

## **Multimedia Support Service – Standard Service**

 **Red**

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

TV and combination sets

Video recorders

Electronic whiteboards

Projection systems

DVD and CD units

Music systems

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, 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 [schoolsPCsupport@wirral.gov.uk](mailto: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 as agreed.
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 Local Authority and government guidance as applicable.
10. Obtain required security clearances for staff to work in schools.
11. Repair equipment at school or off site as necessary.
12. Liaise with specialist third party support agencies.
13. Advise on the proper use, accommodation required and environmental conditions for supported equipment.
14. Identify restoration costs in cases of accident or wilful damage. This is normally to assist with school insurance claims.
15. 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 receipt of an official order supply and fit new lamps in projection units or other consumables as required.
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 unsupportable 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 multimedia equipment, 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 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. Any requested changes to currently subscribed services will be acknowledged in writing and an updated charge sheet provided.