

24 March 2022

RETAINED IT SUPPORT MODEL

Overview of the Service

Integrity Team will act as your internal IT Department. This support service includes the following features: -

1. Day-to-day support of all desktops, laptops and associated user profiles
2. Support of Microsoft 365, including Email/Exchange, Office Applications, SharePoint and Teams (where these products are being managed and administrated by Integrity Team).
3. Provision of Moves, Adds, Changes and Deletions (MACDs), such as adding a new user; Building/rebuilding a laptop or desktop; Deleting a user; Moving a user to a new desk; or another similar activity.
4. Provision of a standardised desktop build.
5. Troubleshooting the local network, security and print infrastructure (where this has been supplied/implemented by Integrity Team).
6. An annual health check and inventory review of equipment, if requested

The service shall be provided during normal office hours only (Mon-Fri 8.30am until 5.30pm, excluding Public Holidays).

Support will be delivered through a blended onsite and offsite working model. Wherever practical, remote support will be the default method to troubleshoot and fix any day-to-day issues. Where a customer is 40 miles+ distance from Peterborough, any onsite work will only be made available in certain circumstances and will involve travel costs/expenses.

Items excluded from support

- Wordpress website editing and maintenance.
- Software subscriptions and Microsoft licensing, which will be charged separately.
- Supply of equipment and hardware, which will be charged separately.
- 3rd party Telephony and Internet Provision Services.
- Activities defined as 'Projects'. Examples include: The set-up of multiple new machines/users; New premise/office relocation; The creation of additional SharePoint sites; Website hosting and design work; Domain Name management; Major upgrades to Operating Systems; or any other activity that might justify dedicated or specialist project resource.