



superhighways  
harnessing **technology** for **community** benefit

# Membership

# Welcome Pack

March 2022

## Superhighways Overview

### Superhighways

Superhighways has been supporting small local charities and community groups in London with tech support and digital development services since 1998, and over this period more than 1,000 organisations have benefited from our work. We are a project of Kingston Voluntary Action, but have always worked in partnership with Councils for Voluntary Service (CVSs) in neighbouring boroughs and now deliver right across London.

### 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 to scale our work.

Superhighways wants to ensure that you can receive the best available tech 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, but at rates that underpin our sustainability.

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 London.

We aim to work with your organisation as if we were your own IT 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.

## Member Services & Benefits

### Pre paid tech support

Your Superhighways Membership package will include a certain number of preagreed and prepaid hours (formally referred to as PM visits). These may be carried out onsite or remotely and will consist of e.g. setting up a laptop, creating Office 365 user accounts, installing anti virus software, restoring a back up file.

### Troubleshooting

Troubleshooting covers issues you have with your current set up that were working previously e.g. printing or accessing wifi.

We cannot answer or solve every tech problem you face – but will endeavour to troubleshoot and resolve tech problems. **It does not cover every issue a user – member of staff, volunteer or trustee as an alternative to training.**

If you would like to arrange more general tech / digital training for your staff, please contact us to arrange this as an additional service to your tech support membership.

### How to log tech support and troubleshooting issues

Your organisation will have a named tech support lead who will understand your goals and get to know your staff and your tech infrastructure needs. However, you should always log support issues via our online Tech Support Portal, log in details of which will be supplied to nominated Tech leads. This will automatically create a ticket in our portal, which can be seen across the team, and for example, picked up by a colleague whilst your named support worker may be out of the office or off sick.

We will ask you to nominate just one or two people to deal with Superhighways for support and troubleshooting issues. If you are a larger group or have more distinct departments, we will discuss having up to a maximum of four people registered to liaise with us. This will help Superhighways to learn about your organisation, your staff and your

tech infrastructure, whilst also ensuring that we don't get dozens of separate calls about every problem that arises.

### By online portal

As mentioned, the majority of tech issues arising will need to be logged via our online Tech Support Portal. When submitting an issue, there will be a series of question prompts in a form relating to the issue experienced, ensuring that we have all the information we need to take action e.g. Adding a new user..

Please provide as much detail as possible, so we can quickly address the issue and don't waste time or delay action by emailing backwards and forwards for further details.

Please include:

- Whether it worked before (i.e. has something *failed*) and what may have happened just before it not working – e.g. there's been a Windows update?
- Is it a problem on just one PC? Or could it be a problem with your network and it's affecting your whole organisation?
- Do we need to talk to a 3<sup>rd</sup> party supplier? If so, do you have the contact details we need, and your authority to talk to them?
- Do you have the supplier contact details we need, and your authority to talk to them?
- If it's a hardware issue, is the device in warranty?
- If it's a software issue, what version is it? Do you have a current licence for it?
- Is the person struggling with an issue working from home or the office

Please see further information below

- Nominated leads roles
- Tech Support Portal getting started guide

### By phone

If you are unable to email because you don't have internet access, please call the Superhighways number 020 8255 8040. We accept tech support requests between 10 am and 4 pm Monday – Friday.

If the phone is not answered, please leave a short message clearly describing the issue arising via voicemail, including how best to contact you in return, and we will get back to you as soon as we can.

### Prioritisation & response times

All tech support requests will be logged in our Tech Support Portal system and answered as soon as possible. Response times will be informed by an assessment of the problem logged.

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 guidance outlines our approach and should help give an idea of when we hope to resolve your issue.

Priority	Problem	Response time
<b>Urgent</b>	<b>Mission critical</b> e.g. total network or server failure affecting everyone in the organisation, and no work around solution. Or suspected security hack or data breach.	Contact made same working day, endeavouring to resolve the issue by the next working day (may involve an onsite visit)
<b>High</b>	<b>Time sensitive</b> e.g. new member of staff starting or leaving	When logged in advance, these will be scheduled in line with dates provided e.g. a start date for new staff member needing a user account and device set up. Please note we need 5 days notice to book in these jobs.
<b>Medium</b>	<b>Important</b> e.g. application or PC failure probably affecting just one PC or user but a work around solution can be implemented e.g. using another device.	Within 5 working days
<b>Low</b>	<b>Irritant</b> e.g. specific problem facing just one user which is annoying but not critical e.g.	Within 10 working days

	issues with using an advanced Word feature.	
--	---	--

## 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?

### Troubleshooting

Unlimited quick troubleshooting taking up to an hour per issue, is included in your Membership package fee and is currently charged at £50 per device or user (whichever is the greater) per year. This is to ensure fairness so that larger organisations with e.g. 15 staff members, pay more than a small organisation with 4 users, as the likely use of our troubleshooting service will be more.

### Prepaid support includes:

- **Tech support – change requests**

We will respond to every tech support request in the 'cheapest' way possible i.e. we will always try and avoid chargeable visits or suggest when it's more cost effective to buy a new device than us spend days fixing an old one.

However, some problems will require an onsite visit to resolve them and this will always use up hours from your prepaid total. We will also resolve or action many tech support change requests remotely e.g. setting up new Office 365 accounts or Sharepoint sites.

Where you incur additional time spent (over and above the preagreed prepaid time) you will be invoiced at the end of the quarter or at Membership renewal if coming up soon.

Charges will be at the same rate as the membership discounted hourly rates used in your annual membership package.

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 on provision of receipts or invoices.**

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

### Network Notebook

Superhighways keeps a record of key information relating to all member's tech set up in a password protected Network Notebook for each member.

### The Superhighways Tech HealthCheck

New members will be receive a Tech HealthCheck 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 tech, 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
<b>High</b>	Back-up failing, hard drives almost full...	<b>Mission critical</b> (e.g. could cause total loss of data or network/server failure)
<b>Medium</b>	Running an old version of software from which support is being withdrawn...	<b>Important</b> (e.g. possible future failure of an application or PC, with no help available for repairs, etc)
<b>Low</b>	Using an old CRT screen with additional speakers, taking up a large footprint on your desk...	<b>Nice to have</b> (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 Tech HealthCheck is also the starting point for developing a Tech or Digital Strategy

## The Superhighways ICT Strategy

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

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

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



As with any strategy, it is only valid 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 Tech / Digital strategy will probably have to change, as well.

Increasingly, Grant makers now insist upon a Tech or Digital Strategy before funding any investments.

**N.B.** Superhighways will not write your 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 develop 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 of 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 3<sup>rd</sup> 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 a new cloud system but aren't sure about whether it's right for you or how to go about implementing 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 3<sup>rd</sup> 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 & comms
- Excel & other data tools
- Digital basics
- Website design

As a member of the Superhighways Membership package, you are eligible for a 20% discount on any charged training, but we currently have funding for a wide range of free training.

See our current training offer at <https://superhighways.org.uk/training-advice-and-technical/training/> or flag any specific training you may need but can't see listed.

We also offer bespoke onsite or remote team training – so just get in touch to discuss this option further.

### Superhighways Consultancy Service

Most tech support 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 ticket through our Tech Support Portal.

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, build a new website or implement smarter / more collaborative working or help you choose and implement a database. At certain times, you may be able to access these offers at no or discounted charges, where we will have accessed funding to cover our time delivering this support.

### 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 tech, digital and data 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 tech / digital 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 tech and digital 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 measure our performance against our social 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, we still abide by these principles, so 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.