



FITS v2.0 Practitioner

This course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services in schools. It is accredited by, and follows the syllabus specified by the FITS Foundation.

It culminates in a 40 question multiple-choice examination for the level 4 certificate in ICT support in education.

Pre-requisites:

Involvement in the provision or receipt of IT Services in a school environment

Duration:

2 days

Visit: www.tkel.co.uk for information,

Email: ian@tkel.co.uk or call Ian Southwell on 07847 409062 to secure your place. Numbers are limited to 8 Delegates, early booking is strongly recommended.



Course Details

Service Desk

- Understand the purpose of the service desk
- Know the types of service desk
- Understand responsibilities
- Single point of contact
- Recording
- Evaluating/monitoring
- Reporting
- Communication

Change Management

- Define change, release and patch management
- Understand the scope and operation of change management processes
- including hardware, software, configuration, communications equipment, documentation, users and procedures
- Know the operation and lifecycle of change processes including identification, recording, classification, implementing, managing, reporting and closure
- Understand the scope and types of release/patch processes covering hardware, software, communications equipment and software/firmware, software licences, documentation and reporting.
- Understand the operation of change management including RFC (Request for Change), DHS (Definitive Hardware Store), DSL (Definitive Software Library), testing, training and deployment

Incidents and Problem Management

Define incident and problem Distinguish between a problem and a known error

Understand the operation and lifecycle of incident handling including identification, recording, classification, service restoration, resolution and closure

Understand the operation and lifecycle of problem and error control including identification, recording, assessment, resolution and closure

Configuration Management

Define configuration management.

Understand the importance, scope and operation of configuration management including relationship with asset management.

Understand the operation and lifecycle of configuration management including the selection, identification of the CMDB (Configuration Management Database) structures and CIs (Configuration Items).

Know the core elements of configuration management including planning, identification, control, status accounting and verification.

Demonstrate knowledge of configuration management relationships and dependencies on all of the service support components and support lifecycle.

Security

Overview of Security

E-Safety

Visit: www.tkel.co.uk for information,

Email: ian@tkel.co.uk or call Ian Southwell on 07847 409062 to secure your place. Numbers are limited to 8 Delegates, early booking is strongly recommended.