

# Scheduled Technician Support

Choose a schedule to fit the needs of your school

## The challenge

Providing stimulating and educational ICT sessions for teaching and learning requires a maintained, functional and safe IT environment. An experienced, trained and technical member of staff to complete necessary onsite maintenance would be desirable for any school.

However, for most schools, employing and training technical staff is far from cost effective.

## The solution

Scheduled technician visits from a dedicated, trained and experienced Field Service Technician. A Technician will visit your school in line with your chosen schedule option. Our technicians have a wealth of knowledge and experience working in school environments. Each technician also has the support of our Technical Support 1st, 2nd & 3rd line teams ensuring schools receive a professional support service.

### Why choose The ICT Service?

Our technicians will ensure the best use of your available technology; providing advice and guidance on general ICT issues, including future needs or service requests.

Technicians are able to advise and assist in the roll-out of network software and hardware installations.

In addition to any issues reported for investigation, our technicians complete a number of standard server checks during each visit.

#### Standard checks include:

- Anti-virus (maintenance and updates).
- Windows Updates (WSUS deployment to clients).
- Backup status.
- Available drive space.

Tasks completed on each visit are entered in our CRM system, generating a report which is emailed to a nominated recipient. In the event that an incident or request needs to be escalated, your technician will liaise with other teams within The ICT Service or third parties to ensure a speedy resolution.



## How our service works

Example Schedule Options		
1 visit every 2 months (term time only)	3 hour visit	(half day visit)
	7 hour visit	(full day visit)
1 visit every month (term time only)	3 hour visit	(half day visit)
	7 hour visit	(full day visit)
1 visit every 2 weeks (term time only)	3 hour visit	(half day visit)
	7 hour visit	(full day visit)
1 visit every week (term time only)	3 hour visit	(half day visit)
	7 hour visit	(full day visit)

### Example Pay As You Use Options

If you would like to request additional technician visits either in addition to your chosen schedule or on an adhoc support basis. Customers can choose to purchase visits on a Pay As You Use basis.

**Please note** Visits purchased cannot be used consecutively. If a full day is required it cannot be covered by two half days. A full day visit would need to be purchased. All visits are subject to technician availability.

1 x 3 hour (half day visit)

1 x 7 hour (full day visit)

3 x 3 hour (half day visits)

3 x 7 hour (full day visits)

## Frequently asked questions about Scheduled Technician Support

### Can we request a visit even if we do not have a schedule?

Yes! Our Pay As You Use visit options are available to all schools. Please contact us to discuss your requirements.

### How do we log issues for the technician?

Incidents/requests will be logged by the school centrally, ideally in a logbook or electronically via email, prior to each visit.

### How do we prioritise their work?

On each visit your technician will meet with a named contact, ideally the ICT Coordinator. This provides an opportunity to ensure all required tasks listed are given the correct priority.

### What if there are no issues?

In addition to any logged or requested tasks, your technician will also complete a number of standard checks to ensure your systems are running smoothly.

### How do we know when issues are resolved?

All tasks completed during a visit will be entered in our service desk system. An email report containing the details of tasks completed will be sent within a week of the visit to a named contact.

### How many visits do we get?

All schools will be sent a schedule of visits. We will provide no less than 6 Bi Monthly, 10 monthly, 19 fortnightly or 37 weekly visits. Weekly visits may fluctuate depending on the school year.

#### Availability

Schools and education settings in Cambridgeshire and surrounding counties

Please refer to the website [www.theictservice.org.uk](http://www.theictservice.org.uk) for our Terms & Conditions of Service and Support

telephone: **0300 300 0000** email: [support@theictservice.org.uk](mailto:support@theictservice.org.uk) website: [www.theictservice.org.uk](http://www.theictservice.org.uk)