

# GOLDEN TECHNOLOGIES

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## Introduction

Information and Communication Technology (ICT) has become an integral part of the daily operations of a school. It is of the utmost importance that schools develop a technology maintenance strategy to ensure continuous functionality of the technology. This strategy will not only ensure technical sustainability at the school, but also ensure that maximum benefit can be derived from the technology, as intended. This document describes the services and products that we offer to assist schools with technical sustainability.

## Who are we?

Golden Technologies works in close association with Kenako Education Solutions. As a team, both companies aim to advance the usage and sustainability of technology in schools. Kenako Education Solutions is headed by Christo Davids who was involved with the Khanya Project as facilitator and project manager.

## Audience

As our organization is primarily focused on the education sector, our intended audience is thus the School Manager as well as all the relevant persons involved in making business decisions regarding the sustainability and maintenance of the ICT in the school.

## Assumptions

We can hereby assume that the school as a current network in place and is currently in use. In our experience we found the major issues related to school networks to be the following:

1. Server failure: (Causes include SO, Backup failure)
2. Virus infections and outbreaks.( spread from Home PC to School and Vice Versa)
3. Complete network failure. (Power failure causing equipment lockup and failure)
4. Internet failure. (No backup in case of main failure)
5. Individual PC failure. (Needs regular maintenance)
6. Lack of Mobility.(Teachers can't use technology at home)
7. Expertise relating to specific school ICT needs.

## Important Notice

Prior to commencement of SLA/Network Support the following has to be taken into consideration.

1. A full network health status assessment has to be done in order to determine the current health status of all equipment connected to the network as well as infrastructure status.
2. List of current and on-going network and computer related issues to be formulated.
3. Future and current needs to be listed
4. One or two contact persons to be identified that will be dealing directly with us.

Based on the above considerations, a school will then be able to determine what product or combination of products will be best suited.

## Our Products and Services

# Service Level Agreement (SLA)

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(Per network up to 30 computers and 1 server included)

- 1) Network Health Assessment
- 2) Anti Virus
- 3) 2 x monthly Preventative Maintenance visits which includes:
  - Server backups
  - Anti-virus updates
  - Management of user profiles
  - Server file clean up and maintenance
  - Internet connectivity
  - Local network connectivity
  - Software maintenance
  - Technical faults listed
- 4) 1 Emergency Call-Out

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