Membership Welcome Pack

March 2018

Superhighways Overview

Superhighways

You may be familiar with Superhighways already. We have been supporting local voluntary and community sector organisations in London with ICT support and development services since 1998, and over this period more than 500 local groups have benefited from our work. We are a project of Kingston Voluntary Action, but have always worked in partnership with Councils for Voluntary Service in neighbouring boroughs.

Social Enterprise

Superhighways operates as a hybrid social enterprise model, measured both by Business Objectives (e.g. our financial stability) and Social Objectives (i.e. by the difference we make to society). We source funding and generate income to ensure our sustainability and reinvest any operating profit by providing free or discounted services to our members and by providing a safety net service to those VCOs unable to afford our membership.

Superhighways wants to ensure that you continue to receive the best available ICT support at the lowest possible cost. We will achieve this by offering value for money services, appropriate to your organisation's budget and ICT needs.

As a social enterprise, Superhighways will ask you to participate actively in our service evaluation, though we will endeavour to keep the time required to a minimum.

Supporting your organisation

Superhighways is *not* a full-service, expensive, commercial, ICT technical support company – our resources cannot deliver every solution or hardware purchase to every voluntary and community organisation in the whole of south London.

We aim to work with your organisation as if we were your own ICT Department, reporting directly to your Chief Executive or other appointed person, and helping you to achieve your organisation's goals. Above all, we are not driven by any commercial or profit focus – we will always accept the primacy of your goals, your needs and your tech budget.

Support Services

Our services have been designed to deliver the maximum benefit to you at the lowest possible cost. We will not promise you things we can't deliver just because we 'enjoy a challenge' – this would only leave you with an expensive mess that someone else has to help you resolve. Neither will we charge you consultancy-rate services for plain, simple advice – you do not need pay £100 per hour (or more) just to add memory to a PC.

Our model

Our ICT Support team practice the Circuit Riders ethos (see page 12). Although delivering across a number of boroughs, their work is co-ordinated through a shared central office and they are able to support each other's caseloads and draw on each other's specialisms.

Your organisation will have a named Support Worker who will understand your goals and get to know your staff and your ICT needs. However, you should always log support issues via the

helpdesk@superhighways.org.uk email address. This will create a ticket automatically in our Helpdesk system, which can be seen across the team and therefore for example, picked up whilst your support worker may be out of the office or off sick.

Member Services & Benefits

Preventative Maintenance – Support (on-site) Visits

Your Superhighways Membership package entitles you to TWO, THREE or FOUR free half day on-site visits by a Superhighways Support Worker. These visits should ideally be used for **Preventative Maintenance** tasks (e.g. checking your back up is working and anti-virus software is up to date), but you can, of course, use them for any ICT issue (as below). Each visit is half a day (3 ½ hours).

Preventative Maintenance (PM) works just like having your car serviced regularly: it keeps your infrastructure and all its components in good order, so that problems can be identified and corrected **before** they cause a crash! Therefore, and to get the maximum benefit from each **Preventative Maintenance** visit, they should ideally take place at regular (i.e. 13 week) intervals.

Routine Tasks

Preventative Maintenance visits should be used primarily for **routine tasks**: you should ensure that your Support Worker has time to carry out the following functions (where applicable) on each PM visit:

- Back-ups: verify frequency & accuracy
- Anti-virus: ensure your signature files are up to date
- Storage capacities: make sure your hard drive isn't about to run out of space
- Event Logs: check for unusual activity or events since the last visit
- Service Packs and updates

Ad hoc tasks

Once your Support Worker has carried out the routine – but essential – tasks, you may have other tasks that you would like them to do. For example:

- Add a new PC to a network, or add memory to an existing computer
- Add a new user to your network domain controller
- Install a new printer
- Upgrade an application
- Technical queries or a training issue

Wherever practical, you should keep these **ad hoc** tasks ready for your Support Worker's next, scheduled Preventative Maintenance visit, since many ad hoc tasks would otherwise attract an hourly charge (i.e. above your regular Membership payment).

Before each visit

You will receive an email reminder a few days *before* each visit. Please let us know of any ad hoc tasks that you would like our Support Worker to carry out (after the routine tasks have been

completed, of course!). These ad hoc tasks will be added to your Support Worker's **Job Sheet** for the visit.

At the start of each visit

Please make time to sit down with your Support Worker at the start of each Preventative Maintenance visit and go through the Job Sheet together to agree your priorities.

After each visit

Please ensure that the visit has met or exceeded your needs, and sign the Job Sheet to confirm.

The Superhighways HelpDesk

The HelpDesk cannot answer or solve every ICT problem you face. Primarily, it is there to help troubleshoot and **resolve problems**, rather than e.g. as an alternative to training.

Who can log a HelpDesk Request?

If there is a good number of PC users in your organisation, we will ask you to nominate just one or two people to deal with Superhighways for support issues. This will help Superhighways to learn about your organisation, your staff and your ICT structures, whilst ensuring that we do not get dozens of separate calls about every problem that arises. (Think about when a broadband connection fails – everybody in your organisation is likely to notice it, but we only need to be told once..!)

What information will we want?

Well, obviously, an outline description of the problem! But you might also expect us to ask:

Generally:

- Did it work before (i.e. has something *failed*)? If not,
- Has it ever worked?
  Is it a problem on just one PC? Or,
- Could it be a problem with the network or server?
  Do we need to talk to a 3rd party supplier? If so,
- Do you have the contact details we need, and your authority to talk to them?
  Do other people in your organisation know how to make it work? If so,
- Is this actually a problem that would be better solved by a training session?

Hardware:

- Is it in warranty? If so,
- Do you have the supplier contact details we need, and your authority to talk to them?
- Do we need to know model numbers, part numbers, serial numbers, etc?

Software:

- What version is it? Do you have a licence for it? Can you find it? Is it in date?
- Do you have the supplier contact details we need, and your authority to talk to them?

Above all

Please just take two minutes to think through the problem before you call the HelpDesk.

Requests for support can be made by email (our preferred option) or if this is not possible, by telephone

By email

Please log HelpDesk Requests by email, to: helpdesk@superhighways.org.uk. You can give as much detail as you can and an available Support Worker will contact you to progress resolution of the issue

By phone

If you are unable to email, please call the Superhighways number 020 8255 8040. The HelpDesk can accept requests between 10:00am and 4:00pm Monday – Friday.

If the phone is not answered, please leave a short message on the voicemail and we will get back to you.

Prioritisation & response times

All HelpDesk requests will be logged in our Web HelpDesk system and answered as soon as possible. Response times from our ICT Support Workers will be informed by an assessment of the problem logged.

Member organisations take priority but highest priority is **not** given according to "Who Shouts Loudest"! We will endeavour to solve all issues as soon as we can, but the following guide should help:

Priority	Problem	Response time
High	**Mission critical** e.g. total network or server failure affecting everyone in the organisation, and no work around solution	Next working day (and likely to involve an onsite visit)
Medium	**Important** e.g. application or PC failure probably affecting just one PC or user but a work around solution can be implemented	Within 5 working days
Low	**Irritant** e.g. specific problem facing just one user which is annoying but not critical	Within 10 working days

Remote access

Wherever possible, we will fix problems by **remotely accessing** your PC or server. This is entirely normal and will resolve issues far more quickly than waiting for an onsite visit. We do not charge for dialling in to your PC or server but you may need to install software on your PC or server to do this or click to open an 'on the fly' application (we currently use Teamviewer to connect remotely to PCs/laptops).

What's chargeable?

Support visits

We will respond to every HelpDesk request in the 'cheapest' way possible (i.e. we will always try and avoid chargeable visits or other work). However, some problems will require an on-site visit to resolve them, and the majority of these visits will be chargeable – so you should always consider whether to wait until your next scheduled Preventative Maintenance visit is due, rather than demand a Support Worker on-site "ASAP" if the issue isn't urgent.

Chargeable Support visits will be invoiced at the end of the quarter or at Membership renewal. Please help us to keep Superhighways sustainable by paying your bills promptly within 30 days.

Purchases

Sometimes when resolving an issue for your organisation, it's quicker and easier for us to make small purchases on your behalf (e.g. bits of hardware, software upgrades, etc) and we would ask that arrangements are made for these to be paid for **immediately.**

If more substantial purchases are necessary we can suggest good suppliers.

The Superhighways ICT Audit

The ICT Audit catalogues every piece of hardware in your ICT infrastructure and helps you track the remaining life-expectancy of your hardware, ensure your licences and warranties are still in date and sufficient, and plan/budget for your ICT replacements.

If anything is added to your ICT infrastructure, please ensure that the details are added to your ICT Audit.

The ICT Audit is also the starting point for a Superhighways ICT HealthCheck.

The Superhighways ICT HealthCheck

Your HealthCheck is based on the answers given by your staff and volunteers to a questionnaire, designed to ensure the 'best fit' (i.e. *fitness for purpose*) between your organisation's existing ICT, your budget, your resources and your aspirations.

Your HealthCheck is likely to contain a number of recommended actions. These will be prioritised as follows:

Priority	Example	Issue
High	Back-up failing, hard drives almost full…	**Mission critical** (e.g. could cause total loss of data or network/server failure)
Medium	Running an old version of software from which support is being withdrawn…	**Important** (e.g. possible future failure of an application or PC, with no help available for repairs, etc)
Low	Using an old CRT screen with additional speakers, taking up a large footprint on your desk…	**Nice to have** (e.g. specific problem facing just one user)

Your HealthCheck may include purchase recommendations (where appropriate), along with a choice of suppliers and the prices you might expect to pay.

Your HealthCheck is only a 'snapshot' in time and will become out-of-date as soon as your organisation goes through any significant change.

The Superhighways ICT HealthCheck is also the starting point for developing an ICT Strategy

The Superhighways ICT Strategy

Superhighways can advise development of your organisation's ICT Strategy which will typically be a three-to-five year plan, driven **primarily** by your needs as an organisation. It is **not** merely an ICT 'wish-list'.

The ICT Strategy looks first at what you want to achieve as an organisation *and only then* at how ICT can help you achieve it. For example, it will address issues such as:

- Could ICT help you communicate your messages more effectively?
- Could ICT help your service users access your services more easily?
- Could better ICT help you reduce costs?
- Could ICT help your staff or volunteers work more 'flexibly' (perhaps from home or from other remote locations)?

As with any strategy, it is only vaild as long as *the assumptions that underpin that strategy* remain valid. If your organisation changes (whether that change is in direction, or staffing, or location, or funding, etc) then your ICT strategy will probably have to change, as well.

Increasingly, Grant makers now insist upon an ICT Strategy before funding any ICT investments.

N.B. Superhighways will not write your ICT Strategy for you: it has to be your own document!

Of course, your Strategy will be based upon your Superhighways Audit & HealthCheck and, of course, Superhighways will help you construct your Strategy.

We can provide:

- Template Strategy documents
- Strategy Workshops
- Factsheets, advice, support, etc

Selecting and working with 3rd party commercial ICT suppliers

Your organisation is likely to need products and services that Superhighways cannot supply. You may need a particular piece of hardware or software; you may want a website designed; you maybe need a new database, or someone to train a member of your team on using a specific application.

Selecting and working with commercial ICT suppliers can be difficult.

Here's a few possible reasons why:

- Your objectives are charitable but your suppliers' objectives could be (largely) commercial
- Your priorities, and your sense of what represents good value for money in an ICT investment, will be markedly different from your supplier
- Your ICT knowledge will be (probably) much less than your supplier

Superhighways can help you select a supplier and build an effective, beneficial relationship.

We can help you choose whom to work with: we can help you draw up 'invitations to tender' documents and select a short-list or suppliers; we work with you to assess proposals and help you check through the terms and conditions they suggest.

Once you've chosen your supplier and started working with them, we can help you ensure they keep to their side of the bargain and treat you fairly.

Remember, Superhighways is in a position to recommend and comment upon plenty of business for commercial ICT suppliers. You are likely to get better treatment and better prices from them if you have Superhighways 'in your corner'.

3rd Party Liaison

All too frequently, commercial ICT suppliers and vendors will talk a language all of their own – we call it "techie-talk". You'll probably call it "double dutch".

The team at Superhighways speak both techie-talk *and* plain English. Accordingly, we can liaise or advocate for you with your 3rd party suppliers.

To do so, we will need to have at our fingertips all of your technical information and details (including possibly account names and passwords etc) as well as your agreement to act and speak on your behalf.

Project Management & Implementation

Got an idea in mind for an expansion of your network? Want to add a new printer but not sure where to start? Been sold on the idea of network-attached storage but don't know how to do it?

Superhighways can work with you to bring these ideas to life.

Working again as an advocate, Superhighways can make sure that your dreams and plans are represented to your 3rd party supplier in the language (techie-talk) they speak. We can ensure that the suggestions they make are appropriate for your needs – and your budget – and that they deliver the agreed solution within specified timescales and costs.

Project management and implementation is charged based on the scale and complexity of the project in question. Please ask us for more details.

Superhighways Training

We organise training events on a regular basis. Examples include:

- GDPR & Cyber Security
- Digital marketing
- Social media
- Website design

As a member of the Superhighways Membership package, you are eligible for a 20% discount on any training not subsidised by a specific funder (this includes our current Impact Aloud project.

See our current training offer at www.trainingatsuperhighways.eventbrite.co.uk or flag up any specific training you may need but can't see listed. We also offer bespoke onsite team training – so just get in touch to discuss this option further.

Superhighways Consultancy Service

Most ICT issues can be resolved quickly and easily.

For everything else, there's the Superhighways Consultancy service.

When we help you resolve the quick and easy issues, there is no additional charge to pay (i.e. nothing over and above your regular Membership fee). And most of these issues can be dealt with simply by logging a call through our Telephone HelpDesk.

But when we help you with the really complex issues, we will need to charge you extra for the time we spend. If ever the help you receive from us goes 'beyond' what is free of charge and into a chargeable service, we will always let you know in advance.

We could work with you to create a Communications strategy, new website or implement smarter / more collaborative working.

Superhighways Member Events

From time to time, we may organise seminars and other events for the benefit of all Superhighways Members.

These might be an opportunity for members to meet and network, picking up hints from each other. They might be events at which invited speakers will promote a new service or product.

Please let us know if there is any particular subject you'd like to see covered.

Code of Conduct

Superhighways provides ICT support and advice to voluntary and community organisations.

We aim to create a genuine strategic partnership with our members based on trust and mutual respect.

Our approach:

- To put your ICT needs first. We will not 'sell' you anything you don't want (because we're not profit-driven) – we will only recommend a product or service if we believe it is the best solution to your needs and within your budget.
- To provide you with the best possible sustainable support. Wherever possible, our services are included in the Membership fee – if work is chargeable we will let you know at the earliest opportunity, agree the additional cost and keep these as low as possible.
- To use plain English. We won't use techie-talk to confuse you into agreeing with us.
- To develop your ICT skills, knowledge and capacity so that you are not dependent upon us.
- To involve our members and other stakeholders in our development and service delivery.
- To trade ethically, in a sustainable and environmentally responsible manner.

What we ask of you:

- To trust us. We may need access to your data, account information, etc. We may need to dial-in to your servers or PCs.
- To respect us. Please ensure that our staff are able to work in a safe environment.
- To cooperate with us. We ask you to adhere to any agreed work plan, allowing sufficient time to achieve outcomes.
- To be honest with us. If you don't tell us that your licences are out of date, we can't tell you what the possible penalty is…
- To value us. Do make sure our invoices are paid promptly, please!

- To liaise with us. And with your stakeholders to make sure that Trustees, management, staff and service users are aware of and happy with any work being done.

and finally

- Superhighways operates as a hybrid Social Enterprise model. As such, we need to measure our performance against a number of specific social (i.e. non-business) objectives and we will need to your active participation to achieve this.

Superhighways has always adhered to the UK Circuit Rider Principles: (Though no longer in existence, but as we still abide by these principles, we have stated them below).

We commit to…

Vision and values

1. Recognise and respect the characteristics (vision, values, culture, funding, mission, beneficiaries and services) of the particular Voluntary and Community Sector (VCS) organisation we work with and adapt my approach appropriately.

Working practices

2. Work honestly and transparently, declaring any conflicts of interest (including reselling activities) and be prepared to say when a non-Information and Communication Technology (ICT) solution is the best course of action.

3. Use non-technical language and examples to help organisations understand ICT and their choices.

4. Understand the limitations of our ICT skills and knowledge and help to connect VCS organisations we work with to other ICT providers and development workers if unable to meet the organisation's needs.

5. Ensure legal and best practice requirements are made explicit to the organisations I/we work with (e.g. health and safety, data protection, environmental, accessibility, inclusion, confidentiality and licensing).

Learning, professional development and support

6. Engage in continuous learning to maintain the necessary skills and level of knowledge to understand ICT, the VCS in general and any sub-sectors (e.g. health, environment, etc.) we work with.

7. Participate in and share our knowledge with the VCS ICT community and the organisations we work with.

Supporting organisational development and sustainability

8. Help organisations understand the impact ICT can have on staff, volunteers and beneficiaries, taking responsibility to highlight and assist with change management.

9. Equip organisations with tools, knowledge and processes to enable them to make informed decisions and take full advantage of ICT and how to make ongoing strategic decisions with or without external support.

10. Enable organisations to understand the total cost of ownership (TCO) needed to maintain and improve their ICT commitments, offering choice and refraining from prescribing dependency-based ICT solutions.