

The countdown to a full implementation of FITS

The FITS framework is a strategic approach designed to help you achieve best practice in ICT support. Use this chart to find out how your ICT support measures up, then you can start the countdown to a full implementation of FITS – effective, sustainable ICT support.

	Impact	Benefits for ICT users	Strategic benefits	Senior leadership Team Benefits	
05	No FITS processes implemented Everything is responded to in an ad hoc manner. No control No accurate planning possible Poor use of technicians' time	No benefits are being gained from managing ICT-related calls and work Incidents are dealt with on an ad hoc basis Critical incidents always have maximum impact	No strategic direction	No accurate information can be reported Unable to predict the costs of ICT services accurately	Reactive Processes 1. Service Desk 2. Incident Management Proactive Processes 3. Problem Management 4. Security Management 5. Operations Management <ul style="list-style-type: none"> • System Administration • Storage Management • Directory Services Administration • Print and Output Management • Performance and Monitoring • Preventative Maintenance • Service Continuity • Capacity Planning • Availability Management • Energy Conservation
04	Single point of contact or Service Desk implemented Basic level of fault control Limited work priority can be performed	Single place for all ICT-related issues to be logged Information collection on repeated faults possible Single customer interface being developed	ICT faults can be monitored and workloads measured	Fault fix times can be estimated if information is stored Costs can be analysed	Change Processes 6. Change Management <ul style="list-style-type: none"> • Change Management • Release Management • Patch Management 7. Configuration Management
03	Service Desk, Incident Management and Problem Management processes implemented In control of Reactive Support processes. Moving towards a proactive environment All work is being prioritised by severity and impact	Responses to incidents prioritised by severity Short-term fixes being used to restore services as soon as possible Longer-term solutions being properly scheduled and managed Reduction in severity and frequency of incidents	Improved call response and more accurately focussed support process Details of faulty and problematic trends in equipment can be clearly seen Solutions to recurring problems are being implemented	Detailed workloads and fault processes can be reported on Staff time can be accurately measured Cost savings on reuse of solutions for duplicated call resolution	Strategic Processes 8. Service Level and Financial Management <ul style="list-style-type: none"> • Service Level Management • Financial Management 9. Workforce Management <ul style="list-style-type: none"> • Creating a technical support team • Leading a technical support team • Maintaining a technical support team 10. Senior Leadership Team <ul style="list-style-type: none"> • Developing and Managing an IT Strategy • Delivering and Maintaining an IT Strategy • Environment Sustainability
02	FITS proactive and change processes implemented Proactively managing fault calls. Actively managing changes to IT environment	Additional FITS processes provide a more resilient, secure and manageable environment All changes to environment are managed Downtime is minimised	Downtime for upgrades, configuration changes and patching is properly controlled Monitoring allowing for problems to be detected before becoming issues Preventative measures allow for maximum uptime and minimum disruption for services	Details of faulty and problematic trends in equipment can be clearly seen Total costs of ownership on equipments brands can be measured	
01	All FITS processes implemented Delivering strategic planning Able to plan for the forthcoming year	Fully supporting ICT users with strategic management of complete infrastructure	Infrastructure is monitored and proactive capacity and availability planning is in operation	Accurate costs for all aspects of infrastructure can be gathered and future financial investments predicted Service levels can be measured and reported against	

FITS Framework for ICT Technical Support

The FITS framework is designed to help you implement best practices in your ICT support and to assist you to provide effective sustainable ICT support

For more information see the Becta FITS online webpage at www.becta.org.uk/fits