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The model for successful ICT management

ICT owner	<ul style="list-style-type: none"> • Is ultimately responsible for ICT management • Manages the ICT budget • Ensures that the ICT service meets requirements
Who?	This is a managerial role . The headteacher or a member of the leadership team carries out this function.
<p>Important!</p> <ul style="list-style-type: none"> • To prevent conflicts of interest and demonstrate management commitment, the person assigned to this function must be the headteacher or a member of the leadership team. • Do not delegate this function to a technical manager or service provider. • Assign this function to one person only. • Do not split this function. 	

Summary of tasks	Purpose of tasks	FITS process*
Create and publish a catalogue of ICT services used by the school	To determine the scope of ICT and arrange the level of support required	Service Level Management
Review service reports and initiate actions or improvements	To achieve the required level of ICT support	Service Level Management
Conduct a risk assessment and consider any improvements needed	To identify and reduce weaknesses in the ICT infrastructure	Service Continuity Management
Make a contingency plan and initiate the development of a recovery plan	To continue school activities in the event of prolonged loss of ICT services, and to recover any lost ICT services	Service Continuity Management
In the event of the prolonged loss of ICT services, invoke the contingency plan	In the short term, to restore school functionality and, in the long term, to recover ICT services	Service Continuity Management
Create and use an expenditure record	To manage the ICT budget	Financial Management
Review requests for change and grant or refuse approval to proceed with developing them	To authorise all ICT expenditure in advance	Change Management
Discuss change plans with ICT users	To schedule any ICT downtime appropriately	Change Management
Review updated requests for change and grant or refuse approval to implement them	To confirm acceptance of changes and scheduling	Change Management
Issue ICT users with details of the support procedure	To demonstrate management commitment to the process	Service Desk

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