

Operation of a Help Point for baccalaureate schools, upper secondary specialised schools and vocational schools: a cantonal offer

Service offer

The service is aimed at all students and teachers at upper secondary schools in a canton. The Help Point can be operated at a central location, or it can be switched between different schools/locations.

We can offer the following services as part of a Help Point:

- Error analysis for software and hardware problems.
- Troubleshooting of software problems
- Repair orders, incl. ordering of spare parts
- Installation and configuration of (school-specific) software
- Configuration of devices according to school specifications (e.g. network, e-mail accounts, VPN, security settings, server access, backup etc.)
- Advice on the purchase of a new work device, in accordance with the school's BYOD hardware recommendations.

Other services are also available by arrangement.

Requirements

- A room is provided by the school, incl. a table, a chair and a small, lockable cabinet or carcase to store material
- Electricity is available
- Network and internet connection are available
- Contact person in the school / contact to the school IT administration is defined and ensured.

Points to be clarified

- Effective range of services
- Organization of operation (who is entitled to support - only students and teachers or also other school members; is support free of charge for all customer groups, if not, definition of support tariffs)
- Help Point location and rotation if necessary.
- Communication and announcement of the support offer
- Labelling / signposting to the support location
- Presence during school vacations / public holidays
- Accessibility of the Help Point (response time, e-mail / tickets)
- School specifications for IT (device specifications, software and services provided)
- Range of equipment expected
- Access to premises by Help Point staff

One-time costs

Initial equipment (financing according to expenditure or provided jointly by the schools):

CHF 3'500.- to 4'500.-

Includes equipping a Help Point with tools / supplies necessary to provide services. This includes e.g.: work equipment of the support staff, small NAS, external drives, USB sticks, network cable / switch, adapter, repair tool set, cleaning material.

Recurring costs

Infrastructure and consumables

CHF 120.-/month.

Consumables, SW licenses required to provide support, etc.

Personnel costs/hour

CHF 75.-/hour

Incl. social security contributions, recruitment, training, administrative costs, maintenance of the knowledge base, consulting / in-depth error analysis by our support coordinator.

During business hours, the following additional effort per assignment block is to be expected:

+ 0.25 h for preparation before opening the Help Point

+ 0.5 h for follow-up work / cleaning up / documenting after closing the Help Point

= 0.75 h per assignment

Examples of costs for the operation of a Help Point at one or two different locations (costs per month):

- 1x per week for 2 h (1 month = 4.3 weeks)
- Infrastructure and consumables CHF 120.-
- Presence time 1 support employee.
- (hours * weeks * costs = 2*4.3*75) CHF 645.-
- Preparation & rework à 0.75h/assignment
- (hours * weeks * costs = 0.75*4.3*75) CHF 242.-

TOTAL (excl. VAT):

CHF 1'007.-

- 2x per week for 2 h (1 month = 4.3 weeks)
- Infrastructure CHF 120.-
- Presence time 1 support employee
- (hours * weeks * costs = 4*4.3*75) CHF 1'290.-
- Preparation & rework à 0.75h/assignment
- (hours * weeks * costs = 1.5*4.3*75) CHF 484.-

TOTAL (excl. VAT):

CHF 1'894.-

The costs are borne jointly by interested secondary schools and public vocational schools of the canton. Even with two blocks of work per week, this results in a financially viable effort per school entitled to support.