

3 The model for successful ICT management

Implementation	<ul style="list-style-type: none"> • Implements new or improved infrastructure designs • Documents installation instructions <p>Technical skills required</p> <ul style="list-style-type: none"> • Network management • Technical ability specific to the scope of the implementation
Who?	Either a full-time staff technician or a service provider
<p>Important!</p> <ul style="list-style-type: none"> • This function must be led by design so that the person fulfilling the design function directs any implementation. • For example, this may mean that a service provider may fulfil both functions, or a full-time staff technician may fulfil design and direct a service provider in implementation. • Those carrying out the second-level support and maintenance functions may be asked to help. 	

Summary of tasks	Purpose of tasks	FITS process*
Plan, create and test new software and hardware builds	To make new installations work first time following deployment and to avoid disruption to existing services	Release Management
Deploy software and hardware builds	To make them available to users	Release Management
Document new software and hardware builds, making documentation and software available via the single point of contact	To ensure that repeat installations can be carried out in the same way each time following initial implementation	Release Management
Following approval to proceed, update requests for change with implementation plans and submit to the ICT owner for approval to implement	To make certain that all planning and scheduling is carried out and approved prior to implementation	Change Management
Update infrastructure network diagrams following implementation of a change to current design	To keep infrastructure network diagrams up to date	Configuration Management

The toolkit section of Primary FITS contains full instructions for these tasks, together with a CD of templates and examples. Give the implementation toolset 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

