

Primary School Network Support Tasks (Jan 08 revision 9)

Black = School Tasks

Red = ATSS Technician Tasks

Green = SITSS Tasks

School IT Systems Support 'Bronze' + ATSS Standard telephone and remote support with SITSS helpdesk 3 * 2hr & 4 * half day visits (Network consultant visit each half term + planning)		Responsibility
	School has ATSS technician min half day per week	
1	Change Backup Tapes daily/weekly as advised	School
2	Manage Off-Site or secure storage of tapes	School
3	Test validity of backup with test restore half termly	ATSS
4	ATSS technician to implement a backup strategy for holiday periods reflecting time tapes will not be changed. Knowledge of RM Server B/U and BackupExec required	ATSS
5	Check backup log for errors, daily & ATSS & SITSS School & ATSS needs notes from SITSS	School + ATSS + SITSS
6	Rotate End of Term tapes to Off-Site storage	School
7	Configure workstations with 'wake-on'LAN' & Shutdown – where net cards able Ensure schedule is changed for holiday periods	ATSS
8	Install RM issued MS critical HotFixes after approval by SITSS	ATSS
9	Install RM issued CC3 patches for installed options (or as instructed by SITSS)	SITSS + ATSS
10	Install RM issued Enhancements (or as instructed by SITSS)	SITSS + ATSS
11	Install "plug-ins" Install "plug-ins" as supplied by SITSS See Appendix 1 ATSS & school should not install any of these manually or attempt to make their own packages	SITSS + ATSS
12	Install Service Releases & Hardware Support Packs (HSPs) when available and tested. SITSS will at times request ATSS to install	SITSS + ATSS
13	Install MS critical updates on non CC3 workstations and servers after release by SITSS	ATSS
14	Check operation of AV software on all servers and selected workstations monthly and update if required using termly CD	ATSS
15	Check Server HD space & empty recycle bin monthly and temp folders. Inform SITSS if <10% free space via SITSS helpdesk	ATSS
16	Check for users approaching Quota limit monthly using MS tools Liaise with school and delete files / increase quota as appropriate.	ATSS
17	Review Server Event Logs at each visit for recurring unusual entries and discuss with SITSS. SITSS will supply list of events that can be ignored	ATSS SITSS
18	Find and remedy workstation package installation failures i.e. where status is INSTALL_FAILED (and occasionally the converse i.e. UNINSTALL_FAILED).	SITSS
19	Review Switch Logs monthly for frequent errors and report to SITSS	ATSS

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20	Review UPS Event logs monthly and report issues to SITSS.	ATSS
21	Using RMMC health check users and resources monthly unless instructed otherwise by SITSS	ATSS
22	Twice yearly visually check workstation patch cables for signs of wear and damage	ATSS
23	Manage day to day user changes	ATSS
24	Set up new users at the start of academic year	SITSS
25	Archive data for leavers during Autumn term, in discussion with school	SITSS
26	Manage grid e-mail accounts as requested by school	ATSS
27	Install RM Curriculum Choice applications and use AppWiz 2 to create packages for vendor MSI's ONLY. If any <ul style="list-style-type: none"> • Need licence number • Change to the MSI • Fail to install discuss with SITSS. In the event of a bespoke package being required this will be charged at £145.00 per application. RM charge £599 – it can take a whole day	ATSS & SITSS
28	Install single licence applications to individual workstations after discussion with SITSS and only where necessary.	ATSS
29	Allocate new applications using RMMC to RM & SITSS guidelines	ATSS
30	NO-ONE (including SITSS) to install any non-RM software to server unless instructed by JH / IG	ATSS SITSS
31	Remove applications no longer required from workstations using RMMC including superseded versions	SITSS
32	Delete obsolete packages from system	SITSS
33	Modify environment (ie program sets) to reflect addition of software eg resources	ATSS
34	Check operation of updated s/w on client workstations	ATSS
35	Install updates to SIMS & Traca on DB server, Office Master and workstations as applicable	SITSS was ATSS
36	Install updates to Dinner Money, Finance & IEP Writer on DB server, Office Master and workstations as applicable	SITSS
37	Change printer ink/toner cartridges as required and by ATSS at visit	School & ATSS
38	Daily check paper supply in all printers	School
39	Monitor stock of printer consumables and re-order if necessary	School
40	Clean keyboard, monitor and mouse once each term	ATSS

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41	Jointly maintain a log of all network changes: school, ATSS & SITSS	ALL
42	Maintain a log of any network problems using local help desk s/w. Raise network support calls with SITSS if very urgent	School
43	Commission new workstations/laptops as required within SITSS RMMC structure Note – this task takes longer than 2hrs	ATSS
44	Restore/Rebuild workstations/laptops under direction from SITSS (most workstations should be rebuilt once annually using RM build manager, be aware of local applications, USB devices and non-standard network cards. Update restore partition after workstation testing)	ATSS
45	HW issues that stop build to be resolved by SITSS at HDC. Log call to SITSS Network helpdesk. School will incur minimum charge and PAYU estimate for approval. Collection and return will be charged if appropriate	ATSS & SITSS
46	Update workstation/laptop restore partition each term	ATSS
47	Discuss with SITSS installation and configuration of new peripherals eg scanner or local printer	ATSS
48	Commission network printers. ATSS technician to install new printers only with support from SITSS Network helpdesk	SITSS ATSS
49	Allocate printers using RMMC	ATSS
50	Commission new wireless AP’s using SITSS/RM rules. Where ATSS supply – discuss installation with SITSS	SITSS ATSS
51	Discuss improvements and expansion to the system annually	SITSS
52	Discuss changes to infrastructure and installation of network hardware	SITSS
53	Management password held by ATSS & SITSS	SITSS & ATSS
54	Manually power-off (switch at wall) all workstations before long holiday breaks Remember to power back on at start of term	School
55	Appointed school representative will be assigned as an ‘authorised user’ – see below for list of access rights	School

Notes

Outside a SITSS CC3 network support contract. Smartboards, projectors, etc
Standalone PCs, laptops, printers, scanners, etc
Schools should ensure they have appropriate cover from their 3rd party support provider.

ATSS Manager to attend School IT Systems Support (SITSS) network seminars
ATSS to log all support calls to SITSS helpdesk – via email or telephone

ATSS contact with School IT Systems Support (SITSS)

- Routine support should always be requested via the SITSS helpline – 01582 830310
- Should a response be required as a matter of **urgency**:
- Initial contact to be made with the helpdesk – leave a Voice Mail if necessary
 - Where they do not receive a call back within 15 minutes they then call 01438 844896

This should get a 'real person' who can take a message to our Network helpdesk - or leave a message on the Voice Mail

This telephone number usually gets 'picked up' if it does not then I get a text to my mobile - so I would know to pick up the Voice Message (unless of course I am in a meeting!)

This proposal is still not 100% but is better than current.

Appendix 1 Current versions of SITSS packages available January 2008

This doc holds a current (but not comprehensive) list of packages available from SITSS. The packages listed will be installed by SITSS on all networks with Bronze (or higher) support with SITSS. School technicians, or their representatives, should not install any of these manually or attempt to make their own packages

Before purchasing software always check the RM web site for CC3 versions and the whether the software has its own CC3 MSI.

Authorised User access rights

Access to RM Management Console to:

- Reset student passwords
- Set whether students can change their own passwords
- Enable & disable student accounts
- Enable & disable student Internet access
- Set student printer credits, including auto allocation strategies
- Create Learning Resources and manage Learning Resources that they have created
- Associate groups with Program Sets
- Add program shortcuts to, and remove program shortcuts from Program Sets
- Manage group membership
- Rebuild workstations

Authorised users cannot allocate software packages to workstations

Changes in Rev 8 Contact with SITSS
Appendix 1 updated

Changes in Rev 9 Installation of some standard applications
Communication on some tasks
Rebuild of workstations

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