ICT Provision, support and fault resolution

To request resolution of any ICT fault e.g.
PC will not start, no connection to the Internet etc
Email ict.helpdesk.hq@sceschools.com or call 94872 4326

To request the purchase of ICT Equipment e.g.
New PCs, monitors, laptops, Printers, Network expansion
Complete a OPBC and email to
ict.helpdesk.hq@sceschools.com

To request a routine change to an existing service e.g.
The installation of approved software from the Catalogue
Submit a Service Request through the Self Service Portal

To request new software to be made available
Discuss your requirement with the ICT Curriculum Team who will assess the requirement and liaise with the ICT Team as appropriate.

To make a general enquiry about ICT Systems e.g.
To ask about services provided, how they are supported or to read about common problems
Check the Self Service Portal
If the answer is not there, email
ict.helpdesk.hq@sceschools.com

To purchase non networked peripheral items and

<u>consumables</u> e.g.
Printer cartridges, Projector bulbs, Camcorders, cameras, MP3 players, wireless keyboards, mice etc
These items can be purchased by schools using delegated funding. Members of the ICT team may be consulted for compatibility advice