



## **Medway Grid for Learning - Obtaining Support**

### **Overview**

The Medway Grid for Learning broadband network service comprises several aspects, including broadband network connection, Internet access, Internet and intranet web site hosting, email services, web filtering and time services. If your service does not operate correctly you may need to call on support to rectify the problems. This document clarifies the procedures for obtaining, and the scope of, support.

### **People authorised to call**

All Headteachers and nominated school ICT contacts.

### **Scope of support**

All Medway Grid for Learning hardware, software and services are supported. There is no support for school owned or operated workstations, network infrastructure, servers or any other hardware or software.

### **Check before calling**

Does the problem affect everybody? Are you able to access the Intranet, Internet or use email on any workstation? If some users can access the Internet while others cannot, the fault is likely to be with your school's infrastructure. If you cannot resolve this type of problem yourself, you should call your contract support organisation for help.

### **Support line number**

(01634) 332828 – you will need to enter your DfES number (in the form 887\*\*\*\*) for identification using a touch-tone telephone in order to access support. If there are any known network-wide issues you will hear a recording before being able to hold to speak to a support engineer. Hours of support are 08:00 to 18:00 Monday to Friday excluding public holidays.

### **Support Delivery**

The total service is provided by a partnership between Medway Council, Atomwide Ltd and Xpert Systems. First line support is provided by Atomwide who also provide second and third line support for web servers, email and web filtering; if the problem requires work on the core or peripheral network then Atomwide will contact other support agencies as appropriate. You may then receive a call or an email from a member of any of these organisations.

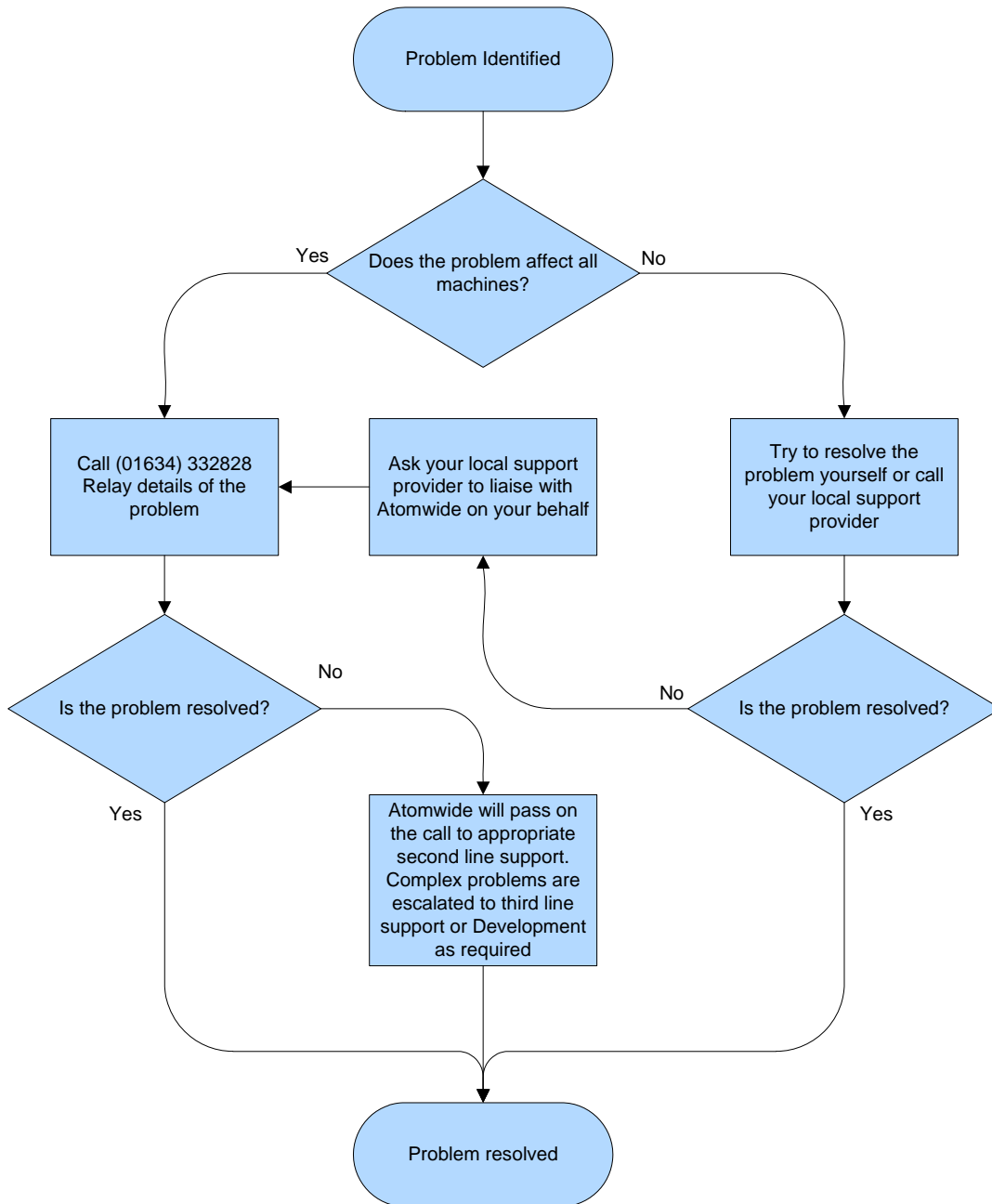
### **Additional support**

There is a variety of support information available on the Support Site maintained by Atomwide at <http://support.medway.org.uk/> - a user name and password is required to access this site and one is supplied to all nominated ICT contacts.

There is also a range of publicly available documentation that provides advice and guidance and sets policy for the Grid, available at <http://www.medway.org.uk/mgfl/>

In exceptional cases of problems obtaining support there is a second number and email address available (01634 332525 / [noc@medway.gov.uk](mailto:noc@medway.gov.uk)) to escalate problems directly to the Medway Council Network Operations Centre (NOC).

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**Support Line Number: 01634 332828 (08:00-18:00)**

**Escalation number: 01634 332525 (09:00-17:00)**

**Quote your DfES number: 887 \_ \_ \_ \_**

Useful sources of information (note some require logon information)

<http://www.medway.org.uk/mgfl/>

<http://support.medway.org.uk/>

<http://www.medway.gov.uk/learning/>

<http://www.lqfl.org/>