

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

Summary of tasks		
Start-up or occasional tasks	Regular tasks	Frequency
	Resolve ICT user incidents logged by the single point of contact.	As required
	Create problem sheets for use by second-level support in following up incidents.	As required

<b>Task</b>	<b>Page</b>
1. Resolve user incidents and requests	3
2. Create problem sheets	5

## 1. Resolve user incidents and requests

### Outcomes

Once you have fully completed this task, you will have:

- Reduced the impact of ICT equipment failures
- Removed dependency on immediate repair
- Enabled a realistic response requirement for technical support
- Contributed to a cost-effective support agreement
- Recorded information that may be useful for resolving future incidents
- Recorded information for use in monthly service reports.

### Introduction to task

The single point of contact receives details of incidents and requests from ICT users and logs the information in an incident sheet (step 1):

- Incident number
- Name of person
- Location
- Contact number
- Equipment's unique ID
- Date and time of incident or request
- Details of incident or request
- Time solution is required by
- Number of users affected.

On receipt of incident sheets (with step 1 completed) from the single point of contact, first-level support is responsible for attending the user, applying the quickest functional solution possible and updating the incident sheet.

### You will need

From the single point of contact

- Incident sheets with step 1 completed

From the toolkit CD (Primary FITS tools\Incident Management\)

- Incident sheet notes for completion
- Incident resolution hints and tips

## Instructions for resolving user incidents and requests

1. Download the documents you need from the toolkit CD:
  - *Primary FITS\Incident Management\Incident sheet notes for completion.doc*
  - *Primary FITS\Incident Management\Incident resolution hints and tips.doc*
2. Wait for the single point of contact to pass incident sheets to you and review the details provided, using the notes for completion to guide you.
3. Attend to each incident and put in place the quickest functional solution. See the hints and tips for some ideas and suggestions on getting the user working again without having to wait for equipment to be repaired.
4. Complete the second section of the incident sheet, using for guidance the notes for completion.
5. If follow-up action by second-level support is required, see task 2 on creating problem sheets.
6. Return the completed incident sheet to the single point of contact for logging and filing.

### Tip

Pay particular attention to the date and time the solution is required by the user and the number of users affected by the incident. This will help you prioritise your work if you have more than one incident to deal with.

## 2. Create problem sheets

### Outcomes

Once you have fully completed this task, you will have:

- Enabled equipment to be repaired in the long term
- Removed workarounds once problems have been resolved
- Recovered loan equipment when problems have been resolved.

### Introduction to task

Sometimes resolving an incident needs no further action. For example, a computer that has stopped working may just have a dislodged cable, in which case simply pushing in the cable properly restores the computer to full working order. No further action is required because there is no underlying problem.

However, often it will be necessary to resolve an incident by using a workaround to help the user continue working until a technician can repair equipment. For example, using an alternative printer removes the urgency of repairing a broken printer, but the printer still needs to be repaired. The broken printer is the 'problem'; the inability to print is the 'incident'.

Problems are resolved by second-level support and it is the responsibility of first-level support to create a problem sheet for each problem. You lodge these with the single point of contact, who passes them to second-level support to see them through to closure.

### You will need

From the toolkit CD (Primary FITS tools\Problem Management\)

- Problem sheet template
- Problem sheet notes for completion

### Instructions for creating problem sheets

1. Download the documents you need from the toolkit CD:
  - *Primary FITS tools\Problem Management\Problem sheet template.doc*
  - *Primary FITS tools\Problem Management\Problem sheet notes for completion.doc*
2. You can print or photocopy the problem sheet template several times ready for filling in by hand, or you can use the template electronically to create a new typed document for each incident. Use whichever method suits you.
3. When an incident requires follow-up action by second-level support, fill in the first part of a problem sheet, using the notes for completion for guidance.
4. Give the problem sheets to the single point of contact for action by second-level support.

