



VCFS - ICTS.org.uk

Providing ICT Support for the Voluntary, Community & Faith Sectors throughout North Lancashire.

HELP DESK: 01524 42 77 88

ICT PROBLEM RESOLUTION SERVICE



Pay-As-You-Go Support

With our Pay-as-You-Go (PAYG) support service, there are no monthly or annual retainers are required; you contact us when necessary and we will invoice on a time spent basis. All issues are logged within our call logging software and a detailed or summary report can be produced upon request.



Support Process

We cover everything from simple pc repairs to servers and networks. The general rule is that if it is on, attached or should be attached to a computer, it would fall within our remit. For non-resolution services and larger projects, please visit our Services page on our website.

To help understand the support process from beginning to end, please see the overleaf of this document.



Please visit our website or contact us to find out if our service is right for you.

support@vcfs-icts.org.uk

WWW.VCFS-ICTS.ORG.UK

Problem Resolution Service

We cover everything from simple pc repairs to servers and networks. The general rule is that if it is on, attached or should be attached to a computer, it would fall within our remit. For non-resolution services and larger projects, please visit our **Services** page on our website.

Support Process

To help understand the support process from beginning to end there are a pictorial overviews in the form of flow charts that can be found by visiting our website.

The whole support process consists of two definitive processes, the **Request for Help Process** and the **Action Process**, with the optional **Investigation Process**.

Request for Help Process

The main objectives of this mandatory process are to form an indication of time / cost.

Process start – the customer encounters a perceived problem / issue.

Customer contacts VCFS-ICTS – via SMS, email or telephone.

Does the customer have any pre-purchased time blocks? – if the answer to this is no the next stage of the process is to **Inform the customer of pricing options; Ad Hoc, Time Blocks, Site Visits**.

Pricing Options

AD Hoc	Time Blocks	Site Visits
As suggested, an unstructured approach with charges being incurred by the minute.	This would consist of purchasing “support time blocks”, similar to the top-up mobile phone credit system, and deducting the call time from however many minutes the issue takes to resolve.	As stated, this would be a final measure should all other approaches fail to resolve an issue. However, there would be no time limits involved for any resolutions. The cost of any repairs or resolutions would not include any necessary hardware or software costs.
Charges	Charges	Charges
Per minute = £0.55 (Fifty Five Pence)	30 minutes = £13.20 (Thirteen Pounds and Twenty Pence) 60 minutes = £25.30 (Twenty Five Pounds and Thirty Pence)	First Hour Within 10 miles = £38.50 (Thirty Eight Pounds and Fifty Pence) Over 10 miles and within 20 miles = £44.00 (Forty Four Pounds) Over 20 miles and within 30 miles = £49.50 (Forty Nine Pounds and Fifty Pence) Over 30 miles and within 40 miles = £55.00 (Fifty Five Pounds) Over 40 miles = £60.50 (Sixty Pounds and Fifty Pence) Subsequent Hours £20.00 (Twenty Pounds) Per Hour

Does the customer agree to the eventual possible costs? – If the answer to this is no then the process is terminated. If the answer is yes we move to the next stage in the Request for Help process.

Customer summarizes the issue – the customer should try and explain what they think caused the problems, how long the problems have been present and what the actual effect is. For example, I installed a program this morning and my computer won't start since I did.

Customer decides response time / issue severity – does this issue prevent the customer from operating, does it make there operations more difficult or is it a minor annoyance that has been raised to be addressed eventually.

Is there enough information to establish an estimate for the required time / cost? – if the answer is yes then **Provide customer with a time / cost**. If the answer is no then we move to the next stage.

Provisionally agree a maximum one hour investigation before providing an estimate of time / cost. – if the information provided does not enable a prompt diagnosis then an investigation into symptoms must be undertaken to enable a diagnosis to be made and a time / cost for the job to be given to the customer.

Schedule / perform investigation – please see the Investigation Process for more details.

Provide customer with a time / cost

Does the customer agree to the costs? – if the answer is no then the **Request for Help Process** is terminated.

Schedule actions – this stage is where the times for the start of the actions are finalized and agreed upon and where the **Request for Help Process** ends and the **Actions Process** begins. Actions are classed as site visits or verbal support; whichever of these are used will depend on the scenario.

Investigation Process

The main objectives of this process are, like the **Request for Help Process**, to form an indication of time / cost. However, this is not a mandatory process and is only activated if a diagnosis cannot be provided through descriptions of any customer issues.

Investigate issue for a maximum of one hour – if the information provided in the **Request for Help Process** does not enable a prompt diagnosis then an investigation into symptoms must be undertaken to enable a diagnosis to be made and a time / cost for the job to be given to the customer.

Successful investigation finalized? – if the answer is no then we must then **Agree with customer for further investigation time** then **Schedule / perform investigation** and loop back until we have a **Successful investigation finalized** or until the answer from **Does the customer agree to more investigation time?** results in a no and the Investigation Process is terminated.

Provide customer with a time / cost.

Does the customer agree to the costs? – if the answer is no then the **Investigation Process** is terminated.

Schedule actions – this stage is where the times for the start of the actions are finalized and agreed upon and where the **Investigation Process** ends and the **Actions Process** begins.

Action Process

The main objectives of this process are to successfully complete the required actions that were determined in the previous processes.

Perform actions

Has the job been completed within the authorised time frame? – if the answer is yes then VCFS-ICTS will **Invoice monthly based on the established / agreed time frame and include report**. The **Actions Process** is then complete. However, if the answer is no we must go to the next stage.

Does the need for further time relate to previously unknown issues? – if the answer to this is no then it is up to VCFS-ICTS to **Perform actions until the job is complete**. If the answer is yes then we will **Request the customer to authorize further time**.

Has the customer authorised further time? if the answer to this is yes then VCFS-ICTS will **Perform actions until the job is complete**.

Invoice monthly based on the established / agreed time frame and include report

Process end