

GCSN Technical provider checklist

The following 10 points may be taken into consideration when choosing a provider.

1. Our technical provider supports education.
2. Our technical provider know which products are accessible for free and tells us about them e.g. Microsoft Office, Google for EDU, SeeSaw, Minecraft, N4L filtering etc.
3. When there are hidden costs in our contract it is negotiable as to whether we agree to them.
4. When the technical provider suggests new technology/software, multiple options are presented to us. These are at different price points with different levels of support, but with a similar outcome.
5. Our school has access to all passwords and administration set up in regards to our technical management.
6. Our technical support can support multiple platforms and does everything we require to support the pedagogy we are driving.
7. Projects are delivered in the right time frame that it does not disrupt teaching and learning.
8. There is a system for teachers and students to log support requests.
9. Our technical provider points us in the right direction to purchase technology which fits into our curriculum.
10. Our technical provider gives us the freedom to purchase devices where we will get the best deal.

GCSN Technical appraisal checklist

This is intended as a supportive checklist to be adapted. The idea is that this can be used on a termly or bi-termly basis for technical support appraisal.

As you are running through the appraisal you can ask the following questions, or think about them, or explore them collaboratively with your technical provider.

Have we had multiple quotes for any purchases relating to digital technologies?	
Has the advice and guidance been proactive or have we had disruptions which could have potentially been avoided?	
Has the communication been timely in regards to any technical support, changes, pricing, and projects?	
Have there been any 'surprise' costs?	
Have the hours of support been flexible with some give and take?	
Has the support been available when needed?	