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The model for successful ICT management

Single point of contact	<ul style="list-style-type: none"> • Is a 'one-stop-shop' for ICT users and ICT staff • Administers a central repository of information
Who?	This is an administrative function, to be carried out by an administrator.
<p>Important!</p> <ul style="list-style-type: none"> • The person assigned to this function must be someone who can be reached in the same place at school throughout the school day. • Do not delegate this function to a technician, because that will lead to a conflict of interests. • You may assign this function to more than one person but they must work as one. • Do not split this function. 	

Summary of tasks	Purpose of tasks	FITS process*
Set up telephone, voicemail and email communications	To provide a single point of contact for all those who use or support ICT	Service Desk
Document the procedure for logging requests and incidents	To issue to ICT users for their information	Service Desk
Log incidents and requests for ICT users, and pass them to first-level support	To prioritise and schedule the workload of first-level support and protect them from interruptions	Incident Management
Maintain a log of incidents and requests, with progress and resolution details obtained from first-level support	To keep users updated, and to create a history of activity for review	Incident Management
Receive completed problem sheets from first-level support, and pass them to second-level support	To maintain continuity between first- and second-level support	Problem Management
Maintain a log of problems, including progress and resolution details obtained from second-level support	So that you can update users and to create a history of activity for review	Problem Management
Maintain the physical and electronic files of all ICT documents and records	To provide a single central location for the storage and retrieval of ICT information	Configuration Management
Update the asset log and licence list with changes	To keep all asset and licensing records accurate and up to date	Configuration Management
Create a monthly service report	For review by the ICT owner	Service Level 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 the single point of contact and a copy of the CD to the person assigned to the function as a full set of instructions, but you should first read the section 4 of 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