

COMPUTERS AT WHEELS

SERVICE CONTRACT AND DESK INSTRUCTIONS

The Wheels Project's has a service contract for its computer system with:

Blagdon IT Ltd
Coombe Lodge
Blagdon
Somerset BS40 7RG

Tel: 01761 462 595 or 07976 848 885

Email: Andrew@blagdonIT.co.uk

The Project does not have a contract with Blagdon IT. It is presumed we have a carry on of the contract we had with ChorusIT (previous IT service with whom Andrew was a partner) which gives a three month rolling contract (See 'Contracts' file on shelf and 'ChorusIT/Blagdon IT' file in filing cabinet.)

This contract is paid by SO and invoices are received by the PA, via email, on a monthly basis.

The Project Administrator is the first point of contact with Blagdon IT for the reporting of faults, etc.

The server is fitted with a back up system. The back up disks are changed every week day by the Project Administrator or, in her absence, the General Manager. The latest end of week and the latest month's back up tapes are kept off site by the Project Administrator. Blagdon IT also keep back ups.

The Project Administrator will have a back up on a memory stick of the Sage Accounts system which contains the Project's financial information (installed only for the PA's use).

Any new computer equipment (eg computers, monitors, printers, mice, software packages etc) is usually ordered through Blagdon IT. Any problems with equipment purchased through them can be referred back in case of problems and they will sort them out.

Blagdon IT arranged our internet service provider – Entanet for TWP at base and also at DGs home. Blagdon IT will sort our any internet problems.

Blagdon IT will oversee the renewing of any software licenses as necessary.

Our IT systems and provision are reviewed at least annually by the General Manager and BlagdonIT.

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PROJECT COMPUTERS AND USE OF

General

Our computers are networked with our server being based in the Server Room.

We have 7 staff computers - 4 desktops, 2 laptops and 1 at the General Manager's home. Each computer has a dedicated printer.

We have 5 classroom computers. In the large classroom we have 1 networked computer and 3 stand alone plus 1 printer. In the small classroom we have 1 networked computer with a wall mounted projector connected to it.

Only Blagdon IT has the password for access to the server and the computer set up. Staff members have individual passwords to access the network.

Back Up System

We have a back up system for recording information held on the server – see above. The PA or, in her absence, the General Manager, ensures that a back up disk is kept off site so that we would be able to copy all our computer files onto a new system in the event of the server being irreparably damaged. This is a 'rolling' system. Blagdon IT runs a check every so often to ensure that the back up system is working.

Staff Log On/Off

Each member of staff has their own log on password which they are prompted to change every so often. It is important to change it. It is also important that log on codes contain at least 6 digits and is a mix of letters and numbers.

Staff *must* log off when they leave their desk for a length of time and certainly when they leave at the end of the day. This ensures that no unauthorised person is able to gain access to Wheels files, some of which are confidential.

Students Log On

Students use the following to log on:

Wheels
Student

Students, even when using 1 of the 2 networked computers, do not have access to Wheels' folders.

Wheels Computer Files Set Up

All Wheels' computer files are kept on the server on the network drive ('*company on 'server 01' (G:)*'). Within '*company on 'server 01' (G:)*' all the Project's files can be

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found – information is stored within appropriate folders, eg there are folders for Junior Wheels, Management, Funders etc.

Any document produced *must* have its computer reference typed at the bottom of the document in font size 6, eg for the Schedule for 2011 for Junior Wheels, this would be saved in '*junior wheels/2011stuff/schedules*' and therefore '*junior wheels/2004 stuff/schedules*' should be typed at the bottom right hand corner of the document. This enables anybody at the Project to locate the document on the computer immediately in the absence of the originator of that document.

Storing files onto 'company on 'server 01' (G:)'

Staff *must* ensure that they store documents in the correct place so the steps are:

- 'file' (click on the word 'file' at the top left hand corner of the screen)
- 'save as'
- 'company on 'server 01'(G:)'
- 'wheels'
- then into the appropriate folder, eg funders, photos etc

*** * * Remember to type the computer reference on any documents! * * ***

Personal Computer Space

Each member of staff has their own section of the server to store information on, eg 'Linda on 'Server 01\users\$(H:)' and this is only accessible when that person's log on has been used.

INTERNET

We have a constant connection to the internet provided by:

Entanet

We pay for this service monthly as a direct debit (all information relating to this service can be found in the Contracts file on the shelf and in the Entanet file in the PA's filing cabinet).

DOMAIN NAME : wheelsproject.org.uk

Our domain name is registered with Nominet.UK. See 'Contracts' file and 'Plusnet' files. Nominet will contact us when this comes up for renewal. Blagdon IT will oversee this.

INTERNAL EMAIL

We use the internal email system to communicate throughout the Project.

All telephone messages (or any other message) taken for a member of staff is immediately sent to them via email by the recipient.

It is the responsibility of all staff to check their inbox frequently and certainly on return to their desk if they have been away from it.

Updated 31.8911

Wheels forms/policies//quality assurance/computers at wheels

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