

Delivering effective ICT and value for money

The London Borough of Tower Hamlets has adopted the Framework for ICT Support - a set of practices and Processes, for delivering ICT in a total of 100 primary and secondary schools. STASS provide a central ICT support service to the borough's Schools.

Since its introduction six years ago, FITS has established a strong reputation for providing useful processes and tools that have improved the delivery of technical support within education.

It is widely used across the UK and worldwide within primary, secondary, further and higher education.

STASS introduced the FITS Framework three years ago and fully adopted this in 2009. It has made a positive difference to the quality of the service offered to the borough's schools.

Paul Levett, the head of STASS in Tower Hamlets, has been responsible for implementing FITS into their central support team. He explains:

“Since I was appointed to manage the schools ICT technical services in 2006, I have ensured that FITS is ingrained into all ICT service delivery to our schools. FITS ensures a positive experience for school staff and students where ICT is used as a tool across the curriculum.”

“Over the past three years, the team have received positive feedback from clients. By using FITS, my team has been able to manage more incidents and lower costs.”

FITS directly allowed us to reduce support costs by 25%

FITS ensures a positive experience for school staff and students where ICT is used as a tool across the curriculum

Our user satisfaction index is 92% which is a great accolade for our staff!

“During 2008/09 the team fully implemented FITS. Previously, we had handled over 6200 incidents at a cost of over £100 each. We now deal with 7000+ incidents at a cost of £75 per incident without having to increase staff. In the current financial climate where LAs need to make cost saving and increase efficiency, this is very important.”

“FITS directly allowed us to reduce support costs by 25%, whilst maintaining a high quality of service. Our user satisfaction index is 92% which is a great accolade for our staff. Without FITS being adopted throughout the team this would not have been possible.”

About FITS

FITS is a set of best practice processes designed to provide a structured framework upon which to build the ICT support provision in a teaching establishment.

The FITS processes cover the four main functional areas of technical support provision:

- Reactive
- Proactive
- Change
- Strategic

The advice given within the FITS guidelines is neither definitive nor prescriptive and is of benefit and applicable to all schools irrespective of size or the technology in use. We recommend that the guidelines be adopted and adapted to fit each school individually, based on the school's resources and needs.

The key message we want to reinforce is that ICT services are there solely to support the school and its efficient and effective delivery of teaching and learning.

It is possible to begin by implementing any process within the framework. However, we recommend that you work through the FITS getting started processes first.

Even if you currently have a means of recording and monitoring incidents, we believe that some benefit may be gained by working through the FITS 'Getting Started' processes to identify whether there are some areas that you could improve on.

If you are a primary school that relies on an external provider for the majority of your ICT management and support, you will find that in most cases this will be all that you need to implement to make a major impact on the control and management of ICT services in your school.

Secondary schools and larger primary schools that undertake their own technical support will benefit from implementing all of the FITS processes.

Getting started with FITS is very easy. At The FITS Foundation, we have a register of approved trainers who can take your support staff through the FITS material and prepare them for the accreditation examination.

To locate a training provider near you and more information about the FITS accreditation,

email - support@thefitsfoundation.org or call 01926 800121

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