

FITS Introduction Training

An introduction to good service management



In the FITS Introduction course we provide your ICT support staff with an introduction to good service management - the FITS way.

It is important that all of your customer support services staff have an appreciation of what constitutes good service management and how FITS achieves it.

This should include not just the customer facing technical staff but all of your administration staff as well. This will ensure that everyone in your organisation is working to the same standard, using the same processes.

The Introduction course is a one day seminar style course that can be undertaken on your own premises, with one of our training partners or at our central training location.

There is no examination for the introduction course but all delegates receive a certificate of completion. The Introduction courses covers the core principles of service management including:

Service Desk, Incident & Problem Management, Change Management & Security Management. Course candidates are provided with supporting courseware.

In the Introduction course you will learn:

- the principles of good service management
- the key elements of a service desk and the benefits gained from implementing a single point of contact
- how to identify items of equipment that are costly to maintain
- how to identify the root cause of recurring incidents, eliminate them and reduce the cost of ICT support and improve your return on Investment
- how to manage change in your organisation in an effective, structured way
- how to take control of the security implications affecting your establishment, staff and pupils



"... FITS directly allowed us to reduce support costs by 25%".

Paul Levett - STASS, Tower Hamlets



FITS helps you to implement a structured approach to your technical support, realise a better return on your ICT investment and have a positive impact on teaching and learning outcomes



"..I think people under-estimate how important IT is in a school"

"It all needs to be working perfectly because you have 30 little children who are going to tell you instantly if things are not working properly."

Anna Bonello - IT Manager and Teacher

The FITS Introduction course provides delegates with an overview of the main elements of good service management and is suitable for all staff working in a service department.

It starts out by providing an overview of the FITS framework and the processes that are included within it.

We then provide an appreciation of a **service desk** – a single point of contact for recording ALL support incidents. Only by recording ALL incidents can you identify recurring issues, patterns of failure and trends.

Other topics covered are:

Incident Management where you analyse the base data

Problem Management where you then identify the root cause of recurring incidents and potential future issues

Change processes where you gain an understanding of the impact of change on your organisation

Configuration Management which emphasises the importance of creating and maintaining an up-to-date record of all the components of the ICT infrastructure, including related documentation

Security Management where we introduce the topics of e-safety and security management and discuss the importance of security processes within your environment

Contact us for details of courses in your area by visiting our website <http://www.thefitsfoundation.org> or telephone our office on 07977 130379