

## *FITS (Framework for ICT Technical Support)*

### *ICT Support in Education - Practitioner*

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#### **Implementation plan for introducing a service desk**

- Have a plan
- Follow the plan
- Have a fallback plan

Identifier	What	When	Who
1	Decide who will be your service desk users		
2	Decide which type of service desk to introduce		
3	Decide who will staff the service desk		
4	Decide where the service desk will be located		
5	Decide which additional furniture or equipment is required		
6	Obtain the additional furniture or equipment		
7	Decide how incidents and requests will be logged		
8	Decide how incidents and requests will be passed to technical support staff		
9	Decide how resolutions will be written up and recorded		
10	Decide who carries out follow-up actions and how that will be done		
11	Decide on the review process		
12	Create an incident/request sheet		
13	Create a service desk call log		
14	Create the review forms		
15	Create training materials for users on how the service desk will operate		
16	Decide how to keep staff informed		
17	Plan your first communication about the service desk to the school		
18	Prepare a pilot group to run for approximately one month		
19	Carry out the pilot and pilot review		
20	Feedback changes into the system from the pilot review		
21	Plan the launch date of the service desk		
22	Ensure that enough of the incident/request sheets are available		
23	Test any computerised systems from each PC they are available on		
24	Train the users and service desk support staff		
25	Train the staff providing technical support on how the process works		
26	Launch the service desk		
27	Carry out the first review and feedback to all		

#### **How to communicate the process to existing users**

- Involve your customers and ask them what they need.
- Adopt a phased implementation approach.
- Involve and consult your support staff.