



## Making a difference to Information Technology support for your school

### Welcome

In the modern digital era your IT is a vital part of delivering education at your school. Looking after your IT systems should be a primary concern for your school and ITWorks is here to help with a knowledgeable team and comprehensive support; so that you can concentrate on teaching & running your school and leave us to worry about your IT.

Our service isn't just about how we save your school money, it's about creating an environment to help your school grow, develop and enhance the teaching experience.

### Support plan overview

#### SIMPLE FIXED PRICING

With our fixed price plans things couldn't be easier.

#### NO LONG TERM CONTRACTS

We don't need to tie you into long term contracts to guarantee your custom. We know our level of service will keep you coming back again and again, that's why we offer 1 year contracts as standard.

#### WORKING WITH YOU TO MAKE LIFE EASIER

We understand that there are never enough hours in the day, that's why ITWorks services is there for you once a week, ensuring you the best value for your budget.

freeing up staff to concentrate on what they do best

## Try a different take on IT support

To find out more  
call 612.707.5614 today



[itworks.minneapolis@gmail.com](mailto:itworks.minneapolis@gmail.com)

[itworksminneapolis.weebly.com](http://itworksminneapolis.weebly.com)

# Services



Support Desk  
**PEACE OF MIND COVER**

- 8:30 - 7:30 Mon to Sat
- Expert based staff
- 52 weeks per year



Assistance  
**ENSURING BEST VALUE**

Ensuring services to fit your requirements



24/7/365 Monitoring  
**PROACTIVE SUPPORT**

- Preventative maintenance
- Always on monitoring means issue can be solved before they impact your business



Reporting  
**TIME SAVING INFORMATION**

- Annual & quarterly reports
- System health check audits keep on top of potential problems
- Information easily available to make smart choices on upgrades and improvements



MIS Support Assistance  
**WORKING WITH EXISTING SYSTEMS**

- We deal direct with your chosen provider
- Knowledge & expertise allow us to resolve problems with minimum impact.
- No more time draining support calls, we do it for you.



Network & Wireless Support  
**HASSLE FREE CONNECTIONS**

- Support for existing wireless systems
- Optimising connectivity & security
- Expert advice on increasing coverage and capacity

## Service level approach

### Call Type:

Incident – eg a technical glitch which needs investigating further

Question - a query on how to achieve something

Problem – a fault of some description

Task – improvements to systems that aren't a problem

### Priority:

- Low priority – issues not affecting the day to day running of systems
- Normal priority – issues impacting systems but don't stop them working
- High priority – critical system for one or a small group of users effected
- Urgent priority – critical business systems effected

### Our target maximum response time:

	Problem	Incident	Question	Task
<b>Urgent</b>	0-4 hours	0-4 hours	0-8 hours	5 Days
<b>High</b>	1-8 hours	1-8 hours	Next Day	10 Days
<b>Normal</b>	Next Day	Next Day	1-2 Days	N/A
<b>Low</b>	2-3 Days	2-3 Days	2-3 Days	N/A