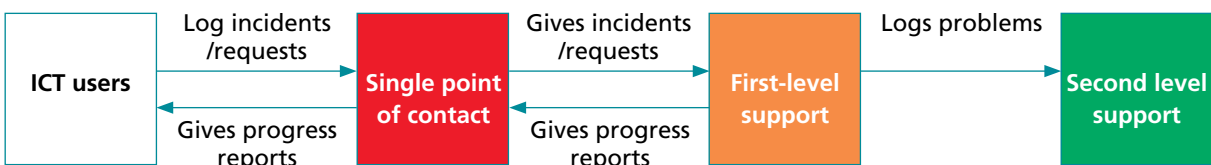


3 The model for successful ICT management

First-level support	<ul style="list-style-type: none"> • Is the first to respond to user incidents and requests • Restores functionality as quickly as possible <p>Skills required</p> <ul style="list-style-type: none"> • Knowledge of all ICT services in the school and their users • Ability to implement short-term solutions – equipment-swap, printer redirect, toner change and so on
Who?	A teaching assistant
<p>Important!</p> <ul style="list-style-type: none"> • The person assigned to this function must be someone who can be available at the school to attend to user incidents promptly. • Do not delegate this function to the person also assigned to the second-level support function. 	

Summary of tasks	Purpose of tasks	FITS process*
On receipt of incident sheets from the single point of contact, attend to users' ICT needs and apply the quickest functional solution	To minimise the impact on the user of any ICT failure or unavailability	Incident Management
Give progress and resolution details of incidents and requests to the single point of contact	To update users and to create a history of activity for review	Incident Management
Following resolution of incidents and requests, use problem sheets to log any follow-up requirements	To enable second-level support to apply any long-term solutions necessary and remove any workarounds	Problem Management



The toolkit section of Primary FITS contains full instructions for these tasks, together with a CD of templates and examples. Give the toolset for first-level support and a copy of the CD to the person assigned to the function as a full set of instructions, but you should first read section 4 in the guidance, which gives additional information about the toolkit.

* No prior knowledge of FITS is required but we have included an optional overview in Primary FITS guidance, section 7