

23. Technical Support

23.1 Introduction

The cover available in this section of the services is provided for schools that do not have any other technical network support services with SITSS and require some basic support for their PCs, Microsoft Operating systems and technical support for the installation of applications.

We also offer an equipment repair service based on four levels of cover. '1 Day' response is aimed at essential PCs, providing a rapid response service, aimed at your key computers which are essential for running school administration systems, up to a 5 day response for non critical PCs that require repair. We also offer a Basic repair service with a repair time of up to 15 days.

Unique to SITSS, is the provision of a loan PC, if your PC cannot be repaired within the service level time or in the event of insurance claims such as theft flood damage etc... (excluded in the Basic support service)

23.2 Technical Telephone Support

Access to the Hardware Helpdesk is obtained through the Technical Telephone support contract on 01582 830310 option *4. The support relates to hardware faults, various printing problems, lost connections (peer to peer network), Internet connections and backup problems.

This telephone support service is designed for schools that do not have access to wider support through any of the SITSS Network support contracts. It is a service that provides TELEPHONE support only for: -

- Peer to Peer networks for the school office
This is where one of the office computers has been configured as the 'master' computer, holding the SIMS and financial applications and data with additional computers having access to these via the network. The master computer could be a 'standard' computer or a computer with a DDS or AIT tape back-up device.
- SIMS dedicated 'Master' machine for the school office
This is where you have a dedicated master machine, with DDS/AIT tape back-up device and UPS, with several computers accessing this machine for SIMS, etc.
- a Peer to Peer network for the school curriculum area.
Computers, in the curriculum areas, which are configured to have shared access to resources, such as printers and scanners.
- our SITSS backup monitoring service which is designed for Office 'master' machine
- technical support for the Microsoft Operating system (see version details)

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- technical support for Microsoft Applications (see version details)

The technicians on the helpdesk will endeavour to resolve or diagnose problems by taking the caller through step by step fixes. All reasonable efforts will be taken to resolve the problem over the telephone, however, if in the technician's opinion the fault cannot be fixed or diagnosed over the phone, the technician will advise the school.

If there is a suitable contract in force e.g. a 'System repair contract, for a hardware failure, then the school will be advised and the job will be undertaken with no further cost to the school.

Please note: -

- If a school will not assist our technical support helpdesk in diagnosing issues over the phone, then additional charges will occur even if a hardware support contract is in place.
- Where NO existing contract covers the work required, then the technician can provide an estimate of cost, based on £117 for the first hour and £58.50, thereafter, plus parts. The school can then decide on what further action they wish to take.

23.3 Technical Support for Microsoft Operating systems.

Platforms Supported	Not supported
Windows 2000* SP4 workstation	Windows 98 or earlier
Windows XP Pro SP2 workstation	Windows Millennium
	Windows NT workstation
	Windows XP Home
Internet Explorer 6	Windows XP Pro SP1 workstation
Internet Explorer 7	**Windows Vista

23.4 Technical Support for Microsoft Office

Platforms Supported	Not supported
Word 97* XP, 2003 Excel 97* XP, 2003 PowerPoint 97* XP, 2003 Publisher 2000*, XP and 2003 RM Easy mail on the Hertfordshire grid	Microsoft Office 2007** Microsoft Applications not listed

Note:

* Older versions are covered on best endeavours basis

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***Please note SITSS do not supported this platform at this time. Any changes to this situation will be reported to schools by SITSS*

Where possible all support will be provided via the telephone, however, if the Microsoft Suite needs re-installation schools are asked to provide their installation CD for the application, which is provided when a new installation is supplied and installed by SITSS. Please ensure all licensed copies of software are kept in a secure place, but accessible when required.

Please note that help on application usage for the Microsoft Suite and RM Easymail on the Hertfordshire Grid, is available via the SITSS MIS Helpdesk. See separate Management Information Systems contract information.

23.5 General Advice

Installation instructions for installing Capita SIMS.net, Dinner Money, or RM Finance are not available over the phone, nor are instructions on how to network SIMS or RM Finance, as we believe these require a visit by an experienced technician.

23.6 Backup monitoring service.

SITSS have designed a backup routine which assists schools with their backup procedures. Provided every care is taken by the school in changing tapes, cleaning tape drive heads, maintaining an off site backup, then this service will monitor your backups, taken nightly, and report to SITSS if the backup has been successful or has failed. In the event of a multiple failure report, SITSS will actively intervene and contact the school to investigate the cause of the failure.

Please note this does not mean that SITSS are responsible for school backups, it just provides a service, for assistance in finding potential problems and errors.

23.7 Cost of the Service

Technical telephone support - access to the Hardware Helpdesk	- 99	100-199	200-299	300-449	450-649	650-999	1000 +
	£273	£317	£366	£404	£535	£671	£742
<i>Technical Telephone Support is included in the Network Contract</i>							

24. Additional Technical support services

24.1 Basic Technical Support Visits

SITSS offer a Basic Technical Support Visit service for schools, which involves regular visits from a technician. This service is designed for 'Peer to Peer' systems. The support contract can vary to meet your support needs, from a visit once a month or more frequent visits such as once a week.

The technician is at your disposal for all aspects of ICT support. We recommend that you email or fax any issues you have before your technician visits; this will enable them to look into any complex issues before visiting and prioritise major issues.

To enable us to offer our basic technical support, other SITSS support contracts must be in place. You must have a contract with SITSS for Technical Telephone Support and have McAfee anti-virus installed on all of your computers, this can be organised when arranging your Basic Technical Support Visits.

For quotations and to discuss your technician support needs, please call our hardware support line on 01582 830310 * 4 and ask for Stephen Cutts. Alternatively you can email sitss.technical@lea.herts.sch.uk with your query.

24.2 Equipment Repair Service

There is never a good time for PCs to breakdown, however, with a SITSS 1 Day – 5 Day hardware contract you have the 'peace of mind' that your PC will be repaired within the service level time or a loan PC will be available for your use.

Knowing your equipment repair costs allows you to budget for the year.

For an annual payment, depending on the level of service selected, you are covered for any repairs deemed necessary, excluding those caused by malicious damage, gross misuse or acts of God. Best endeavours will be made to repair the system. However, in the event of the system being too old to source replacement parts and cannot be repaired, we will remove the item from the contract and refund you the whole of the contract price for that year.

24.3 Enhanced warranty service for PCs still under warranty

Any new computer you purchase through School IT Systems Support will include 3 years warranty with the computer manufacturer. We recommend that you also purchase our 'enhanced warranty cover', (required after the first 4 months), to ensure that on-site visits, such as restoring data and applications after a hard disk failure, are at no additional cost.

Please note that if you choose to have your office computer maintained by an alternative IT support company, you should be aware that any on-site visits by a SITSS technician to undertake such tasks as re-install SIMS onto a replacement hard disk, or new computer, will incur a charge.

Response times

1 – 5 day service

This service will provide loan equipment in the event of an insurance claim e.g. flood damage or theft.

SITSS will use reasonable endeavours to respond to calls placed by the Customer to the technical support helpdesk by the arrival of an engineer at the schools by the end of the next working day. Calls placed after 16:00pm may not receive a response until the following working day.

Where a fault does not impact on the every day running of the PC, e.g. a faulty sound card, SITSS may delay an engineer visit based on call priorities at that time.

Basic service

This service is based on a repair time of 15 days from call to repair. Please note this service does not include a loan and should not be used for critical PCs used to run MIS or Finance systems.

24.4 Cost of the service:-

Admin. Machines	1 Day Service	3 Day Service	5 Day Service	Basic Service	Notes
RM & DELL Pentium 4 computers	£219.00	£154.00	£131.00	£55.00	1,2, 3, 6, 7, 8
NON RM or DELL Pentium 4 computers	£236.00	£170.00	£146.00	£78	1,2, 3, 6, 7, 8
DDS2, 3, 4	£111.00				3, 4, 5
AIT 1 & 2	£111.00				3, 4, 5
Enhanced Warranty	- 50% of the 'standard' charge as per the above.				

Notes:

1. 1, 3 & 5 day computer cover: - this includes a loan computer at no charge in the event of theft or damage where you will be making an insurance claim.

2. If you have a faulty item of equipment, which is not covered under contract we will always be happy to look at it and provide an estimate to repair the fault.

Please note: a minimum charge of £58.50 is levied if you choose not to go ahead with the repair. This minimum charge is greater if it is for a laptop.

3. A 50% discount on the contract prices is applied per annum whilst covered by manufacturer's warranty.

4. DDS and AIT drives that are under contract will be covered to the same level of service as the computer into which it is installed, providing regular cleaning of the drive has been taking place.

5. Where an AIT or DDS tape drive is covered by the manufacturers 'Return to Base' warranty and enhanced warranty support for the drive is NOT purchased, schools will be responsible for the replacement process. This will involve removing the defective drive from the PC, arranging with the manufacturer for the supply of a replacement, installing this and then configuring the backup software to recognise the new drive. SITSS will carry this process out on behalf of your school but it will incur additional charges.

If you have a PC under enhanced warranty or service level 1, 3 & 5, this does not cover the tape drive installed in the PC. In order to cover your AIT or DDS tape drive you require an additional contract for the specific device.

6. VDUs are not included within the cost and are not covered under any SITSS support contract.

7. VDUs are generally supplied with a 3 year warranty – should your VDU fail after this period it is probably better to purchase a new one.

8. Laptops - Pay As You Use repair only, are at the discretion of the Technical Manager

9. Cover for network servers should be maintained via one of our network support contracts.