

## **Hardware/Technical Telephone Support**

*(This support is included in our Managed Network Support contracts at no extra cost).*

### Introduction

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

We offer an equipment repair service based on four levels of cover, '1 day', '3 day', 5 day response and 'Basic' repair service. The one day response is aimed at essential PCs, providing a rapid response service for those computers you deem to be essential for running school administration systems (SIMS, finance, Dinner money, etc), whilst the 3 and 5 day response times are aimed at non critical PCs. We also offer a Basic repair service with a repair time of up to 15 days and, of course, a 'Pay As You Use' service.

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. (not included in the Basic support service).

### Technical Telephone Support - includes Live@Edu (Office 365) email support

Technical Telephone Support covers your school for technical queries communicated to us by phone, email or our Service Desk Online. Your query will be raised using our in house case tracking system and responded to in line with our Service Level Agreements (SLA). All cases are assigned a unique case reference number which you should quote when contacting the Service Desk. For every case raised the Service Desk needs a certain amount of information before they can begin troubleshooting, please ensure you have as much detail as possible when contacting the Service Desk including any error messages you may have received.

In the unlikely event we cannot resolve the technical issue remotely we will be happy to arrange for one of our Technical Consultants to visit and provide an on-site resolution, detailed quotes available upon request.

***The Technical Telephone Support contract is a service that provides telephone support for:-***

- **Technical queries** - with computers, laptops, printers, whiteboards, projectors, scanners, wireless connectivity, infrastructure issues with cabling and switches, peer to peer networking for the school office and curriculum, and backup (see notes page 5)
- **Email Live@Edu (Office 365) support** – see table 2.3 for what is included (Available to schools where SITSS hold their mail admin password)
- **Technical support for Microsoft Operating Systems** (see version details in table 2.4)
- **Technical support for Microsoft Applications** (see version details in table 2.5)

Our Service Desk can be contacted on **01438 844777**

**For support with the Live@Edu system** please contact our Connectivity Team by selecting option 1 and then option 2  
or email your query to [sitss.internet@lea.herts.sch.uk](mailto:sitss.internet@lea.herts.sch.uk)

**For support with Microsoft Office** please contact the MIS team by selecting option 1 then option 1  
or email your query to [sitss.mis@lea.herts.sch.uk](mailto:sitss.mis@lea.herts.sch.uk)

**For all other technical support** please contact our Technical Team by selecting option 1 then option 3  
or email your query to [sitss.technical@lea.herts.sch.uk](mailto:sitss.technical@lea.herts.sch.uk)