

Admin Workstation Support Service

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Service Overview and Benefits

Workstations, such as laptops or desktop computers are a key part of the ICT Infrastructure within each school, this service provides a reactive support service for each supported device.

Service Description

The following is a description of the services provided as part of this service element.

Hardware failures

- Diagnostics and troubleshooting including site visits where ICT deem necessary
- Labour – (parts are chargeable)
- Warranty call management
- In some cases, it may be uneconomical to replace parts and in these cases ICT & Digital will advise on purchase of a replacement machine.

Installation of New Equipment

- Where schools purchase new equipment, which is to be supported under this agreement, ICT & Digital will install that equipment.

Operating Systems

- Upgrades to latest release e.g. Windows 10 where the school holds the relevant licence.
- Adding to domain

Application Software

- Installation of software where school holds the relevant licence
- Trouble shooting of software issues will be done on a 'best endeavours' basis

PC Health Check

- Asset tagging
- Advise on replacement equipment when existing kit is reaching the end of its serviceable life.
- Review the health of the workstation and make recommendations

Cheque Printers

- Remote setup and troubleshooting

Windows Software Update Services (WSUS)

- Only available to schools connected to the Coventry ISP Service.
- We manage a centralised WSUS service to manage Microsoft upgrades and patches to devices within school, giving these benefits:
 - Only patches authorised by ICT & Digital will be deployed preventing any bad updates from being received by workstations.

Anti-Virus Management

- For schools using CCC's Anti-Virus solution we will ensure that AV is installed on all supported devices.
- For devices in schools also connected to the CCC network we will provide management of the Anti-Virus solution which will include workstation policies and upgrades.

Replacement Workstations

We recognise that schools may replace workstations during this agreement, therefore where a workstation has been replaced and the existing workstation disposed of, the support agreement can be transferred to the replacement device.

Unsupported Operating Systems and Hardware

The vendors of the workstation software and workstation hardware components provide end of life support dates for their products. Once products exit their vendors support dates, repairs, fixes and upgrades may no longer be possible.

ICT & Digital will advise customers when products are reaching the end of their life and will suggest processes to upgrade, replace or purchase additional support for those products. Where schools choose to use unsupported products support will be limited to best endeavours.

Best Endeavours

Best Endeavours means that we will do everything reasonable to rebuild the workstation, however, it should be recognised that in some circumstances repairs may not be possible or may involve considerable expense, therefore our approach will be dependent upon the failure. We will always discuss with you the most cost-effective option for recovery of your equipment.

Hardware failures

Where replacement parts are needed, we will order these in, we will make a charge for replacement parts.

In some circumstances compatible replacement parts may not be available. Therefore, we may make a recommendation to replace your device.

Operating Systems Failure

Where a workstation requires a rebuild and the operating system is out of support by the vendor, we will not reinstall an older operating system if your workstation can support a newer operating system. We will ask you to purchase a licence (if your school does not already hold a relevant licence) for a supported operating system.

Where a workstation running an unsupported operating system and the workstation requires a rebuild but does not support a newer operating system version we will advise on a replacement device. In limited circumstances and after assessing the risk we may rebuild with the existing operating system.

Exclusions

Working with software and hardware supplier's ICT & Digital has developed a recommended specification for admin workstations to guide schools to purchase appropriate equipment. Workstations which differ from this specification may not function as desired and/or may not be fully supportable under this agreement. Please contact ICT & Digital for advice.

The following exclusions apply:

Area	Item Excluded
Replacement Parts	<ul style="list-style-type: none"> The cost of replacement parts is excluded from this agreement, however, ICT & Digital will arrange for parts to be ordered, delivered, and installed. Labour costs to install parts is included.
Licence Management	<ul style="list-style-type: none"> Management of licences for software applications is the responsibility of the customer.

Requirements and Assumptions

To provide this service, we make the following assumptions.

- Supported workstations are running a currently supported version of Microsoft® Windows e.g. Windows 8 and Windows 10. Details are available on Microsoft's website <https://docs.microsoft.com/en-us/lifecycle/>
- The workstations to be supported, have where possible, been advised to ICT & Digital at the start of the SLA year.
- Workstations have remote support software installed provided by ICT & Digital, either Kaseya or GoToAssist unattended.
- You will not allow changes to be made to supported workstations by third parties without first informing ICT & Digital.
- You allow workstations to be upgraded to the latest operating system versions as notified.

Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
Admin Server Service	Your admin server supports the running of your school's administration network, it holds your files, manages printing, and contains your SIMS 7 databases (pupil database, solus upgrades database, FMS database and SIMS Discover). The Admin Server support service provides support for your admin server, its setup and configuration and operating system.
Anti-Virus Service	We recommend the installation of our Anti-Virus product McAfee on each workstation and server within school to protect against a wide range of Cyber threats. McAfee Anti-Virus is installed on admin machines / managed by EPO
ISP Services	The ISP Service provided by the City Council allows your devices to connect to the Windows Software Update service to the control windows updates to your devices.

Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

Area	Description
Printers	The following services related to printers are provided but are chargeable. <ul style="list-style-type: none"> ▪ Setup and install ▪ Changing toner cartridges ▪ Printer faults ▪ Maintenance kits
Replacement or additional workstations	We can advise on replacement and additional workstations. Where workstations will be covered by a support agreement the setup of these devices will be included in your SLA charge, where no support agreement is in place a charge will be made to setup those devices.
Workstation Moves	We can assist with moving of workstations as a result of office moves or internal network changes

Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
1.0	April 2021	New Document	All	New document format.
1.1	February 2022	New SLA Year	All	General updates and content review.