

## Do you have difficulty managing or troubleshooting IT in your practice?

Based on the requests of GPs, WentWest is in the process of establishing IT support services for General Practices. We are in the phase of scoping the IT services that GPs are currently using and the extent of services that GPs wish to avail from WentWest.

WentWest is requesting your feedback and recommendations to provide IT support services in Western Sydney. Please find below a set of questions to express your interest in the service:

1. Do you currently outsource IT services?  Yes  No  Self-managed by practice
2. If yes, do you use one dedicated provider for all IT services?  Yes  No
3. WentWest is considering providing IT Support Services in the following areas, would you use any of the following services should you require technical assistance:
  - a. Phone support?  Yes  No
  - b. Phone support where remote access is used?  Yes  No
  - c. Onsite support for:
    - i. Software upgrades and troubleshooting?  Yes  No
    - ii. Network related issues?  Yes  No
    - iii. Data backup and recovery?  Yes  No
    - iv. System security e.g. firewall installation?  Yes  No
    - v. Physical system upgrades and maintenance?  Yes  No
  - d. Recommendations on what equipment to purchase?  Yes  No
4. What do you see as a reasonable per hour rate for:
  - a. Phone support/remote access \$\_\_\_\_\_ .00
  - b. Onsite support \$\_\_\_\_\_ .00
5. Do you have any further comments around this proposal?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- I am interested in utilising IT support services from WentWest, but need further information.  
 I am not interested in this service from WentWest.

**Please complete your details below and fax this form to 02 9622 3448.**

Name: \_\_\_\_\_

Practice Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

For further information please contact Daniel Hanna on 02 8811 7100 or via e-mail at [daniel.hanna@wentwest.com.au](mailto:daniel.hanna@wentwest.com.au)