

FITS case study

Supporting teaching & learning methodology.

Wickersley School and Sports College,
Rotherham.

Wickersley School and Sports College is a specialist secondary comprehensive school for Maths and Computing. Having about 2,000 pupils aged 11 to 18 plus 220 teaching staff, it is a very large school. However, despite having 270 laptops and 470 desktop PC's, there is an air of calm about the ICT support staff looking after the pupils and teaching staff. The focus of the team is as much on helping everyone to get the best from the ICT as it is fixing problems.

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:

- XXXXXXXXXX XXXXXXXXXXXX
- XXXXXXXXXX XXXXXXXXXXXX
- XXXXXXXXXX XXXXXXXXXXXX
- XXXXXXXXXX XXXXXXXXXXXX

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.

Part of the reason for this approach is the adoption of the FITS framework. It all began when Brett Beasley joined the school from the Civil Service where he had been exposed to effective technical support. He was introduced to FITS, The education specific approach for using ICT support to provide better facilities for teaching & learning, getting the best value from IT equipment, improving reliability and creating professional support teams.



He started by introducing a service desk to act as a single point of contact for all support requests and enquiries. Shortly afterwards over 95% of all requests were logged through the desk. However, Brett was keen to point out

some of the key points discussed in the FITS materials. "FITS emphasises not to lose touch with the staff and learners. Service desks can be very remote and impersonal, but what matters is sorting the problem out. Sometimes this means reacting immediately to personal requests and later completing the paperwork. FITS has been a great help in getting our approach right and ensuring that we have spare time to help everyone get the best from our ICT, which is what it is all about".



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 or school that relies on an external provider for the majority of their 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 maintain a register of approved trainers that can take your support staff through the Fits material and prepare them for the accreditation examination.

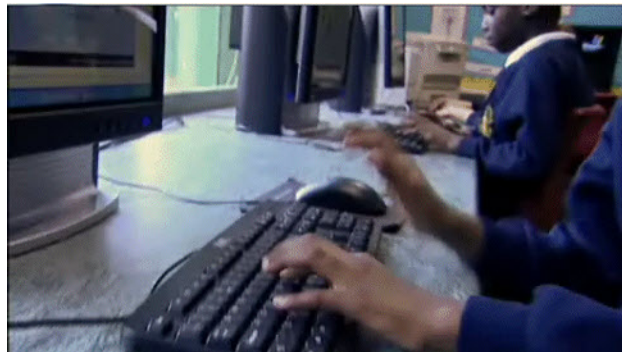
To locate a training provider near you and more information about the Fits accreditation, email Support@thefitsfoundation.org, or call 01926 800 121.

Our 10 main process topics



Another key factor was that they separated the classroom and technical support with dedicated support staff for each. This in turn has promoted creativity and innovation within the way that classes are delivered and in the work undertaken by the pupils. They also offer a range of complementary courses for specific software applications and technical skills.

Technical support within the school now works so effectively that there is no unplanned downtime in the availability of the ICT services within the School. The change management elements of FITS are used to help plan maintenance out of school hours and ensure the availability of ICT within the School.



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