

# Education Digital Services

Reporting ICT Faults with Education Digital  
Services

Version: 3  
Date: March 2023



**EDUCATION DIGITAL  
SERVICES**



---

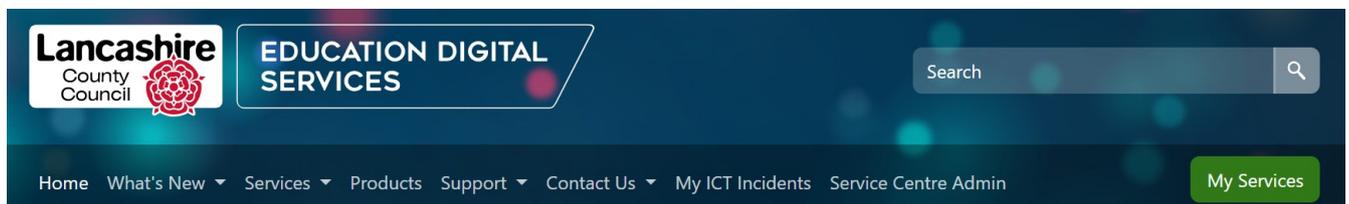
<b>Contents</b>	<b>Page</b>
<b>1 Reporting ICT Faults with Education Digital Services</b>	<b>3</b>
<b>2 Reporting a Fault</b>	<b>4</b>
2.1 Category	4
2.2 Confidential	4
2.3 Impact	5
2.4 Description	5
2.5 Telephone	5
2.6 Attach File	5
<b>3 Tracking your Incident</b>	<b>10</b>
<b>4 Escalation Process</b>	<b>12</b>
<b>5 Formal Complaints Process</b>	<b>13</b>

# 1 Reporting ICT Faults with Education Digital Services

Schools can now report their ICT faults online using the Education Digital Services 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 others 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 [Education Digital Services website](#). Log in as usual and then access your ICT incidents using the 'My ICT Incidents' link:



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

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.

#### My ICT Incidents Help

- [User Guide](#)

Support (must be logged in to view)

- [Contacting the ICT Service Centre](#)
- [Escalation Process](#)
- [Formal Complaints Process](#)
- [Complaints Online Form](#)
- [SLA Targets](#)
- [Incident Feedback](#)

#### Important Information

If you are contacting us for support as part of a project or you are supporting a pilot project, please check with the Project Manager in the first instance.

#### Broadband & Online Services Bundle

Connection Type:  
Bandwidth:

#### School Details

Schools Portal Number: 00000  
School Name: Test School, Test Town  
LA Number:  
DFE Number:

Issue no: 3  
Date: March 2023

Page 3 of 13

## 2 Reporting a Fault

Your name and your 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 Education Digital Services need to call you.

### 2.1 Category

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

- Office 365
- Software / Web App
- Hardware / Equipment
- Network / Printing / Logging in
- Schools Technical
- SIMS Functional

### 2.2 Confidential

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

Simply tick the '**Confidential?**' box, shown in the 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 the progress of any confidential incidents or change the confidentiality 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 that Education Digital Services 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 in this section so for error messages, please report these accurately.

The more information you can provide at this stage, the quicker Education Digital Services will be able to fix your issue.

## 2.5 Telephone

Education Digital Services will communicate with you principally through the My ICT Incidents 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 that if you use a generic login (e.g. bursar@...), you will need to input your name in this field.

## 2.6 Attach File

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

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.

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](mailto: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 [educationdigitalservices@lancashire.gov.uk](mailto:educationdigitalservices@lancashire.gov.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 from 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
<a href="#">INC0000001</a>	Unable to access SIMS Finance. Error message attached.	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	New
<a href="#">INC0000002</a>	All Lancashire schools unable to log in.	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	In progress
<a href="#">INC0000004</a>	Problem with test system	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	On Hold (Awaiting Change)
<a href="#">INC0000005</a>	Requires the additional patch and is unable to locate the contact details for the team.	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	On Hold (Awaiting Change)
<a href="#">INC0000006</a>	Attempted backup: 2022-06-04 20:02 Error: Backup limit reached - (1) Backup Limit: 25GB	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	On Hold (Customer Deferral)
<a href="#">INC0000007</a>	Unable to amend student home address	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	Awaiting Triage
<a href="#">INC0000008</a>	Unable to delete student details	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	On Hold (Awaiting Customer Update)
<a href="#">INC0000009</a>	SWF census not showing in detail report	Test Bursar (01772 123456) bursar@testschool.lancs.sch.uk	Resolved

The table below explains the different stages.

<b>State</b>	<b>Explanation</b>
New	Newly created incident
Awaiting Triage	Awaiting an initial check to determine whether Education Digital Services have sufficient information in order to progress the incident
In Progress	Education Digital Services 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 Education Digital Services 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 in the list of incidents) for 24 hours. If you wish to reopen it, you can do so in this 24 hour window. To reopen, you must telephone the ICT Service Centre and request for it to be reopened. If the incident does not appear in the list of open incidents and the issue reoccurs, you must create a new one but you may wish to reference the previous incident in the <b>Incident Details</b> .

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
<a href="#">INC0000003</a>	Unable to delete students	Mrs Testing (01772 123456)	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 have passed (and the incident is now marked as closed), you will need to open a new incident using My ICT Incidents but you should reference any previous incident number in the **Incident Details**.

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

### Incident Details

Number

INC0000001

Description

Unable to access SIMS Finance. Error message attached.

Contact Details

Test Bursar

01772 123456

bursar@testschool.lancs.sch.uk

State

New

Priority

5 – Advice and Guidance

SLA Due Date

Comments

13-06-2022 11:51:28 - Trying to access SIMS Finance but unable to log in. Error message keeps popping up.

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 Education Digital Services in line with the Service Level Agreement and information given by the school. The priority 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://educationdigitalservices.lancashire.gov.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 My ICT Incidents to Education Digital Services,

Similarly, if Education Digital Services need more information from the school, this will be updated in My ICT Incidents and the allocated email address at your school will receive the notification.

**Please note, as the notification email is fixed and cannot be changed for individual incidents, it is good practice and Education Digital Services strongly recommend that you check the incident regularly for updates via My ICT Incidents rather than relying on the Headteacher or another nominated contact to advise you when this has happened.**

If you want to chase the 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 in the link below:

<https://educationdigitalservices.lancashire.gov.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 in the link below:

<https://educationdigitalservices.lancashire.gov.uk/support.aspx>