



IT Call Logging and Escalation Policy

POLICY / DOCUMENT PURPOSE STATEMENT

This document details the responsibilities for staff & learners 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. This policy also applies only to Fircroft infrastructure, software or hardware. Personal devices are not included in this policy.

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,
IT Security Policy
Internet-Network-and-Digital-Communication-Policy
BYOD Policy
Fircroft IT Loan Agreement,
Staff Disciplinary Policy & Procedure,
Code of Professional Standards.

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Owner / Department	Scott Thompson/IT
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Ratified / Authorised by	
Equality Impact completed	18/07/2026

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 UK GDPR (UK General Data Protection Regulation, Data Protection Act (2018), Computer Misuse Act (1990) and Prevent Duty Guidance: England and Wales (2023)

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 you have an IT issue where you cannot gain access to your 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 site supervisor 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 site supervisor. The site supervisor 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 relating to an IT issue, 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 an automated confirmation email acknowledging their call.
- 4.2.** The colleges IT team will only respond to high priority calls. All other calls will be responded to by the colleges IT third party provider in line with the college's resolution framework (See appendix A).
- 4.3.** A high priority call is defined as any issue affecting access to key services or network. Issues impacting multiple services or users and/or issues which impact learning that is currently occurring.
- 4.4.** All other calls will be actioned by CSCM in line with the colleges resolution framework.

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 warrantee.
- 5.2.** All software must be approved before attempting to download to College systems. If you 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.

Appendix A

Resolution Framework

SLA Level/	Type	Response Time	Diagnosis Time	Resolution	Call Owner
<i>Priority Level 1</i>	System or key service failure (Users unable to access system or network). Issue affecting multiple users or directly impacts learning.	30 minutes	1 Hour	4 Hours	Fircroft IT Team
<i>Priority Level 2</i>	Key Service Failure (Users unable to access key function or service) Issue affecting single user or does not directly impact learning	30 minutes	4 Hours	8 Hours	CSCM
<i>Priority Level 3</i>	Intermittent Failure (User(s) have intermittent access)	30 minutes	12 Hours	3 Days	CSCM
<i>Priority Level 4</i>	Administration Requests (For changes with access or account set up etc)	30 minutes	2 Days	7 Days	CSCM