



## Help-Desk Support

Remote Information-Systems advice and guidance

QT&C's Help-Desk Support offers remote assistance for any issue relating to the Information-System. The service is **free of charge** and provides access to expert advice, strengthening your organisations ability to manage its information.

### Introduction

As a training and consultancy provider, QT&C appreciates the value of human contact. Whether you need to respond quickly to an issue at the point of incident, or simply require professional advice, QT&C offer full ongoing support for your Information Assurance and Legal Compliance (Information and Data) related issues.

This support takes the form of a dedicated front line service. In addition to providing increased peace of mind, our Help-Desk Support can potentially reduce the requirement for legal advice or consultation fees by supplying the right advice when you need it most, and most importantly it's free of charge.

Help-Desk Support connects you to QT&C's subject matter experts and provides an independent perspective on a range of information related topics. Its purpose is to enhance your internal resources enabling you to manage the flow of information throughout your organisation with confidence.

### Response time

We aim to respond to all enquiries within 48 hours. Where possible our intention is to respond much quicker than this and in most cases a response will be sent within 3 hours.

### Registration

To register contact the Help-Desk by telephone or email:

Call: **0370 04 27001**

Email: **registerHD@qtandc.co.uk**

**Legal Notice** - QT&C Ltd are not authorised or regulated by the Solicitors Regulation Authority and are therefore not sanctioned to provide legal advice.

**Restrictions of use and conditions apply.**

### Help-Desk Service Areas:

- Data Protection Act 1998
- Data Handling
- Information Sharing
- Computer Misuse Act 1990 (CMA)
- Police and Justice Act 2006
- European Convention of Human Rights (Article 8)
- Freedom of Information Act 2000
- Environmental Information Regulations 2004
- Records Management (S.46 701A-1 code of practice)
- Data Flow Mapping
- Information Security (ISO/IEC 27002)
- Security Management & CCTV
- Encryption (cryptography)
- Risk Management
- Incident Management
- Business Continuity Management (BS 25999)

**Talk to us Today!**  
If you'd like more details fast,  
we're waiting for your call  
**0370 04 27001**

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