



ICT Schools Curriculum Support Service

The Challenge

Developing a Flexible Responsive Service Fit for Schools

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July 2010

- Schools in Bristol had bought into the LA's Curriculum ICT support service for over 8 years.
- The service had not really changed providing onsite support sessions. (1 session = 3.5hours)
- Schools kept a log of ICT requests that the support officer dealt with during site sessions.
- Team size was dictated by the total number of sessions purchased.



Why change the service?

- Understanding the changing political environment and how that would affect our school customers.
- Would the current service be able to react to our customers needs.

July 2010 to September 2010

- Between July 2010 and September 2010 concerns over the service sustainability became apparent.
 1. Team size did not allow for cover during staff illness, holidays, training, meetings, extra support requests etc.
 2. Increasing ICT equipment in schools.
 3. Not a team but individuals.

September 2010 Team Development Day

- The purpose of the development day was to get the support team members involved in developing a new ICT curriculum service.
 1. Pressures on the Service.
 2. How does the service survive.
 3. A service for the future.

Pressures on the Service.

- Transformation
- BSF
- Managed service providers
- In house support
- Unhappy customers
- School budgets
- Academies

How does the service survive.

- Maintain or increase our customer base
- Improve our service
- Understand our customers needs
- Work as a team
- Improve communications
- Support the team members

A service for the future.

- What the service should provide
- Working practices
- Team structure
- Future customers

A service for the future.

- **What the service should provide**
 - Increased support times to 42 hours per week
 - Maintain onsite visits
 - Increased onsite visits when required
 - Strategic Review
 - Procurement support
 - Training

A service for the future.

- **Working practices**
 - Documentation
 - Communications
 - Onsite visits
 - Remote support
 - Working procedures
 - Managing resources
 - Promoting our service



A service for the future.

- **Team structure**
 - Focus on team strengths
 - Structured team support schedule
 - Flexible working
 - Training

A service for the future.

- **Future customers**
 - LA schools
 - Academies
 - Independent schools
 - Nursery's
 - BSF schools
 - LEP
 - Other LA schools

Delivering the new service.

Outline of old service

- On site ICT officer 3.5 hours per session

Issues:

No capacity to cover staff absences, or additional school demands.

Calls left in book or on board at the school.

No way of monitoring performance. Schools experiencing unacceptable computer down time.

New installations taking too long to deliver.

Outline of new service

- On site ICT officer 2 hours per session
- Remote support 42 hours per week
- Additional on site if required
- Easy to use call logging web form.
- New installations built off site and delivered ready to go.
- On site twilight staff training.
- Regular reports on service provided.
- On site service and strategic reviews.

Delivering the new service.

- To achieve the flexibility in the team resources without increasing the staff the answer was to reduce on site time from 3.5 to 2 hours. This then meant one ICT officer could visit 3 schools in one day not 2 plus also have 1.5 hours for additional on site visits each day.
- This freed up other team members to support the newly developed remote service desk.
- By having the service desk team next to the systems build area the same team members can carryout systems builds at the same time as manning the service desk.
- Centrastage provided the software solution that delivered the desired remote functions.

Centrastage Installation and Training

The initial installation and training of Centrastage was carried out over one day.

By the end of the first day around 6 schools had be setup on Centrastage.

Within five days all our supported schools were on Centrastage.

Centrastage in Operation

The team members have found the system easy to use.

The components area has worked well, recently dot net 4 had to be installed on all computers that run SIMS.

One of the team members has supported teachers during the evening remotely.

Centrastage and Developing New Services

Now that we have been using Centrastage since the 1st April the reporting functions are allowing use to look at being more proactive instead of reactive in our support.

I have carried out seven onsite visits and been able to quickly produce reports for the head teacher showing all the remote operations and processes carried out on there schools. As well as an up to date inventory of hardware and software.

The heads and business managers seem very interested in the possibility of energy consumption reports.



Professional Service

Centrastage has certainly been a major component of our new service. Yes we could have developed the service using a number of solutions for remote support, auditing and monitoring. But having all these functions in one application that is easy to use has saved time and money.

Plus more importantly are customers are giving positive feedback about the new service.



Professional Service

Any Questions