



IT Call Logging and Escalation Policy

POLICY / DOCUMENT PURPOSE STATEMENT

This document details the responsibilities for staff, learners & Governors regarding logging IT related issues. The policy also details the responsibility of Fircroft IT team and CSCM, the College's third-party support provider, to respond, diagnose and resolve calls logged. The purpose of this policy is to ensure College systems and services can be supported and an effective response and resolution can be provided to ensure IT issues are resolved according to set service level agreements.

APPLICATION

The policy applies to all staff, governors, learners, temporary members of staff & external providers.

INTERPRETATION

Further guidance on the use or interpretation of this policy may be obtained from the IT department.

LINKS WITH OTHER POLICIES / DOCUMENTS

Fircroft College IT User Agreement,
Fircroft Email, Internet & Wi-Fi Policy,
Fircroft IT Loan Agreement,
Fircroft IT Security Policy,
Staff Disciplinary Policy & Procedure,
Code of Professional Standards.

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Owner / Department	Andy Gazey/IT
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Ratified / Authorised by	09/02/2022 (Operations Committee)
Equality Impact completed	18/01/2022

IT Call Log and Escalation Policy

1. Introduction

- 1.1. This policy has been written to outline the procedure regarding logging IT related issues. This document also outlines responsibilities to whom this policy covers.
- 1.2. Information collected as part of logged calls will be handled and stored in line with but not limited to the GDPR Regulation 2018, Data Protection Act (2018), Computer Misuse Act (1990) and PREVENT Duty guidance (2015)

2. Logging IT Related Issues

- 2.1. IT calls will be actioned within standard work hours (Mon-Fri 9:00am-5:00pm)
- 2.2. Any IT related calls should be logged via email to ITSupport@Fircroft.ac.uk or by searching in the global address book for IT-Support. If a user has an IT issue where they cannot gain access to their account or machine then please report the incident to a colleague or reception who will then log the call on your behalf.
- 2.3. Outside standard work hours (Mon-Fri 5:00pm-9:00am, and Sat-Sun 12:00am-12:00am)
- 2.4. Urgent calls outside normal working hours, for example, IT issues affecting multiple key systems or multiple users, must be reported to the Duty Manager who will escalate to the relevant personnel.
- 2.5. Any other IT related issues that occur during weekends or outside standard work hours should be logged with the duty manager. The duty manager is then responsible for logging a call to the ITSupport@Fircroft.ac.uk email address.

3. Information to Include when Logging a Call

- 3.1. When logging a call with the Fircroft IT team, please provide the below information. This will aid in identifying the issue and quicken resolution times.
 - Name of user affected.
 - Room and asset tag of the machine (Asset tag is the number which is on the sticker on your device).
 - A brief description of the issue.
 - A screen shot of any error messages received. (To perform a screen shot simply hold down the FN key and click insert/print screen).
 - Any additional information you feel is pertinent.
 - Preferred contact details and availability.
 - How many users are affected.

4. IT Response

- 4.1. When any call is logged to the IT inbox, the user who raised the call will receive a confirmation email thanking them for their call. The confirmation email will provide an estimated resolution time and request any further information required to progress the call.
- 4.2. Once Fircroft IT team receive this email, users should expect an initial response within 30 minutes (within standard work hours) detailing expected resolution times, dependant on the nature and severity of the issue. More details of the issue may be required which will be communicated via your preferred communication method.

- 4.3.** The Fircroft IT team will look to resolve the issue as soon as the call is received but if the issue requires further escalation to our third-party IT provider (CSCM) then resolution times may increase. If a referral has been made then the Fircroft IT team will inform the affected user in the first instance. The Fircroft IT team will liaise with CSCM in resolving any issues, users should only log calls via the approved call logging method as outlined above and should not attempt to contact CSCM directly.

Resolution Framework

SLA Level	Type	Response Time	Diagnosis Time	Resolution
<i>Priority Level 1</i>	System Failure (Users unable to access system or network)	30 minutes	1 Hour	4 Hours
<i>Priority Level 2</i>	Key Service Failure (Users unable to access key function or service)	30 minutes	4 Hours	8 Hours
<i>Priority Level 3</i>	Intermittent Failure (Users have intermittent access)	30 minutes	12 Hours	3 Days
<i>Priority Level 4</i>	Administration Requests (For changes with access or account set up etc)	30 minutes	2 Days	7 Days

5. Self-Diagnosis and Resolution

- 5.1.** Please do not attempt to correct an issue with Fircroft hardware yourself. Systems and equipment are often inter-connected and tampering with devices may cause electrical safety issues or invalidate any warranty.
- 5.2.** All software must be approved before attempting to download to College systems. If users require additional software to be installed, a call must be logged with IT Support, detailing the software required and its purpose. If approved, an appointment will be made to facilitate the software installation, complying with any licencing agreements.
- 5.3.** If unsure then please ask either by logging a call with IT Support or requesting a duty manager log a call with the Fircroft IT team.

6. Review

- 6.1** This policy will be reviewed in the light of organisational College needs or changes in legislation.