



# DATASOL<sup>LTD</sup>

*Provider of Learning Technologies*

## Datasol School Support Packages

### Why does your ICT system need support?

Many Schools now use computers in every classroom and have a dedicated file server that everyone logs on to and saves their documents on. Also with the prevalence of interactive whiteboards, projectors and teacher laptops, ICT contributes greatly to day to day learning in schools and it only takes a small problem with one element of class ICT to bring everything to a halt and that in-turn stops the teacher from teaching the way they want to teach.

As computer systems, computer peripherals and software become so much more sophisticated it increases the requirement for staff to be more technically literate to be able to understand the systems and troubleshoot them when they go wrong.



### Can schools opt out of local authority support?

In short, YES. All of the schools we support have opted out of local authority support. Even if a school does opt out of the local authority scheme, more than often they are still entitled to any software benefits offered by the authority. For example if the authority offer free anti virus software then this can still be acquired by the school free of charge.

### Why should you change your support provider?

It is down to each individual school to assess the value for money they are getting from their current provider; be it the LEA or a sub contracted ICT Support Company. If you are happy with your provider and have a good relationship with them, then we recommend that you stay with them. What we do find, however, is that many schools are not happy with the support and not happy with the technicians that visit the school and this is where Datasol excel.

### Support Structure

At DATASOL we have adopted a basic support approach and that is we try as best we can to keep the same technicians in the same schools. Although the school ICT network is documented there is nothing like building up a relationship between school staff and the technician. As well as a technician each school has a Support Manager who the technician reports to. The Support Manager organises school visits and liaises with the school management team to ensure that not only day to day operational problems are resolved but strategic ICT objectives are also considered.



**DATASOL Limited**

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Company No. 4978636 VAT Registration No. GB 831 9932 09

**ICT & Audio Visual Specialists**



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### Pro-active Support Visits

We like to think that many of the major support problems can be prevented. With regular site visits by a DATASOL technician who will carry out maintenance and housekeeping, many small problems that manifest in to more serious problems can be prevented.

The DATSOL technician will also ensure that virus checks are working properly, firewall and Windows™ security is fully updated and the server service packs and hot fixes are at the correct level.

### Emergency Help Desk Support

The majority of emergency support issues can be done over the telephone. The investigation process and fault finding is not necessarily required because our staff are regularly on site and know your system. Typically we will also assign a member of staff to one school so the teachers and pupils have continuity. This dramatically reduces the amount of time your computers are down.

Even if the fault cannot be rectified via the help desk our staff can arrange an emergency call out or liaise with another member of Datasol staff to carry out the work.



### Disaster Recovery Backup

As part of the DATASOL support contract we will visit site to take a complete disaster recovery backup of the server operating system. This backup image will be held by the school Secretary on a secure and encrypted hard disk drive and would be used to restore the server in the event of a major hardware or software failure. The restore can usually be completed within an hour.

For example if the server operating system became corrupted or infected with a virus then the server would have to be formatted and the operating system re-installed, users re-setup, e-mail re-setup, internet re-setup and re-install all software; this could take several days to resolve. This means that your system would be completely offline for this period and you would be charged for the time taken to do the work.



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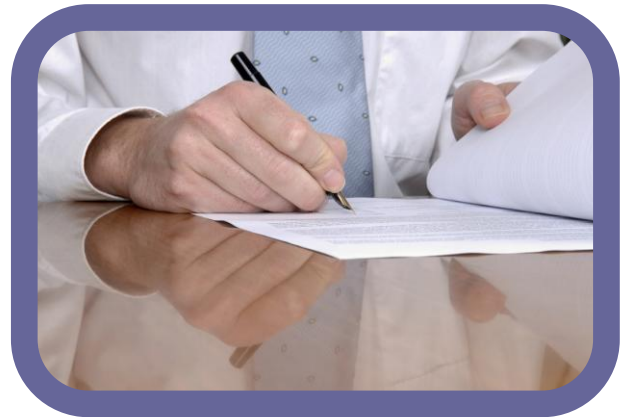
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### Service Level Agreement

As part of the DATASOL support contract we will draw-up a service level agreement that both parties will sign and will be your assurance of our adherence to our documented management system, which will include;

- Written Contract incorporating:
  - Help Desk Numbers
  - Response Times
  - Support Days
  - Contract Cost
  - Emergency Call Outs
  - Costs of Additional Visits
- Public Liability Insurance
- Datasol Limited Company Code of Practice
- Safety Statement
- Health and Safety Policy incorporating:
  - Hazard and Risk Assessment
  - Method Statement
- CRB Statement
- Virus and Threat Management Policy
- Threat Escalation Procedure
- Threat Maintenance Schedule



A schedule of works can also be drawn up to ensure that certain critical tasks are monitored or completed on a regular basis. The level of support is totally definable by you or you can take our recommendations and use any of the support templates we have successfully implemented at many local schools.