

## Information Systems Services

*Striving to serve our Parishes and Offices to enable them to effectively use information technology in the mission of the Church*

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The  
Roman  
Catholic  
Diocese of  
London



Serving Parishes, Ministries & Offices



*“Surely we must be grateful for the new technology which enables us to store information in vast man-made artificial memories, thus providing wide and instant access to knowledge... and to the ideas and experiences of initiators and innovators whose insights bear constant witness to the faithful presence in our midst of a loving Father who brings out of his*



## Information Systems Services

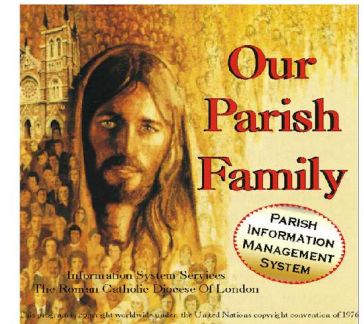
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# Our Parish Family Maintenance Contract

Diocese of London



*Helping Parishes, Ministries and Diocesan Offices to effectively use Information Technology as a Tool in their Missions*

# OPF Maintenance Contract

## Why have a Maintenance Contract?

All of the proceeds from the sale of Our Parish Family have been used to keep Our Parish Family up to date to meet the ever changing needs of parishes. For the better part of 12 years the Diocese of London has invested a great deal of resources into the maintenance, upgrade and support of Our Parish Family. As you know we charge the same purchase price to all parishes including those in the Diocese of London. As the number of parishes using Our Parish Family outside the Diocese of London continues to increase, it has become necessary to find a more equitable method of maintaining and supporting this program. The Diocese of London does not profit from the sale of Our Parish Family.

## What are the Benefits of the OPF Maintenance Contract?

Enrollment in the OPF Maintenance Contract provides:

- Unlimited use of the OPF Needs Support
- Free training for both OPF Beginners and Advanced at our training lab in London
- Free downloads of release enhancements for your current version of Our Parish Family
- Reduced price for major upgrades and new versions of OPF
- For those parishes who have been purchasing their yearly Maintenance Contract on a regular basis there is no cost to receive the OPF Version 8 upgrade CD
- Access to our OPF Members Only web site
- Access to the OPF On-Line Forum
- Ability to purchase MS Office under our charitable license.

**What is the OPF Help Desk?** The OPF Help Desk offers trouble shooting help through our web site, telephone, and email.

- OPF Web Site: [www.OurParishFamily.net](http://www.OurParishFamily.net), Need Support link. This is our preferred means of support and the most effective method. Our Help Desk coordinator directs your request to the person on call. In this way if someone is away your needs are still met on a timely basis. Your request is properly recorded in our database giving us a history of your problems.
- Telephone 519 433-0658 Ext 244 from Monday to Friday 8:30 AM - 4:30 PM
- Email: [info@ourparishfamily.net](mailto:info@ourparishfamily.net)

## What is the OPF Members Only Web Site?

As part of the OPF Maintenance Agreement you will receive a username and password which will give you access to our OPF Members Only web site. When your contract expires, your username and password also expires. Features of this site include:

- Access to our web site Need Support to submit a Help Desk request. Someone will respond to you either by email or telephone within 1 business day depending on the urgency.
- Access to our OPF on-line discussion forum, where users can share ideas and ask questions among other users in similar parishes.
- OPF User Manuals can be downloaded and printed or viewed on-line.
- New Release enhancements to your Current Version of Our Parish Family can be downloaded from the OPF web site.
- Current news tips and alerts will be updated on a regular basis.
- OPF Maintenance Contract Renewals can be submitted through the web site

**What is NOT Included in the Maintenance Contract?** Some specific items are:

- On-Site training at your parish or diocese is not included.
- Training on specific modules whether it is on the phone, on the Internet or in the classroom.

**What is the cost of the OPF Maintenance Contract?** In order to share the costs of OPF more equitably among parishes with less resources, the cost of the Maintenance Contract will depend on the size of the parish.

- Less Than 300 Families - \$75 / year
- 301 to 500 Families- \$125 / year
- 501 to 1000 Families- \$150 / year
- 1001 to 1500 Families - \$200 / year.
- Over 1500 Families - \$225 / year

When a parish purchases OPF, they will receive a free, 3 month Maintenance Contract, along with a username & password for the OPF Members Only web site.

## When will the OPF Maintenance Contract come into effect?

All Maintenance Contracts will begin on April 1 of the current year and end on March 31 of the following year. This will simplify our billing procedure.

## How can a Parish Enroll?

- Return the attached form OR
- Go on-line at [www.OurParishFamily.net](http://www.OurParishFamily.net)
- Click on Maintenance Contract. Click Contract Form. Fill out the Enrollment Form and click Submit.
- A confirmation email will be sent to you