

BT Lancashire Services

Reporting ICT Faults with BT Lancashire Services ICT Services

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1 Reporting ICT Faults with BT Lancashire Services ICT Services

Schools can now report their ICT faults online using the new BTLS user friendly online form. There are a number of benefits for schools:

- More convenient for busy school staff, faults can be reported immediately and at any time meaning you don't have to wait for the phone to be answered.
- You can track your incidents (or any other raised by your school) in one easy place.
- You can communicate with ICT staff working on your incident online, checking progress, adding further information, or responding to further questions from ICT.

This self-service tool is available through the [BT Lancashire Services Education Service Website](#). Log in as usual then access your ICT incidents using the "My ICT Incidents" link:

Home 2017-18 Annual Services ▾ Products ▾ On-Site Services ▾ About Us ▾ Contact Us ▾ My ICT Incidents

Once logged in you will see a screen that looks similar to this:

BT Lancashire Services
Education Services

Part of BT

Search

Home What's New Services ▾ Products Support ▾ Contact Us ▾ My ICT Incidents My Services

Logged in as Test User (00000EDU) (Test School, Test Town) Logout

My ICT Incidents

Report a fault

Category

Confidential? ☐

Please note that, as confidential incidents could potentially include confidential information, incidents marked as confidential will not appear in the list of open incidents for your school and you will need to telephone for updates. You cannot change the status of the incident.

Impact

Description

Telephone

Attach file No file chosen

Please attach any files relating to the issue described above (e.g. screenshots). There is a 20MB limit on file size.

Open Incidents for your School

(excluding incidents marked as confidential)

My ICT Incidents Help

- User Guide

Bundle Details

Connection Type: Fibre
Bandwidth: 100Mbps

School Details

Schools Portal Number:00000
School Name:Test School, Test Town
LA Number: 888
DFEE Number: 888/0000
BTBD Account:1.0000

2 Reporting a Fault

Your name and school number are taken from your login and do not need to be recorded for this reason. You should provide a telephone number in case BTLS need to call you.

2.1 Category

Firstly select a **Category** which **best describes** the fault you are reporting from the following options:

- Data
- Hardware
- Network
- Passwords/Logins
- Software

2.2 Confidential

The list of incidents (all open and the most recent closed) for your school will be displayed regardless of who raised them. If you need to raise a confidential incident that you wouldn't want anyone else at your school to have sight of, we have provided a facility here to hide these incidents. Screenshot below:

Confidential?



Please note that, as confidential incidents could potentially include confidential information, incidents marked as confidential will not appear in the list of open incidents for your school and you will need to telephone for updates. You cannot change the status of the incident.

Please note, if you need to chase progress of any confidential incidents or change the confidential status of an incident, you will need to call the ICT Service Centre.

2.3 Impact

Next select the **Impact** of the issue by advising how many users are affected by the fault.

1. **Enterprise** – choose this if you know your school **and** other schools are affected
2. **Site/Department** – choose this if individuals within your school or a single department are affected
3. **Multiple Users** – choose this if more than one person is affected but not the whole site or department
4. **Single User** – choose this if the issue only affects you

Please note – After you submit the incident it will be assessed by ICT Services and an appropriate priority given. Until this time, the priority will show 0.

2.4 Description

It is extremely important to provide as much information as possible in the **Description** field. This ensures BTLS will diagnose and fix issues quicker, eliminating the need to ask further questions and potentially cause unnecessary delays. Include details of any error messages, when the asset/application last worked etc. It is not possible to attach screenshots so for error message please report these accurately.

The more information you can provide at this stage the quicker BTLS will be able to fix your issue.

2.5 Telephone

BTLS will communicate with you principally through the tool. However, it is a good idea to include your telephone number in this field in case your call is triaged and requires a call back.

Please note if you use a generic login (e.g. bursar@....) you will also need to input your name in this field.

2.6 Attach File

You now have the facility to include a file if this relates to the incident, for example, a screenshot of an error message you are being presented with. Screenshot below:

Attach file

No file chosen

Please attach any files relating to the issue described above (e.g. screenshots). There is a 20MB limit on file size.

Once you have provided all the information click **Submit**.

You will receive a prompt on screen informing you that your incident has been logged, together with the incident number and the email address that will receive the email notifications each time the incident is updated.

Incident logged!

Your incident number is **INC0123456**

Updates to your incident (excluding confidential incidents) can be accessed by selecting your open incident from the queue below, or by reading the notification sent to head@test-school.lancs.sch.uk.

If you have logged your incident and marked it as confidential, you will need to telephone for updates.

Please note this email address is the default account set up for the school (normally the headteacher). This default email address can be changed to a more appropriate email address but this new email address will receive notifications for all incidents raised by anyone at your school. If you would like to change this email address please contact brm@btlancashire.co.uk

The new incident is added to the list of open incidents for your school. You are also able to access (read only) the 20 most recently closed incidents from your school.

The incidents are listed in date order, i.e. the order in which they have been raised, with the most recently raised incident at the top of the list.

You can access any open incidents raised for your school from this list by clicking on the **Reference** (Incident Number) link.

The **Incident Details**, **Contact Details** and **State** are also displayed within the list.

Open Incidents for your School

(excluding incidents marked as confidential)

Reference	Incident Details	Contact Details	State
INC000001	Unable to access SIMs Finance. Error message attached	Test User 01772 123456 noreply@btlancashire.co.uk	New
INC000002	All Lancashire schools are unable to login.	Test User 01772 123456 noreply@btlancashire.co.uk	In Progress
INC000003	Problem with test system	Test User 01772 123456 noreply@btlancashire.co.uk	On Hold (Awaiting Change)
INC000004	Requires the additional patch and is unable to locate the contact details for the team	Test User 1234567 noreply@btlancashire.co.uk	On Hold (Awaiting Vendor)
INC000005	Attempted Backup: 2018-11-14 20:02 Error: Backup limit reached - (1) Backup Limit: 25GB	Test User test noreply@btlancashire.co.uk	On Hold (Customer Deferral)
INC000006	Unable to delete students	Test User test noreply@btlancashire.co.uk	Awaiting Triage
INC000007	Unable to delete students	Test User test noreply@btlancashire.co.uk	On Hold (Awaiting Customer Update)
INC000008	SWF census not showing in detail report	Test User test noreply@btlancashire.co.uk	Resolved

The table below gives an explanation of the different states.

State	Explanation
New	Newly created incident
Awaiting Triage	Awaiting an initial check to determine whether BTLS have sufficient information in order to progress the incident.
In Progress	BTLS have all the information needed and the incident is being worked on.
On Hold (Awaiting Customer Update)	The customer has been asked to provide further information and BTLS are awaiting their response.
On Hold (Awaiting Change)	The incident cannot be resolved until a related change (e.g. upgrade) has been completed.
On Hold (Customer Deferral)	Incident has been deferred by agreement with the customer until a specified date and time (e.g. customer may be unavailable for further troubleshooting).
Resolved	The incident has been resolved. This will remain in this state (and appears on the list of incidents) for 24 hours. If you wish to reopen it you can so in this 24 hour window. To reopen you must telephone the Service Centre and request it be reopened. If the incident does not appear on the list of open incidents, if the issue reoccurs, you must create a new one but you may wish to reference the previous incident in the incident details.

You can also view (read only) the 20 most recently closed incidents:

Latest 20 Closed Incidents for your School

(excluding incidents marked as confidential)

Reference	Incident Details	Contact Details	State
INC0202691	Morning, We have set up an Office 365 group using the ITCoord office 365 Admin console. The nam...	Mr Testing 01234 123456) dtestingc@test-school.lancs.sch.uk	Closed

3 Tracking your Incident

You can view and update any open incidents in the list, including those raised by other members of staff.

Please note that any incidents in the Resolved State will also appear here until 24 hours after they have been marked as resolved.

If you need to reopen an incident you must call us. If more than 24 hours has passed (and the incident is now marked as closed), you will need to open a new incident using the Self Service tool but you should reference any previous incident number in the incident details.

Click on the incident number hyperlink to view details of the incident.

INC0173955	Unable to access Sims Finance. I am getting a run time error 217@000cdd4f	Test User 01772 123456 noreply@btlancashire.co.uk	New
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My Incident Details

Number INC000001

Description This is a test

Contact Details Test User
01772 123456
noreply@btlancashire.co.uk

State Awaiting Triage

Priority 0 - None

SLA Due Date

Comment

Type your message here...

Attach file

Choose Files No file chosen

Please attach any files relating to the issue described above (e.g. screenshots). There is a 20MB limit on file size.

Send

Comments

18-07-2019 14:58:17 - Web Service (Additional comments)
Incident generated from BTLS Education by Test User of Test School, Test Town (00000)

Back to list

The **Description** is the details provided by the customer at the time of opening.

Contact Details show who has logged the incident.

The **State** shows details of where your open incident is up to:

- Awaiting Triage
- In Progress
- On Hold
- Resolved

A **Priority** is allocated by BTLS in line with the Service Level Agreement and information given by the school. The priority initially shows as **0 – None**. The **SLA Due Date** is calculated from the priority given.

You can view details of our performance targets for resolving ICT incidents on the "Service Levels" section on the following link:

<https://education.btlancashire.co.uk/services/annual-services.aspx>

If you want to provide more information type the details in the **Comment** field and click **Send**. A notification is sent via the tool to BTLS, ICT Services.

Similarly, if BTLS need more information from the school, this will be updated in the tool and the allocated email address at your school will receive a notification.

Please note, as the notification email address is fixed and cannot be changed for individual incidents, it is good practice and BTLS strongly recommend that you check the incident regularly for updates via the tool, rather than rely on the Headteacher or other nominated contact to advise you when this has happened.

If you want to chase progress of your incident you should do this by using the **Comment** field, stating clearly any changes.

The **Comments** field gives a full history of communication for the incident.

4 Escalation Process

If you wish to escalate your incident you should follow the guidance on <https://education.btlancashire.co.uk/support.aspx>.

5 Formal Complaints Process

If after following our escalation process, you are still unhappy and wish to submit a formal complaint, please refer to the guidance on <https://education.btlancashire.co.uk/support.aspx>