

# Introducing SITSS technical services

Working with schools

- reducing workload through effective use of data and ICT

## **Total ICT support solution**

Comprehensive cover from one team which includes SITSS MIS and network experts and ICT curriculum advisers. You can be sure of getting the right support and guidance through one Service Desk.

## **Managed wireless systems**

Following a rigorous evaluation of wireless systems, SITSS are pleased to offer an Aruba solution managed from the Hertfordshire County Council Stevenage site. The solution we provide has been chosen for security, reliability, ease of management and value for money.

## **Flexible and local technician service**

Technicians are available at £30 per hour (minimum 2 hour booking). SITSS can help free valuable teaching time by taking on those niggling technical issues (printer problems, keyboard not working, etc) and fixing them. A low cost resource with the power of SITSS behind it.

## **Network design & commissioning service**

SITSS offer a high quality professional network design and commissioning service. A SITSS consultant will visit your school and discuss the school ICT vision and requirements with the head, ICT Coordinator and technician. We will provide a comprehensive and very competitive quote to install a network solution which is right for the school.

## **Software installation service**

Have you just bought that very expensive piece of software but cannot install it on the school network? The SITSS solution is to offer a software installation service which can be used for supported or unsupported schools. SITSS will initially assess the software and advise on a cost for installation. If the School agrees then SITSS will install this remotely or visit if required.

## **SITSS network review and consultancy service**

Let SITSS bring ICT back to life in your school by letting us review your current network and curriculum coverage and provide advice on enhancements/ amendments to help you expand or improve on what you have to maximise the impact of ICT within the school.

## **SITSS holiday service**

Do you require assistance over the summer or Christmas break to setup that new trolley of laptops or rebuild the ICT Suite or even assist with setting up the whole school's network. Book a CC3 and CC4 qualified technician to assist you now.

## **We offer full and comprehensive ICT support services, managing your technology to support your school priorities**

- ◆ Are you struggling with your schools ICT system?
- ◆ Is your computer hardware letting you down?
- ◆ Do you need help with teaching and delivering ICT and not know where to start?
- ◆ Have your teachers given up on your current ICT system?
- ◆ Do you think you might be getting left behind when it comes to the latest developments in ICT?
- ◆ Is your ICT coordinator spending too much time on technical issues and less on teaching?
- ◆ Are you struggling to install software?
- ◆ Do you need someone to manage your current ICT network?
- ◆ Are your systems safe, secure and inline with county eSafety guidance

If you are new to our service, or want to come back to us, we'd love to hear from you. We can offer all the above and much, much more.

We have no shareholders, bonus schemes or financial incentives. Our service is solely run to provide you with the best, accountable ICT services which raise standards in Hertfordshire. All of our charges are used to run your service and reinvest in education within Hertfordshire.

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Six Hills Way, Stevenage, SG1 2FQ

School IT Systems Support  
Tel: 01438 844777  
Email: [sitss.admin@lea.herts.sch.uk](mailto:sitss.admin@lea.herts.sch.uk)



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## Dedicated professional staff focused on education in Hertfordshire

The SITSS technical team is second to none, consisting of 25 leading technical experts (consultants), who can be relied upon.

We hold a vast amount of experience from advice on PCs for administration to full network design and installation of network solutions. We can provide project management or just consultancy services, all based on local and national best practice in education.

Being part of Hertfordshire County Council, we are committed to provide schools with excellent service at value for money prices and invest highly in staff training to achieve this.

SITSS hold awards from the 'Institute of IT Training' and Capita for the quality of the service desk. All SITSS technical staff are RM CC3 and CC4 certified and many carry Microsoft accreditations. Our staff are CRB checked and have achieved the ITIL accreditation.

SITSS are a RM Approved Support Partner, which means we have access to RM's 3<sup>rd</sup> tier support and have always opted to be field trial partners on all of their products.

SITSS also provide a new Microsoft network management solution which has been successfully running in a number of schools. SITSS can provide support for RM and vanilla Microsoft solutions.

We are proud to have worked with SITSS, the Hertfordshire Local Authority ICT support team for many years. In our experience, SITSS offer far more than other ICT support organisations with their independent advice and expertise covering the whole school requirements, and their focus on pedagogical rather than just technical solutions.

Rob Sirs, Chief Operating Officer at RM Group

## History of excellence

SITSS support over 190 Hertfordshire school networks and over 500 school MIS systems. We have over 20 years experience with dealing with ICT systems in schools, and can cater for all your ICT requirements from network management, ICT curriculum support, MIS support (and providing innovative ICT solutions). SITSS offer the complete package including:

- ◆ Onsite visits to suit the school (from fully managed to once per term)
- ◆ Service desk support between 8:30 & 5pm (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> tier support) with remote access to your school's system
- ◆ Pro-active system monitoring
- ◆ Regular updates/patches
- ◆ An award winning antivirus system
- ◆ A dedicated account manager
- ◆ Liaison with the ICT advisors team and full MIS (SIMS) support
- ◆ Support to the school admin and curriculum systems.

## Here to help

For a professional and friendly service from an organisation that understands, give SITSS a call on 01438 844777 or email [sitss.technical@lea.herts.gov.uk](mailto:sitss.technical@lea.herts.gov.uk)

We can take ICT within your school to the next level and help revitalise your school's ICT vision. An account manager can call you back for an initial chat or arrange to meet at your school when convenient for you.

For further information you can view the full SITSS Service Catalogue on the grid at: [www.thegrid.org.uk/info/traded/sitss/support/index.shtml](http://www.thegrid.org.uk/info/traded/sitss/support/index.shtml)