

## Technical support charter: Framework for ICT Technical Support

### ICT technical support objective

ICT technical support's objective is to be a central point of contact for the processing and resolution of all incidents and requests relating to ICT equipment and services.

Contacting technical support

- By telephone: Extension 1234
- By email: [ict.technical.support@schoolname.ac.uk](mailto:ict.technical.support@schoolname.ac.uk)
- In person: Room 123, Administration Block

ICT technical support is open for calls between 0800-1200 and 1400–1600, Monday to Friday. A voicemail service is available for out-of-hours calls and these will be logged and processed at the start of the next shift.

### Priorities and service targets

Calls are prioritised in accordance with impact on classroom and administrative activities as defined below:

| <b>P</b> | <b>Description</b> | <b>Definition</b>                                                                  | <b>Time to respond</b> | <b>Time to fix</b> |
|----------|--------------------|------------------------------------------------------------------------------------|------------------------|--------------------|
|          | High impact        | Incident with immediate impact on scheduled classroom or administrative activities | 15 minutes             | 1 hour             |
|          | Medium impact      | Incident with same day impact on scheduled classroom or administrative activities  | 1 hour                 | 4 hours            |
|          | Low impact         | Incident with no immediate or same-day impact and all requests                     | 4 hours                | 8 hours            |

## Information required

When an incident or request is raised the following information is required to enable efficient and effective processing. Please be prepared to provide this when you call or include it in any email correspondence:

- 📌 Your name
- 📌 Impact of Incident
- 📌 Your contact number
- 📌 Specific deadline for resolution
- 📌 Your location
- 📌 Description of incident or request
- 📌 Your availability
- 📌 Asset tag number of equipment

## Security

Please note that for security reasons password reset requests are subject to security key checking. These are issued by the Headteacher's office. Please contact them on extension 4444 for further information.

## Information provided

When an incident or request has been logged the following information will be given to you:

- 📌 Call reference number (eg ABC123) – a unique identifier for your record
- 📌 Priority code (ie 1, 2 or 3) – to indicate target response and fix times
- 📌 An estimated response time - relating to the priority code and current circumstances.

## Updates

When the call logging process is complete the incident or request record is assigned to an appropriate technician for resolution. ICT technical support will monitor progress and communicate regular updates to you. If you would like an update in the meantime please call ICT technical support and quote your call reference number.

## Escalation

If, at any time, you feel that your incident or request is not being progressed reasonably in accordance with the service level targets stated please contact the ICT Technical Support Supervisor on extension 9876.