



**CAIRNS OFFICE**  
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Dear Practice Manager,

### **Information Technology Support Service**

The use of Information Technology in General Practice is continually increasing. To assist practices to meet this rising need, Far North Queensland Rural Division of General Practice is now offering a fee-for-service IT Support service to its members at a reduced commercial rate.

This service will be provided by the Far North Queensland Rural Division of General Practice IT Staff and will be available during office hours - 8am to 5pm, Monday to Friday. The service will be provided on the basis of need, ranging from network troubleshooting to upgrades of software. Services can only be provided to businesses that have signed the 'FNQRDGP Support Agreement'.

#### **Services covered by fee for service:**

- Onsite support and maintenance (servers, workstations, firewalls, networks, systems)
- Remote support
- Phone support
- Consultancy (*directions regarding IT systems and possible solutions*)
- Maintenance Agreements will be considered if requested

#### **Services not covered:**

- specific dedicated/funded IM/IT Projects (eg: iHealth Care rollout, Data Extraction)
- hardware and software (sales of servers, workstations, software)
- web hosting; and
- software development

#### **Associated Costs:**

	<b>Phone Support Remote Support</b>	<b>Normal Hours 8am to 5pm</b>	<b>Out of Hours (inc. Public Hols)</b>
<b>All Members</b>	\$88.00 / hour	\$88.00 / hour	\$132.00 / hour

To find out more about this service or if you have questions please contact Chris Smith, IT Projects Coordinator, on 07 4042 7333 or email [csmith@fnqrdgp.org.au](mailto:csmith@fnqrdgp.org.au).

*The Far North Queensland Rural Division of General Practice.*