unit is secured using encryption technology and network registering. Should unauthorised access be recorded the main contact will be notified and suitable security measures employed.

In case of access point failure the working units will be configured to temporarily increase coverage until a replacement is installed. It is not cost effective to include access points on the maintenance contract. While generally reliable they are classed as consumable items. Replacements can be ordered from IT Services on a quoted price. Replacement access point installation costs are covered by this agreement.

3G O2

This service is suitable for schools that have purchased the 3G internet devices via the corporate contract. The service includes telephone support for schools technicians configuring devices, service monitoring, filtering and security.

IT Services support

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 assigned 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.

Operational procedures and guidelines

IT Services will ;

1. Provide computer support help and call logging on 666 4553. 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 helpdesk@wirral.gov.uk
2. Provide support, information and communications by telephone, Internet, remote support, e-mail or any other appropriate means.
3. Conduct support by the performance criteria on a best endeavours basis.
4. Replace or repair faulty equipment itemised under contract as applicable.
5. Provide a part only cost for non contracted devices e.g. access points.
6. 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.
7. Provide loan equipment subject to suitability and availability.
8. Endeavour to eliminate service disruption in the classroom where possible.
9. Require appropriate site access to perform requested duties.
10. Abide by the Wirral Internet and computer usage policy and security guidelines.
11. Follow Wirral Authority, Becta and DCSF guidance as applicable.
12. Abide by Data Protection legislation.
13. Retain Administrator privileges.
14. Advise on the proper use, accommodation required and environmental conditions for supported equipment.
15. Identify restoration costs in cases of accident or wilful damage. This is normally to assist with school insurance claims.
16. Train and develop IT Services technicians to improve support for school ICT.
17. 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. Any data loss caused as a result of malware, equipment or system failure.
2. Monitoring of software licensing. Technicians are not permitted to install software without proof of requisite licences.
3. Provision of consumables required at school for a technician to complete assigned tasks on site.
4. Costs of remedial work as a result of unauthorised access or interference.
5. Caretaker or other costs required for site access as requested.
6. Installation of unsupported 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. Additional costs as a result of the school not adhering to the corporate network IP address allocation rules. Use of address translation may cause reduced functionality using Internet services.
9. Physical limitations of networks, computers, peripherals, software and operating systems.

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. Equipment failures two days response
Repairs to wireless switches are on a next business day replacement contract. Access point replacements are purchased on receipt of school order.
3. Software updates as required
New software to update the wireless switches is periodically provided by the manufacturer to improve performance or add new features. IT Services will provide updates when they are beneficial and scheduled to be least disruptive to the school.
4. Remote support same day service
This service will be utilised as deemed appropriate to resolve faults, update configurations, provide updates and administrative functions e.g. password reset.
5. OFSTED inspection upon request
It is recognised that additional assistance in ICT matters may be needed in the event of an imminent inspection.
6. 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.

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.

Contractual

School wide wireless or 3G O2 subscriptions can be purchased separately or together as required. 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.