

FITS (Framework for ICT Technical Support)

ICT Support in Education - Practitioner

| Implementation plan for introducing Incident Management | | | |
|--|---|-------------|------------|
| • Have a plan • Follow the plan • Have a fallback plan | | | |
| Identifier | What | When | Who |
| 1 | Decide who will be your incident management technician. | | |
| 2 | Decide what training the technician requires. | | |
| 3 | Decide what training the service desk staff will require. | | |
| 4 | Arrange and implement the required training. | | |
| 5 | Decide how calls the service desk will pass calls to the technician. | | |
| 6 | Decide what documentation will be used in incident management. | | |
| 7 | Create or download required incident management forms. | | |
| 8 | Ensure that the technician and service desk staff know how to use the forms. | | |
| 9 | Decide whether a knowledge base will be used. | | |
| 10 | Decide on the format of the knowledge base. | | |
| 11 | Create and populate the knowledge base. | | |
| 12 | Check whether any workarounds, such as spares, already exist within the school. | | |
| 13 | Document any workarounds and make them available to the technician. | | |
| 14 | Document the process for Incident Management. | | |
| 15 | Ensure that the technician and service desk staff can understand and follow the process. | | |
| 16 | Test the knowledge base, the functionality of the forms and the usability of the process. | | |
| 17 | Include any changes to the process identified from testing. | | |
| 18 | Decide how resolutions will be written up and recorded. | | |
| 19 | Decide who carries out follow-up actions and how these will be done. | | |
| 20 | Decide on the review process. | | |
| 21 | Decide how to keep staff informed. | | |
| 22 | Plan your first communication to the school about Incident Management. | | |
| 23 | Decide whether you need to run a pilot of the process. | | |
| 25 | Carry out the pilot and pilot review. | | |
| 26 | Include any changes into the system from the pilot review. | | |
| 27 | Plan the launch date of Incident Management. | | |
| 28 | Check that all training has occurred and any changes implemented. | | |
| 29 | Launch the process of Incident Management. | | |
| 30 | 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.

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