



Coventry City Council

**ICT & Digital for Schools
Detailed SLA**

Academy Schools

2018-2019

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SLA Overview

How to Read this Document

The ICT Service SLA covers various elements of service. As these service elements are complex each individual service area has its own specific conditions and exclusions. Therefore they are listed as separate elements within this document, however, they all form part of the ICT & Digital to Schools SLA.

Please note that the Service Level Terms and conditions which are part of the **SLA Overview** and **Service Desk** Sections apply to all the service elements in this document.

Duration of Service

This service runs from **1st April 2018 – 31st March 2019**.

This agreement will be reviewed on an annual basis.

Accessing the Service

Access to all the service elements provided as part of this SLA is through the ICT & Digital Service Desk which can be contacted using the details below.

Telephone	024 7678 6620
Email (for Incidents)	schoolsict@coventry.gov.uk
Email (for Service Requests)	schoolsictrequest@coventry.gov.uk
Website	http://www.coventry.gov.uk/schoolsict

Availability of Services

ICT & Digital will provide routine telephone and remote support using Remote Support technologies **Monday to Friday between 8.00am and 5.00pm (4.30pm on Friday)**. This includes during school holidays with the exception of the period of 24th December 2018 – 1st January 2019 (inclusive) when all Coventry City Council offices are closed for the Christmas and New Year Period.

Support is not provided during weekends, evenings and public holidays, unless agreed separately. When the service desk is closed incidents can still be logged by email and these will be actioned when the service desk next reopens.

Support is provided out of hours for high profile city wide incidents such as internet access down – these can be reported by telephoning **024 7678 6620**.

This SLA covers services provided to **Academy schools** – regardless of the phase of education. NB. If your academy takes Internet Access / MAN connection from the city council then this is covered under a separate agreement.

Service Charges

Charges for the service are individual to each establishment and will be provided to each establishment with this agreement.

Some elements are based upon pupil numbers. ICT & Digital will use your reported pupil numbers from the January 2018 pupil census.

Performance Standards

The Service Desk will aim to achieve the following results and will measure its performance as follows:-

- 80% of Service Desk calls answered < 20 seconds
- 95% of Service Desk emails responded to within < 1 Business Day (8.00am -5.30pm/5pm Friday)
- SLA Reports will be made available on request

Where there is a problem which requires 3rd Party support or repair, ICT & Digital will liaise with the 3rd party supplier (where appropriate as covered under this agreement). Customers will be kept informed of the progress of cases with 3rd parties as agreed on an individual case by case basis. All contact with a 3rd party will be excluded from the SLA resolution performance standards indicated in this agreement.

Customer Service is an integral focus of ICT & Digital. We may carry out annual Customer Satisfaction Surveys. These assess our overall performance and invite comment from our clients. Results will be analysed to assess our performance and highlight areas for improvement which in turn will be included in service plans for action.

Termination of Agreement

Cancellation

Schools should give one term notice if they wish to cancel this agreement in writing to **ICT & Digital , PO BOX 15, Council House, Coventry, CV1 5RR**. Coventry City Council reserves the right to charge schools for any costs incurred as a result of the cancellation of this agreement.

Service Benefits

In summary this ICT SLA Includes the following services:

- Central Help Desk for recording of issues and resolution of common problems
- SIMS Software Support
- SIMS Training Service - comprising of classroom courses, online learning, webinars and workshops
- Anti-Virus software for workstations
- A reactive hardware support service for admin workstations and admin servers
- Microsoft Windows Patch installation for admin servers and workstations using Coventry City Council WSUS servers
- Redstor Cloud Backup support - (charges for backed up data apply)

SIMS Support Service

The SIMS Support Service provides:-

- Strategic information management advice for Headteachers, Principals, SLT members and other staff.
- Solutions and good practice guidance for information management to support
- Smooth running and for targeting priorities for raising achievement.
- Professional and informed guidance on statutory processes tailored to fit our local context.

Service Priorities

- Support schools to use their Management Information System to improve administrative processes and teaching and learning within supported establishments.
- To support City Council initiatives which impact upon schools and their data.
- To support establishments in their local needs.
- To support establishments in their successful submission of statutory data requirements.
- Provide a professional and quality support service for users of the SIMS product suite.

Customer Responsibilities

Cancellation of Training Courses

Any cancellation of a training course place should be done promptly; otherwise charges will apply. See the training section in this SLA.

Appropriate connectivity and Installation of Remote access software

ICT & Digital will always try to resolve a support problem over the phone in the first instance and the

Customer Responsibilities

School/academy must act reasonably to facilitate this. Use of remote support is an essential part of our service and by buying these services you are also agreeing to support staff using remote support to access your server, workstations and your schools specific Management Information Systems data.

Staff Training

The School should ensure that their staff are appropriately trained to use supported software. Number of hours MIS training included in the SLA will be a maximum of 30 hours per school / academy per year at a central training venue. Any additional training may be purchased at a charge.

Data Security

Data security is the responsibility of the school. The school is the data controller under UK Data Protection Legislation. Unauthorised data access should be prevented by username and password account control at the network and the software levels where relevant. The Headteacher or their delegate should ensure that all users follow a rolling program of regular strong password changes. The Headteacher on behalf of the School is responsible for all legal aspects of the Schools' / academies computer systems related to Health and Safety, Computer Misuse Act and Data Protection Act.

Report all issues promptly and through the correct channels

Coventry ICT & Digital are not able to resolve issues that are not reported via the service desk promptly. All issues must have a valid incident reference number associated and no work will take place without one. School staff should not contact ICT Service Personnel directly unless an IR number has been assigned and this has been agreed by ICT & Digital.

High Priority Incidents

In order to receive the most responsive service, all incidents which would classify as a priority 1 or 2 for example server down, or network down should be reported by telephone. Reporting by email is acceptable but due to the volume of email received it could take longer for the call to be actioned.

Data Back Ups

It is the responsibility of each school to ensure that a daily backup is made and that the backup log is checked every day. This also includes backups following operating system or application updates/patches. CCC ICT will ensure that schools nominated staff will receive an automated backup alert email on a regular basis which provides information on the status of a backup where that backup is performed by a CCC recommended or supported backup solution. We recommend that there should be a primary and a secondary nominated person available to receive these alerts in the event of staff absence.

ICT & Digital provide advice and support on appropriate data backup strategies and backup tools specific to schools admin and curriculum networks. Where a restore from backup is necessary, it is the school's responsibility to ensure that backups are complete and up to date. ICT & Digital cannot be held responsible for failing to restore data where an adequate backup is not available or where ICT backup advice and guidance has been ignored.

Changes Made by 3rd Parties

Ensure that changes are not made to the setup or configuration of supported workstations, servers,

Customer Responsibilities

services or devices without the prior agreement of ICT & Digital as these changes could cause undesirable operation. Where ICT & Digital are required to fix faults caused by such changes ICT & Digital will make a charge for the fix at the appropriate hourly rate.

Compliments and Complaints

ICT & Digital welcome compliments and complaints on our services.

If you have received particularly excellent service and would like to comment please do so by emailing one of our Service Delivery Managers at sdm@coventry.gov.uk

Escalation Procedure

If something has gone wrong please let us know by following the following procedure.

1. Telephone the service desk on 024 7678 6620 with your IR number to hand and ask to be connected to the team leader who is responsible for your issue.
2. If the team leader has been unable to solve your problem they should direct you to a Service Delivery Manager – an SDM can be contacted by emailing sdm@coventry.gov.uk or by telephone to the service desk on 024 7678 6620.
3. If the team lead and SDM have been unable to address your concerns please contact Paul Ward the head of ICT and Digital by email to paul.ward@coventry.gov.uk or by telephone through the ICT Service Desk on 024 7678 6620.

Should you wish to make a formal complaint about our service, please do this in writing to paul.ward@coventry.gov.uk or by letter to Paul Ward, ICT & Digital, Coventry City Council, PO BOX 15, Council House, Coventry, CV1 5RR

We aim to acknowledge your complaint within 3 working days and aim to send a final response within 10 working days. If we are unable to meet these standards we will write to you to let you know when we will respond.

Service Charges

Charges are notified to each school during the SLA setting period as advised by the local authority.

Work not covered by the SLA, where a different charge is not specified will be charged per hour or part thereof at our published rate.

Service Desk

Purpose Of Element

The Service Desk acts as a single point of contact for all ICT Service Enquiries.

Service Provider

Job Title of Manager	User Support Lead
Team	ICT & Digital
Address	42 New Union Street, Coventry, West Midlands, CV1 2HN.
Telephone	024 7678 6620

Service Conditions

Using the Service Desk

The service desk acts as a one-stop shop for access to all ICT & Digital this includes both incidents and service requests.

Incidents are defined as any event not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of the service.

Service Requests are defined as the request for something new.

All incidents and service requests should be logged with ICT & Digital via the service desk. The appropriate contact details are given below.

Service Desk personnel will endeavour to assist customers with all ICT related queries.

All incidents and requests reported to the service desk are automatically logged into the central ICT Support call logging system which allows progress monitoring and subsequent analysis. Customers will be provided with an individual call reference number for each incident logged. This allows customers and ICT Staff to locate and track all activities related to an incident. Work will not be completed without an incident reference number.

Service Desk personnel may wish to resolve incidents or fulfil service requests using Remote Support software, allowing ICT staff to take "remote control" of PCs. This may assist the speed with which problems are resolved. Should it not be possible to resolve the problem immediately, then the priority will be agreed with the caller and the incident passed to the appropriate specialist or third party support provider.

Service Conditions

Reporting Incidents

All ICT incidents (for which ever service element) should be reported to the schools' support desk. There are two methods to report ICT incidents.

- Telephone: **024 7678 6620**
- Email: **schoolsict@coventry.gov.uk** (please put your school/academy name in the subject line)

ICT & Digital will with your agreement assign a priority to your incident depending upon the **impact** and **urgency** of the ticket, we will then endeavour to **resolve** the incident within the following time scales. Priorities and response times for dealing with Incidents are in line with Coventry City Council ICT Service Levels which will form part of the Key Performance Indicators.

- Priority 1, 0-2 Service Desk Hours
- Priority 2, 0-6 Service Desk Hours
- Priority 3, 0-3 Service Desk Days
- Priority 4, 0-5 Service Desk Days

Where a resolution date cannot be determined, we will provide regular updates as follows:

- Priority 1 – agreed frequency (no less than hourly)
- Priority 2 – daily – by phone
- Priority 3 & 4 – every 2 days – by email for the first two instances, by phone thereafter

Where 3rd party involvement is required:

- The Resolution Times will be suspended until such times as the incident is handed back to ICT & Digital
- ICT & Digital will manage the 3rd party, and where applicable ensure the 3rd party operate within their Service Level Agreement with Coventry City Council ICT & Digital
- We will be pro-active in communicating changes in status or issues

Examples of Incident Priorities

Examples of different types of incidents are shown below, this is not an exhaustive list.

- Priority 1 – Entire network down or major application unavailable for a number of users or safeguarding issue.
- Priority 2 – Service or part of the network down for a small number of users
- Priority 3 – Faulty workstation which is preventing its assigned user from working adequately.
- Priority 4 – Any other minor interruption to services.

Raising Service Requests

All Service Requests (for which ever service element) should made via the schools' support desk.

Service Conditions

There are two methods to raise a service request.

- Telephone: **024 7678 6620**
- Email: **schoolsictrequest@coventry.gov.uk** (please put your school/academy name in the subject line)

We will resolve Service Requests within 10 service desk days.

Examples of Service Requests

The following is an example list of service requests; this is not an exhaustive list.

- Moves of equipment
- Orders for new facilities e.g. equipment/software
- Requests for changes to existing applications
- Training Bookings (these should be made via our web site www.coventry.gov.uk/schoolsict)
- Advice

Services Provided by the ICT Service Desk

- Incident logging and management processes
- Admin Network Password Resets
- Remote Cheque printer configuration (onsite visit is chargeable)
- Mobile phone ordering
- ResourceLink (also known as MyEmployment) password resets
- Office 365 Password Resets

Exclusions

There are some general exclusions which apply to this agreement. Individual sections also contain their own exclusions.

- Any unsupported service element as detailed as part of this agreement. ICT & Digital will not raise incidents for these elements. In some cases support may be provided where an additional fee is payable.
- Consumables are not covered by this SLA. Consumables include printer toner/ink and UPS batteries.
- Where a 3rd party company/ICT technician has made or attempted to make configuration changes to the Administration network workstations/server, application software or network switches ICT & Digital may charge to rectify issues caused by the 3rd party.
- Unsupported applications – this is any application which is not specifically listed.
- Unsupported equipment – this is any equipment which is not specifically covered by ICT & Digital.

Anti-Virus Software

Service Details

Coventry City Council has negotiated on behalf of all subscribing schools in the city a contract for Anti-Virus software which can be installed on all workstations within school. ICT & Digital will only install and manage the software on supported workstations, however, instructions can be provided to schools for installation on PCs which are not supported by ICT & Digital. Any supported workstations will be managed as part of our EPO anti-virus solution.

For more information or to set this up or get access to the software please contact the ICT Service Desk on 024 7678 6620 or email schoolsictrequest@coventry.gov.uk

SIMS Support and Training Service

Purpose of element	
To provide a support and development service for the schools management information system SIMS.	

Service Provider	
Job Title of Manager	Systems Management Lead
Team	ICT Systems Management Team
Address	42 New Union Street, Coventry, West Midlands, CV1 2HN.
Telephone	024 7678 6620

Services Included
<p>All establishments:</p> <ul style="list-style-type: none"> • Guidance notes and other documentation for: <ul style="list-style-type: none"> ○ School Census ○ School Workforce Census ○ End of Year ○ End of Key Stage ○ Exam Season ○ Upgrades ○ End of Financial Year in FMS • Update Files provide for <ul style="list-style-type: none"> ○ Salary Download information (direct from City Council's payroll system). ○ Personnel update files for Pay Awards, Superannuation, NI (Only if Coventry City Council Service Terms/Salary Scales are used) • Telephone and remote support • Site Visits where necessary (additional charges may apply) • Training courses within the training schedule at a central training venue. See detailed description below. • SIMS .net and FMS upgrades and patches as necessary via SOLUS 3 <p>Coventry City Council Primary Schools/Academies and Primary Special Schools/Academies</p> <ul style="list-style-type: none"> • Support, guidance and training (dependent upon demand) for the following SIMS modules: <ul style="list-style-type: none"> ○ Admissions ○ Assessment Manager

Services Included

- Attendance
- Behaviour Management
- CTF
- Dinner Money (additional charge)
- Discover
- Performance Analysis
- Personnel
- Profiles
- Reporting
- SEN
- SIMS Finance (FMS) Suite
- SIMS in the classroom
- SIMS Pupil Details (known as Core)
- Statutory Returns
- System Manager
- B2B Connection to the City Council
- Support for the following additional applications (where school already holds an individual licence)
 - School Comms
 - SIMS Agora
 - School Comms
 - SIMS Agora
 - SIMS InTouch ParentApp
 - ParentAppLite
 - TeacherApp

Maintained Special Schools/Academies (all phases)

- As primary or secondary academy school of the same phase
- Support for the following additional applications (where school already holds an individual licence)
 - School Comms
 - SIMS Agora
 - School Comms
 - SIMS Agora
 - SIMS InTouch ParentApp
 - ParentAppLite
 - TeacherApp

Coventry City Council Maintained Secondary Schools and Secondary Special Schools

- Support, guidance and training (dependent upon demand) for SIMS modules (as listed in primary academy section above)
- Support, guidance and training for the following additional modules:
 - As Primary schools – excluding Dinner Money
 - Exams Organiser

Services Included

- Nova T6
- SIMS .net Options and Options Online
- Course Manager
- SIMS Lesson Monitor (additional charge)
- B2B Connection to the City Council
- Support for the following additional applications (where school already holds an individual licence)
 - School Comms
 - SIMS Agora
 - School Comms
 - SIMS Agora
 - SIMS InTouch ParentApp
 - ParentAppLite
 - TeacherApp

SIMS Training

Training courses will be arranged to agreed service priorities and published to establishments via our website (<http://www.coventry.gov.uk/schoolsict>). We will maintain a waiting list for courses which are oversubscribed.

- Available to all subscribing establishments
- 30 hours inclusive training provided
- Hours are used for each person attending a course (e.g. two people on a five hour course will use ten hours)
- Hours are to be used at a Central venue only in Coventry or Warwick
- Unused hours do not roll over into the next year
- Training courses will be provided by Coventry City Council and Warwickshire County Council
- Additional training and late cancellation charges are shown in the 'additional service charges section below
- Courses can be booked by email to simscoursebooking@coventry.gov.uk
- Courses can be booked visiting our training booking website at <https://bookwhen.com/coventryict>

Online Training and Webinars

We will also provide training via our online training portal and by providing online webinars (internet based seminars) access to these services is available to all subscribing schools at no additional cost and attendance at Webinars or use of the Online training portal does not count towards your inclusive training hours.

Exclusions

Where changes have been made to the infrastructure or other environment which are not agreed or support by ICT & Digital then they will fall outside of this agreement and work required to resolve issues may be chargeable.

The following exclusions apply:

- SIMS Licences – as academy / free schools are not maintained by Coventry City Council they cannot use the SIMS licences held by CCC, therefore academy/free schools need to licence directly with Capita SIMS.
- Attendance - Absence Code Advice
- Cashless Catering Systems
- Course Manager
 - Setup of Courses and configuration
- CTF (Common Transfer Files)
 - Schools to School Website – as support is provided by the department for Education.
- Exams Organiser
 - Base Data Support – as support is provided by the exam board.
- General Exclusions
 - School Merges – this is available but is chargeable.
 - Server Migration – this may be chargeable please contact us for details on your specific situation
 - Entering and updating school data – this is the responsibility of the school
- Module Setup
 - Setup / Consultancy this is available but is chargeable.
- New Academic Year
 - Class setup
- OMR Readers
 - Not Supported
- Reporting (SIMS .net)
 - Creation of specific reports - this is chargeable.
- SIMS FMS
 - Transmission of BACs files to receiving bank – except where a network or software issue is preventing transmission.
 - Creation of specific BCR Reports – this is a chargeable service
 - Equipment Register – import of data from text files – advice will be given but carrying out this process is chargeable.
 - Equipment Register inventory inspections.
 - The following is not provided as part of this agreement but may be available from your school's finance officer.
 - Advice of a financial nature
 - Chart of accounts advice
 - Budget planning advice
 - BCR Report content
- Statutory Returns

- Catholic Schools Census – this is supported by the Catholic Education Service.
- System Manager 7
 - Password resets – these are the responsibility of the school. We will work with schools to ensure they have the appropriate skill to undertake this task.
 - User defined groups – we do not recommend the use of user defined groups for SIMS permissions.
- SIMS .net Lookups
 - Creation of individual school lookups.
- Any module or package not specifically included above is fully excluded.

Training

- Training courses will not be provided in modules for which there is low demand.
- Training courses are those provided at a central venue only – (currently in Coventry and Warwick) training held on site in school is chargeable.
- Different costs may apply for courses which are not provided by Coventry City Council.
- Bespoke training may be chargeable regardless of where it is held.

Additional Services and Charges

Training No Show and Late Cancellation charges

In line with Coventry City Council's Resources Directorate charges, if for some reason your delegate fails to attend a booked course and is not replaced by an appropriate substitute you will be charged a cancellation fee in accordance with the following scale:

Full Day Course

- 4 weeks' notice before the event - £28.00 per attendee
- 2 weeks' notice before the event - £56.00 per attendee
- Less than 2 weeks' notice before the event – £112.00 per attendee

Half Day Course

- 4 weeks' notice before the event - £14.00 per attendee
- 2 weeks' notice before the event - £28.00 per attendee
- Less than 2 weeks' notice before the event – £56.00 per attendee

If a booked course involves a third party, then different fees will apply.

It is recognised that schools occasionally face exceptional circumstances and where non-attendance is unavoidable. ICT & Digital will review each case on an individual basis. The decision of ICT & Digital will be final.

Additional training course fee

For delegates attending course over and above their inclusive hours, additional charges will apply.

Additional Services and Charges

Charges will be invoiced periodically by ICT & Digital.

ICT & Digital will endeavour to warn schools when they are approaching the 30-hour limit.

Onsite training course fee

Where training courses are held on site, you will be charged on a per hour basis. Charges will be agreed when training is arranged.

Additional work/work outside this agreement

Where work is performed which is not covered by the scope of this SLA it will be charged for at our prevailing hourly rate. Our charges are made in 1 hour increments with a minimum charge of 1 hour. Please see the OnePlace website at <https://oneplace.coventry.gov.uk> for further details of charges.

Admin Server and Workstation Support

Purpose of Element

To provide reactive support for covered elements for your admin server and workstations.

Service Provider

Job Title of Manager	User Support Lead
Team	ICT Service Desk
Telephone	024 7678 6620

Services Included

The admin network and server support element of this agreement covers the following activities:

Admin Servers

- **Anti-Virus licence, patches and alerts**
- **Hardware failures**
 - Diagnostics
 - Labour included
 - Parts are not included and will be chargeable.
 - Warranty management – Servers out of warranty can be covered by extended warranty arranged by ICT & Digital.
 - ICT & Digital do not hold a large stock of parts, however, we will work to best endeavours to ensure a temporary solution to your hardware faults. The school will be advised which replacement parts are required. In some cases it may be uneconomical to replace failed parts and ICT & Digital may recommend a replacement server.
- **UPS (Uninterruptable Power Supply) Hardware**
 - Procurement Advice
 - Alerts
 - Batteries and labour excluded
- **Operating System**
 - Windows Security Patches applied monthly and out of hours by arrangement of ICT staff. Windows patches may involve restarting the server. School staff will be notified when this is to take place.
 - Faults
 - Infrastructure Services such as DHCP, Active Directory Trusts, DNSTrust setup will be

Services Included

completed on both admin and curriculum side if the school holds a curriculum support agreement. Where the school does not hold a curriculum support agreement ICT & Digital will complete the trust setup on the admin side only.

- File permissions
- Simple Group Policy changes – complex changes may be chargeable (complexity is determined by ICT & Digital).
- **Redstor Remote Backup Support (Redstor licence at an additional annual charge)**
 - Support
 - Installation
 - Reports
 - Back up queries
 - Restores

Working with software and hardware suppliers ICT & Digital has developed a recommended specification for admin servers to guide schools to purchase appropriate equipment. Servers which differ from this specification may not function as desired and/or may not be fully supportable under this agreement. Please contact ICT & Digital for advice.

Supported Workstations

Supported workstations are indicated by schools at the time of signing up for the ICT SLA. Schools must provide ICT & Digital with the asset tag reference number of each workstation which is supported. Support is not transferable between workstations unless the original device is replaced.

- **Hardware failures**
 - Diagnostics and troubleshooting including site visits where ICT deem necessary
 - Labour – (parts are chargeable)
 - Warranty call management
 - In some cases it may be uneconomical to replace parts and in these cases ICT & Digital will advise on purchase of a replacement machine.
- **Operating Systems**
 - Upgrades where school holds the relevant licence.
 - Adding to domain
- **Application Software**
 - Installation of software where school holds the relevant licence
- **PC Health Check**
 - Asset tagging
 - Anti-Virus install (licences are included as part of this agreement)
- **Cheque Printers**
 - Remote setup and troubleshooting included
 -

Exclusions

- ICT & Digital may make an additional charge to put right changes implemented by a 3rd party.
- Any workstation which is not covered by this agreement.
- Infrastructure redesign
- 3rd parties will not be allowed access to school admin servers unless agreed by the Headteacher in writing to ICT & Digital.
- Redstor Remote Back Up
 - It is the school's responsibility to ensure that all required items are selected for backup - ICT & Digital will take no responsibility if items are omitted from the backup schedule.
 - Alerts – ICT & Digital will not actively monitor backup failure alerts – the school should report these to ICT & Digital for investigation.
- Peripherals (including printers) are excluded – work may be chargeable.
- Where workstations are replaced – ICT & Digital will not be held responsible for data stored on the devices local disks (usually C:\) unless it has been explicitly mentioned by school staff.
- Reloading of existing Admin Server is not included – however this can be completed at an additional charge.

Additional Services and Charges

- Primary/Special/Nursery establishments all have one workstation covered as part of this agreement.
- Secondary schools have two workstations included as part of this agreement.
- Additional workstations can be covered at an additional cost.
- New Server Installation. ICT & Digital do not provide a procurement service however, we are able to provide quotes for new servers through our preferred partner using our recommended and tested build.
- Workstation Moves – chargeable per hour.
- New workstation build – chargeable per hour.
- Printers Support – the following can be provided but is chargeable separately.
 - Setup and install
 - Changing toner cartridges
 - Printer faults
 - Maintenance kits