



Website Support Agreement

Website maintenance and support service

IT Services recognises that maintaining a website is a time consuming and often costly endeavour. IT Services created web sites can be maintained by our skilled staff to free up your valuable staff resources. This service will provide web site development time and content updates for your site.

Performance Criteria

The IT Services Web team will contact the site coordinator to discuss any requirements in detail, with the aim of maintaining a high quality web site.

IT Services will continue to develop your web site.

Up to 10 hours web development time included.

Up to 12 web site content updates a year.

Advice and guidance on FTP and web software.

IT Services will arrange submission of the website to the major search engines and specific sites.

Quotations for additional advanced website features are available on request.

Planning, monitoring and evaluation

IT Services will be using a computerised helpdesk for logging calls and keeping detailed records. 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.

Operational procedures and guidelines

It is essential that a site coordinator be nominated as a main contact. They would be responsible for providing content and agreeing the completed works.

IT Services may be contacted on 666 4080 between 9:00am until 5.00pm, excluding public holidays and statutory days. Calls may also be faxed to 666 4205 or emailed to helpdesk@wirral.gov.uk

Progress information for outstanding work can be obtained from the Web team.

IT Services is a registered Internet Service Provider (ISP) and can host the website as part of the Council network service agreement. One gigabyte of server space is allocated as part of this agreement. In rare cases more may be required and this can be discussed with the Web team.

If you choose not host the school website with IT Services a suitable Internet Service Provider (ISP) will be required to host it and this may involve an added cost. IT Services will not be held responsible for additional costs or losses that may occur as a result of this.



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Complaint procedure

In the event of a complaint from an authorised site representative this will be logged and a unit manager 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 Group 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 most cases a site visit with the Head teacher or senior manager, IT Services account manager and/or a senior manager will be requested in order to review the complaint and resolution. Site coordinators would usually be included with the resolution of the matter.

Disruption of service

Access to hosted sites is guaranteed during standard working hours. IT Services will endeavour to keep any disruption of service to a minimum and will provide adequate notice of any planned interruption of service.

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. IT Services is not liable for any insurance claim excess amounts.

This service is only applicable to IT Services created websites. For IT Services to adopt a site created by other developers will require close examination of programming code. If it is considered feasible a quotation will be provided to cover any service costs.

IT Services reserves the copyright on all of its developed solutions. 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 are not responsible for misuse of Internet or e-mail services, Internet filtering, stored information or content of any electronic media at the customer site.

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.

At no time during the period of this service agreement and for six months following termination of this agreement for any reason, shall any member of IT Services staff or former member of staff be engaged in any way, directly or indirectly. In the event that a member of IT Services staff or former member of staff is engaged you agree to compensate IT Services immediately at the persons last known rate of pay, six months gross salary.

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