SCHOOLS ICT SUPPORT SERVICES
SCHOOLS IT SERVICE DESK

Western Cape Government

PURPOSE

Schools IT Service Desk is in support of standardized LAN/WAN, hardware and software at public schools.

Schools IT Service Desk resides within Centre of e-Innovation (Cei) which is a branch of Corporate Service Centre in the Department of the Premier.

BACKGROUND

With the implementation of the e-Vision in WCED schools, the shift is to classroom-based technology.

In order to execute this, Cei embarked on two large projects namely the Provincial Broad Band and Schools LAN projects.

GOING FORWARD

The department has implemented a Centralised Service Desk to manage all Schools ICT-related incidents.

HOW DO I LOG A CALL?

NOTE: The Service Desk will be the Single Point of Contact for the WCG Schools IT end-user.

ALL incidents logged to the Service Desk must be logged by the User responsible for the respective ICT equipment or system.
- Please call the Service Desk at telephone number: 021 834 4690
- Your call will be routed to the first available agent

OR

- You can WhatsApp the Service Desk on **0219007123**

OR

- Email address: **SchoolsIT.Servicedesk@westerncape.gov.za**
-

Service Desk available times on weekdays:
07h30 – 16h00

If you call after 16h00 your call will be routed to voicemail and your reference number will be sent via your schools wcgschools email address.

INFORMATION REQUIRED WHEN LOGGING A CALL

When logging a call please supply the following information and have this athand before calling the Service Desk:
- Principal/ Admin: Name, Surname and Persal number
- Education District
- Name of School
- EMIS number
- Contact telephone number
- Alternate contact number
- Email address
- Category: e.g. Broadband, SLAN, EduLab, eAdmin, CAT/IT or EGD, etc.
- Problem Description: e.g. Edulab: Workstations cannot connect to Server

Special Note: Please ensure that you record the reference number for the issue that has been logged. *This reference number should be used whenever you are following through on the reported incident.