**Foxfield School**



**ICT Resource Deployment**

**Policy and Procedure**

**(Including ICT technician deployment)**

**Updated 29/01/2020**

**Senior Member of Staff Responsible:** Mr Paul Howley

**Designated Member of Staff:** Mr Steve Ledson

**Governor Responsible****:**

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**Hardware deployment**

Permanently allocated equipment

All teachers whilst employed at Foxfield School will be permanently allocated the following;

* Laptop
* Secure pen drive
* Ipad

This equipment will be the responsibility of the member of staff that it has been allocated to and will be booked out through the school booking system, Junior Librarian.

All classes will be permanently allocated the following;

* Camera
* Iboard Touch
* Classroom PC

**It is class staff’s responsibly to make sure all permanently allocated equipment is working fully prior to the lesson starting.**

Temporary deployed equipment

Foxfield School has a range of equipment available to all staff for temporary deployment including;

* Ipads (individual and class sets)
* Cameras
* Laptops (individual and class sets)
* Specialist key boards
* Switch technology
* Lego technology
* Projectors
* DVD players
* Webcams

Staff wishing to use this equipment must follow the booking procedure.

Booking equipment procedure

Staff wishing to use equipment for lessons must book equipment with the ICT technician through email, the schools website messenger or the Helpdesk. The booking request must include;

* Date
* Time equipment will be needed
* Time when equipment will no longer be needed
* A location that the equipment needs to be set up
* What is needed and the quantity
* Any other relevant information (e.g. a good time for equipment to be set up)

This request must be made giving at least 7 days notice. A copy of this booking request must also be sent to the ICT coordinator. Equipment will then be booked out through the school booking system, Junior Librarian.

N/B All existing Ipad bookings will be on the Ipad booking calendar.

It is staff’s responsibility to ensure all equipment is returned on time and in the manner agreed. Any issues must be reported on return.

Consumables

All consumable needed from the ICT technician can be made by verbal request. The ICT technician will record all consumables using the consumables request record document (see example in appendix).

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**Equipment Purchase request**

All ICT equipment purchase requests must be requested and verified through the ICT coordinator. Staff wishing to purchase ICT software or hardware must first consult the ICT coordinator. A request must be put in the form of an email including;

* Staff name
* Equipment / software needed
* Reason
* Cost

This request must be made giving at least 14 days notice.

**Software Deployment**

Apps request procedure

Staff wishing to use a particular app in lessons must check in advance the suitability of app. Staff then must request the app be placed on ipad[s] by the ICT technician through email or the schools website messenger. App request must include;

* Date
* When the app will be needed
* What ipad/s it will be needed on (giving code e.g. B1-5)

This request must be made giving at least 7 days notice. A copy of this app request must also be sent to the ICT coordinator.

Software request procedure

Staff wishing to have software allocated that is already owned by Foxfield School must do so with the ICT technician through email, the schools website messenger or the Helpdesk. This request must be made giving at least 7 days notice. A copy of this booking request must also be sent to the ICT coordinator

**ICT problems**

Helpdesk

Any ICT related issues that need to be resolved must be requested though the ICT helpdesk. If the problem occurs during lessons a verbal request can be made but must be followed up with a written request using the ICT helpdesk. N/B All Helpdesk messages are received by the ICT technician via a mobile phone. All responses to Helpdesk requests are made through email.

**ICT Technician Deployment**

Day to Day tasks

The ICT technician will manage their own time and prioritise their work load as they see fit. However this will be under the guidance of the ICT coordinator and the Deputy headteacher.

The day to day tasks include;

* Preparation of equipment for lessons
* Repairing equipment and software
* Gathering quotes and ordering equipment
* Supporting in lessons
* Any other ICT related requests

All class based activities must first be negotiated with the class team.

Regular tasks

The ICT technician will be responsible for a number of regular ICT tasks. These will vary in time scale and be dependent on other priorities around school and will include;

* Production of MIC day analysis (yearly)
* Setting up PC for assemblies (Monday 9:30 & Friday 14:00)
* Setting up PC and projector (Thursday meeting)
* Checking printers and other general use ICT equipment (daily)

Class support requests

The ICT technician might be requested to support in lessons with ICT hardware or software. The ICT technician will be under the direction of the class staff.

Staff wishing to request the support of the ICT technician must do so through the ICT technician using email, the schools website messenger or the Helpdesk. The request must include;

* Date
* Time needed
* Information on lesson content

This request must be made giving at least 7 days notice. A copy of this booking request must also be sent to the ICT coordinator.

Problems Arisen

Any problems arisen and requested through the helpdesk must be responded to within 24 hours. It is the ICT technician’s responsibility to prioritise these requests and to follow up on requests made once establishing a mutually convenient time to solve highlighted problem. However guidance will be available from of the ICT coordinator and the Deputy Headteacher.

If a problem cannot be resolved within this time period the ICT technician should make the ICT coordinator and the Deputy Headteacher aware of this.

Staff requests

It is the ICT Technicians responsibility to respond to staff requests and prioritise them after negotiating with staff.

It is the ICT Technicians responsibility to record all consumables using the consumables request record document (see example in appendix). The

ICT technician will be responsible for ordering consumables and replenishing stock.

Booking requests from staff must be acknowledged by email. Equipment booked out must be booked out through the school booking system, Junior Librarian. It is the ICT technician responsibility to ensure all equipment booked out is recorded using the Junior Librarian system and is working fully on loan and on return.

**IT Tech services**

IT tech services will be available for support by phone during working hours.

A member of the IT support service will visit Foxfield School once a week and work with the ICT Technician to solve or support dealing with any complex ICT issues. It is the ICT technician’s responsibility to prepare and prioritise these complex ICT requests and report these requests via email to the ICT coordinator 24 hours before the visit. All work carried out by IT support services must be recorded and reported to the ICT coordinator by email. The report must include;

* Date
* Amount of time worked on
* Work carried out
* Outcome
* Future work planned

A copy of this booking request must also be sent to the Deputy Headteacher.

Appendix

