

Technology Services FAQs – Technical Support

Question	Answer
<p>1. Are you still carrying out support visits?</p>	<p>Strictly Education takes staff and client safety very seriously and are following both Public Health England and the Government's health and safety advice in order to minimise putting anyone at risk. Therefore, we are not making site visits unless absolutely necessary. Working remotely, we will continue to support all our clients and ensure all requirements are being met. We have access to a number of different technologies to support you during this very challenging time.</p>
<p>2. How do I contact my Technician for technical support?</p>	<p>If you have their mobile number, you can try that, but we would recommend calling the service desk on 0330 123 2544 or emailing support@strictlyeducation.co.uk to ensure you get through to someone. This line and email address are constantly monitored from 8am to 4.30pm</p>
<p>3. What happens if my Technician is unable to work?</p>	<p>Our priority is to notify you immediately. We will agree an action plan which may involve another technician providing cover or carrying out the work remotely. We are committed to supporting you through these challenging times and ask all our clients to be understanding of the additional pressures this could create.</p>
<p>4. Can we setup remote access for my staff to be able to work from home?</p>	<p>Yes, we can help with this. Please contact us to see what you may need to put in place. Many schools already have this facility but aren't using it.</p>
<p>5. Are my servers and backups running OK?</p>	<p>We will continue to proactively monitor your network, servers, backups, etc and will highlight any issues as soon as they become apparent.</p>
<p>6. I have a project booked in the coming weeks/months. Will it still go ahead?</p>	<p>If we have a date arranged for a project, we will be contacting you to discuss whether it still needs to go ahead now or whether it can be postponed until a later date. If you haven't heard from us and have any questions or concerns, please email tsprojects@strictlyeducation.co.uk</p>



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7. As we haven't been in this situation before, what should our priorities be?	<ul style="list-style-type: none">• Provide clear and regular guidance to all staff• Ensure all contingency arrangements are documented and tested – including 'user guides' which inform staff of how to operate important systems. Share this knowledge so that if a member of staff is absent then important processes can still be carried on• Refresh your risk profile – new risks will arise whilst others may reduce. Put in place plans to manage those major risks
8. How will we be informed of future developments and changes?	Strictly Education is keeping a close eye on the ever-changing situation and we will update this document regularly with any information as it occurs.