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How to get started with FITS

Contents

The FITS Service Desk process follows four key tasks to provide a standard way to manage calls logged for assistance.

Task 1	**Log calls** ⌄
Task 2	**Process calls** ⌄
Task 3	**Resolve calls** ⌄
Task 4	**Follow up calls** ⌄

Acting as a single point of contact between ICT and users, the Service Desk is where enquiries can be submitted, incidents and change requests logged.

The following pages show how to set up each of the tasks and begin processing your calls in the FITS way.

A simple notebook where users record ICT incidents

A standard form that people can fill in and leave in a tray

An email address that people can email fault details to

Calls can be logged in a number of ways. This will be determined by the size and amount of ICT support work generated by your site.

A primary school may be quite able to manage the amount of active calls by writing them down in a notebook and managing them from there.

Larger schools may need to look at using a spreadsheet or database to keep track of the calls.

For very large schools or departments that manage multiple sites, for example a large secondary school that looks after the support of a number of smaller schools, it may be necessary to implement a full service desk software solution.

In this case you should review the FITS Service Desk process. This has additional information and more details on how to evaluate, plan and implement a full service desk.

A staffed telephone number that people can call

An answer phone where people can leave a message

Why log all calls?

- Shows how much time is spent on the phone – is this an effective use of resources?

- Useful to monitor trends, e.g. use bar chart to show how many passwords reset per day

- Provides essential call data for future analysis

- How many 2-minute phone calls does it take to interrupt other work?

You need to log calls

Logging calls is the process of keeping track of incidents and requests for work that your ICT support staff undertake.

By logging calls management of technical staff time can be improved. There will be a better understanding of what is happening within your ICT environment and where the money is being spent.

FAQs?

Frequently asked questions

Previously logged calls

Cheat sheets

Once a call is logged a standard work flow should be followed. It is important that a person is responsible for this work flow whether or not the service desk is a staffed one or not. When the logged calls are processed the following should be investigated:

- can the call be resolved immediately?
  If so it should be

- the priority of the call should be set

- the call passed to the appropriate person to deal with.

Using cheat sheets, FAQs and details of previous calls should allow the operators of a staffed service desk to resolve some ICT Users' issues immediately.

These calls can be logged, resolved and followed through straight away and closed.

System importance

Priority

Number of people affected

This first call response is an important part of service desk and should be closely monitored and developed. A well developed first call response will improve your relationship with your ICT users and make better use of technical support staff.

A call that cannot be resolved directly should be allocated a priority. Prioritising your calls is an essential part of a service desk's responsibility.

The priority of the call will be decided from the impact of the incident. This will be ascertained from a number of factors, the amount of people it will affect, the priority of the work that is being impacted, the system being used.

Once prioritized the call can be passed to the appropriate person or team to deal with it.

This may be a technician to resolve an incident or it may be a work request that requires someone to purchase equipment or software.

Incident Diagnosis ⌄

Incident Resolution ⌄

Incident Closure

Resolving calls involves using the FITS Incident Management process.

Establish the current status by deciding which area is the likely cause;

- hardware
- software
- network
- user guidance
- other.

Identify the priority of the service and required fix times for it.

Follow a set procedure each time a call is received:

- check previous calls to see if there are any examples of this or similar incidents
- check knowledge base for previous solutions or tips
- check additional resources (internet, external forums, suppliers' websites)

Remember restoring service quickly is the key focus ❯

- develop a plan to restore the service (this may involve a work around if necessary)
- check the plan with other technicians, get advice.

Resolving calls will use the FITS Incident Management process.

Put a plan to restore service into operation.

Test that the implementation has restored the service.

Collect any useful information about the incident.

Confirm with the user who logged the incident that the problem has been resolved.

Resolution is a small, but vital part of the incident management process. With research and planning already done it should be possible to quickly put into place a solution (whether that be temporary or permanent) to restore the service.

- Update the call log with information regarding the solution of this incident.

- Update any local sources with information on the solution (FAQs, cheat sheets, knowledge bases).

The FITS Service Desk should follow up any calls to confirm that they have been closed correctly.

During this process the service desk operator confirms that the person logging the call knows that the incident has been resolved and is happy with the solution.
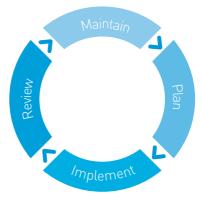
The communications between your Service Desk and your ICT users is critical.

Your Service Desk operators need to make sure that they keep the people logging calls informed not only of the resolution of calls but also of any problems or incidents that may affect them.

Keeping contact details of key users or system champions can help with identifying issues before they escalate into major problems.

Review is the key step in the whole FITS framework.

Once a process has been implemented it must be constantly reviewed and maintained to get the best from it.

The purpose of the review is to look at your implementation and ongoing operations, check your understanding of the process, examine what a successful implementation should look like and consider what you have achieved by introducing it into your school.

The purpose of this guide is to provide you with a brief insight into implementing FITS. Becta provide much more detailed information on their website at **www.becta.org.uk/fits/**

Becta also provide help and support to Local Authorities and Accredited Training providers to equip them to deliver the FITS training courses to users in their area.

If you would like more information on implementing FITS Service Desk, FITS Incident Management or more details on any of the other FITS processes email **engage@becta.org.uk** or call **0800 040 7196.**