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The model for successful ICT management

Maintenance	<ul style="list-style-type: none"> • Carries out network monitoring and preventative maintenance • Performs operational management of the network • Recovers the network infrastructure in the event of a disaster
Who?	A full-time staff technician or service provider
Important!	
<ul style="list-style-type: none"> • Network monitoring requires software tools, which can vary in price. If your school employs a full-time staff technician, you should allow a budget for monitoring tools. If you use a service provider, they should provide the tools. • There are obvious links between design, implementation and maintenance, so using the same person or service provider for all three may make sense. 	

Summary of tasks	Purpose of tasks	FITS process*
Monitor network performance	To identify potential problems	Network Monitoring
Proactively resolve potential problems	To prevent unnecessary outages	Problem Management
Complete request for change forms and seek approval from the ICT owner before planning any changes	To ensure that any expenditure is authorised and proposed outages agreed with ICT users in advance	Change Management
Carry out regular infrastructure equipment servicing activities	To minimise the likelihood of problems developing	Preventative Management
Document the infrastructure topology, asset and licence list baseline	To produce a record against which to track changes	Configuration Management
Carry out audits of assets against records	To maintain accurate asset data	Configuration Management
Provide ICT service details to the ICT owner	To enable the ICT owner to develop a service catalogue	Service Level Management
Prepare and document a disaster-recovery plan (and carry it out as required)	To support the ICT owner's contingency plan for disaster recovery	Service Continuity Management
Work towards implementing FITS Operations Management (FITS OM) [†]	To maintain security, data storage and technical resources	None (FITS OM)

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

[†] FITS OM [<http://becta.org.uk/fitsom>]

