

Technical Install, Training & Service Delivery Schedule

FOR UK CLIENTS ONLY

Document review and approval

Revision history

Version	Author	Date	Revision
1.0	Anthony Giddings	17/05/2011	V.1
1.1	Anthony Giddings	13/09/2011	V.1.1
1.2	Anthony Giddings	20/09/2011	V.1.2

This document and procedure has been reviewed and tested by

	Reviewer	Date reviewed
1	Mark Stimpfig	17/05/2011
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This document has been approved by client

	Name	Signature	Date reviewed
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1.1 Service Delivery Schedule for UK Based Clients

Introduction

This Schedule contains the list of deliverables supplied by ConnectED Services Ltd (CSL) and the requirements by CSL from the client to be able to deliver a continuing and positive service experience.

After the initial purchase of the Sony Virtuoso/Soloist Language Lab, we aim to ensure your installation, training and on-going support is a smooth and as positive as possible. This document has been designed to ensure clarity of process and level of responsibility for both supplier and customer.

- SD 1 - Pre-install questionnaire.
- SD 2 - Confirmation of required adjustments and received LL hardware
- SD 3 - Installation and Lab testing dates confirmed.
- SD 4 - Lab installation sign off.
- SD 5 - Initial training dates confirmed and online training registered.
- SD 6 - Training completion and reported on.
- SD 7 - Intermediate training session.
- SD 8 - Final Training Session.

Support Activities and Requirements

- ID 1 - Incident/Problem training call logging.
- ID 2 - Incident Response and Fix procedure and Call Closure.
- ID 3 - Term Lab refreshes.
- ID 4 - Replacement or lifecycle hardware refreshes.
- ID 5 - Equipment move both Server and PC.

1.2 Service Levels for UK Based Support Service

1.2.1 Pre Install Questionnaire

Service Element Identification Details	
Service ID	SD 1
Service Name	Pre-install questionnaire.
Service Description	CSL require a pre install questionnaire to be completed in full . Please sign the SDM Document. This will assist the Technical Manager in ensuring you have the correct network settings required for the lab to operate effectively. It will also provide us with the required Points Of Contact (POC) in the event of adjustments being required. The SDM Doc ensures you understand our commitment and our requirements from the customer.
Service Element Responsibilities	
Service Element Name	Pre-install Questionnaire
	CSL to provide copies of Questionnaire and SDM Document Client to ensure the document is completed in full, once completed, returned and relevant adjustments made the install can be pre booked. On Receipt of the Pre-install, SDM documents and the PO, access to Share file will be enabled. This provides access to download the software and other documentation. Note, you will receive your invoice at this point as you have access to the material.
POSD	The End-User
Service Element Measures	
Response	On receipt of the completed questionnaire and SDM Doc an email receipt shall be generated and returned to client and to SV Account Manager
Constraints	
Workload	Not Applicable
Service Level Measurement	Dependable on the responses from the client to the questionnaire.
Dependencies	Completed questionnaire & SDM Doc
Additional Notes	
References	Not Applicable

1.2.2 Confirmation of required adjustments and received LL hardware

Service Element Identification Details	
Service ID	SD 2
Service Name	Confirmation of required adjustments and received LL hardware
Service Description	Not Applicable.
Service Element Responsibilities	
Service Element Name	Confirmation of required adjustments and received LL hardware
	The customer is to alert CSL to the arrival of any hardware supplied by CSL. Also the client is to advise when the lab is in place for installation.
POSD	The End-User
Service Element Measures	
Response	The installation pre booking will be confirmed with the client by CSL and shall then be entered into the install schedule.
Constraints	
Workload	Not applicable
Service Level Measurement	Dependable on the responses on confirmation.
Dependencies	Customer confirmation all is in place.
Additional Notes	
References	Not Applicable

1.2.3 Installation and Lab testing dates confirmed.

Service Element Identification Details	
Service ID	SD 3
Service Name	Installation and Lab testing dates confirmed
Service Description	Not Applicable.
Service Element Responsibilities	
Service Element Name	Installation and Lab testing dates confirmed
	CSL will ensure that the install date is confirmed as part of the install the lab will be tested to ensure functionality.
POSD	Confirmation by CSL,
Service Element Measures	
Response	Install and testing scheduled
Constraints	
Workload	1 day minimum
Service Level Measurement	None required at this time
Dependencies	Confirmation by CSL.
Additional Notes	
References	Not Applicable

1.2.4 Lab installation sign off

Service Element Identification Details	
Service ID	SD 4
Service Name	Lab installation sign off
Service Description	Lab installed and tested.
Service Element Responsibilities	
Service Element Name	Lab installation sign off
	CSL will install the Software into the lab, attach headsets and will test to ensure the lab is functioning correctly. If the lab has been completed CSL will require UAT sign off by the client, once signed there should be no further requirement for technical site visits. Further technical support can be completed remotely. If site visits are required and found not to be the fault of the software, the client will be invoiced. If there are issues that are network based these will be addressed with onsite IT support. If they are headset or software based they will either be rectified onsite (software) or CSL will advise when the replacement or repair is available (headset) note if the install is tested successfully and the invoice is still outstanding you will notified of a final payment.
POSD	CSL,
Service Element Measures	
Response	Installation and testing successful
Constraints	
Workload	1 day minimum for install, for repair this will be ASAP due to stock or delivery from overseas.
Service Level Measurement	None required at this time
Dependencies	Completion by CSL. Sign off by client.
Additional Notes	
References	Not Applicable

1.2.5 Initial training dates confirmed and online training registered.

Service Element Identification Details	
Service ID	SD 5
Service Name	Initial training dates confirmed and online training registered
Service Description	Introduction training, to Sony Virtuoso and Soloist
Service Element Responsibilities	
Service Element Name	Initial training dates confirmed and online training registered
	On completion and sign off of software installation, CSL will book the onsite introductory training session. It will be advisable that the HOD for MFL advise CSL of the names and email addresses for the training candidates so we can register them for online training. Email the details to agiddings@connectededucation.com. Once registered the candidates will receive an email with the web address and user name and password for access to the site.
POSD	CSL,
Service Element Measures	
Response	Onsite training booked, online training registered.
Constraints	
Workload	3hrs maximum for training, ideally online training to of at least been attempted prior to onsite training..
Service Level Measurement	None required at this time
Dependencies	Sign off of install, details of registration from client.
Additional Notes	
References	Not Applicable

1.2.6 Training completion and reported on

Service Element Identification Details	
Service ID	SD 6
Service Name	Training completion and reported on
Service Description	Onsite training completed, report drawn up for both client and CSL including further recommendations.
Service Element Responsibilities	
Service Element Name	Training completion and reported on
	The training element will include introductions to both Sony Virtuoso and Soloist, on completion 2 further sessions will be booked.
POSD	CSL,
Service Element Measures	
Response	Onsite training booked, online training registered.
Constraints	
Workload	3hrs maximum for training, ideally online training to of at least been attempted prior to onsite training..
Service Level Measurement	None required at this time
Dependencies	Sign off of install, details of registration from client.
Additional Notes	
References	Not Applicable

1.2.7 Intermediate training

Service Element Identification Details	
Service ID	SD 7
Service Name	Intermediate Training
Service Description	Intermediate training session
Service Element Responsibilities	
Service Element Name	Intermediate training session
	Intermediate training is based on using Sony Soloist tools this includes, Analyser, Quiz creation, ACR Creation clip sequencer, subtitle creation.
POSD	CSL,
Service Element Measures	
Response	Onsite training booked.
Constraints	
Workload	3hrs maximum for training, ideally online training to of at least been attempted prior to onsite training..
Service Level Measurement	None required at this time
Dependencies	Completion of Basic training.
Additional Notes	
References	Not Applicable

1.2.8 Final Training Session

Service Element Identification Details	
Service ID	SD 8
Service Name	Final Training
Service Description	Final training session
Service Element Responsibilities	
Service Element Name	Final training session
	Final training is a client Q&A, revision on techniques not understood from previous sessions and a look at gather further free content and media resources.
POSD	CSL,
Service Element Measures	
Response	Onsite training booked.
Constraints	
Workload	3hrs maximum for training, ideally online training to of at least been attempted prior to onsite training..
Service Level Measurement	None required at this time
Dependencies	Completion of Intermediate training.
Additional Notes	
References	Not Applicable

Support Activities & Requirements

2.1.1 Incident/Problem Training call logging

Service Element Identification Details	
Service ID	ID 1
Service Name	Incident/Problem training call logging.
Service Description	Incident, problem or training requirement logged on our Service Delivery Database
Service Element Responsibilities	
Service Element Name	Logging on Vivantio
	All client calls and requests will be logged and updated using our call logging system. On receiving a phone call or returning a messaged call, or replying to an email all details will be logged and a confirmation message shall be returned to the client either verbally or via email. <i>*Calls will be taken between the hours of 9am and 5pm Mon to Fri exc UK Bank holidays*</i>
POSD	Client responsible for call detail, CSL responsible for logging and reporting back.
Service Element Measures	
Response	Message back to client passing any required details for call maintenance or closure
Constraints	
Workload	Dependent on nature of call.
Service Level Measurement	Call logged within 2 days of request, working contact time with customer, not time call open.
Dependencies	Detail from client, full disclosure of sites activities.

2.1.2 Incident and Problem Fix Procedure

Service Element Identification Details	
Service ID	ID 2
Service Name	Incident/Problem fix procedure.
Service Description	Incident, problem fix procedure
Service Element Responsibilities	
Service Element Name	Incident problem fix procedure
	All client calls and requests will be assessed on point of contact for severity and disruption to service. All calls logged that completely disrupt the labs functionality will be treated as severe, whilst individual services that only present an inconvenience will be treated as a minor. All severe cases will be treated first and foremost. Due to the nature of calls and variety of disruptions we cannot list those which are severe or not, we will however be able to inform the client severity level at point of call logging.
POSD	Client responsible for call detail provision and fix reporting. CSL responsible for providing client with Severity level, potential fixes and call closure.
Service Element Measures	
Response	CSL will provide fix response, ensure client satisfaction with fix and close call depending on clients reply
Constraints	
Workload	Dependent on nature of call.
Service Level Measurement	Dependant on Severity of call, in or out of term time, working contact time with customer.
Dependencies	Information from client, full disclosure of sites activities and time available to process fix..

2.1.3 Term system refreshes

Service Element Identification Details	
Service ID	ID 3
Service Name	Term system refreshes
Service Description	Complete lab wipe and system re image
Service Element Responsibilities	
Service Element Name	Term System refreshes
	All clients who perform Term or yearly refreshes to the lab are requested to make it known to CSL. If you require our assistance during this period please advise CSL at the earliest convenience so we may instruct you on how to achieve a simple and trouble free transition. A document detailing the process can be provided if required. Site visit for this will only apply to those who have just purchased a Sony Virtuoso Media control suite, or have purchased a Premium Essential support package. Essential Support receives telephone, Patches & remote support only.
POSD	Client responsible for informing CSL on times of lab rebuild, purpose and any if new details or changes to folder location server names IP addresses etc. If the lab is rebuilt without prior knowledge CSL cannot be held responsible for the level of functionality or time taken to fix.
Service Element Measures	
Response	Responses from CSL will be confirmation of rebuild via email, a copy of the rebuild document. If support required out of contract this can be supplied at charge.
Constraints	
Workload	Dependent on nature of call.
Service Level Measurement	Call logged within 2 days of request, working contact time with customer, not time call open.
Dependencies	Detail from client, full disclosure of sites activities.

2.1.4 Hardware replacement or lifecycle replacement

Service Element Identification Details	
Service ID	ID 4
Service Name	HW Replace or Lifecycle refresh.
Service Description	Replacing Hardware for School Lab on a ad hoc basis or lifecycle
Service Element Responsibilities	
Service Element Name	Hardware Refresh
	The client is to ensure the purchased or replacement products for the language lab are in or above the specification recommended by CSL. Any questions about the specification required please call CSL ASAP. Client to contact CSL on any network changes that may affect current lab configuration.
POSD	Client responsible for specification adherence and contacting about changes to network infrastructure. If lab or Infrastructure is refreshed without adherence to specs provided by CSL. CSL cannot be held responsible for the level of functionality or time taken to fix.
Service Element Measures	
Response	Message back to client passing any required information to assist in the transition or to provide some level of technical support if required. If the period of contracted support has expired support will be offered at charge.
Constraints	
Workload	Dependent on nature of call.
Service Level Measurement	Call logged within 2 days of request, working contact time with customer, not time call open.
Dependencies	Detail from client, full disclosure of sites activities.

2.1.5 Equipment Move both Server and PC

Service Element Identification Details	
Service ID	ID 5
Service Name	Equipment Move both Server and PC.
Service Description	Changing location of equipment in Lab
Service Element Responsibilities	
Service Element Name	PC/Server Move
	The client is to ensure that CSL are contacted when the equipment has been moved in and around or from the lab. If moving student PC's this adversely affects the seating plan and may cause the lab not function correctly.
POSD	Client responsible for communicating any lab movements to CSL so we can assist in the replacing of the seat numbers. CSL cannot be held responsible for the level of functionality or time taken to fix.
Service Element Measures	
Response	Message back to client passing any required information to assist in the transition or to provide some level of technical support if required. If the period of contracted support has expired support will be offered at charge.
Constraints	
Workload	Dependent on nature of call.
Service Level Measurement	Call logged within 2 days of request, working contact time with customer, not time call open.
Dependencies	Detail from client, full disclosure of sites activities.

I the undersigned understand and agree to comply to the following Service delivery Document. I understand that any missing detail, no compliance to specification or lack of communication could result in a delay in service from CSL.

X

Name of Signee
ICT/ Networks Manager

X

Name of Signee
Head of MFL