

EVIDENCE NUMBER:  
WORK PRODUCT

15

COUNCIL

PERFORMANCE INDICATOR

6. Report problems that cannot be dealt with personally to the appropriate colleague

I was informed that there was an issue with the printer so I went to the printer noted down the printer ID and then called the number that is on the poster above the printer which is the number for the internal Xerox guy, and I let him know which printer needs fixed.

If there is a Printer fault please dial 457.  
To Log a fault with XEROX directly dial 0207 5...

When ICT issues occur there are two ways that ICT issues can be reported, both ways can be found on arcadia. Then you click into askFRED(ICT)

The screenshot shows a council website interface. At the top is a search bar with the text 'Search (including people)'. Below it is a navigation menu with 'Services', 'Tools and Resources', and 'News'. The main content area features several news items and a 'Quick Links' section. In the 'Quick Links' section, 'askFRED(ICT)' is highlighted with a red box. Other links include 'Council website', 'askHR', 'Bodet', 'Christmas cards 2017', 'Committees management system', 'Councillor ward pages', 'Creative Services Library (Image Library)', 'Employee Policies and Procedures', and 'Health and Safety/Wellbeing information'.

Unit, Element, PI'S	Knowledge
5220.6	
6220.5	
5201.4	
5201.8	
5220.6	
6205.1	

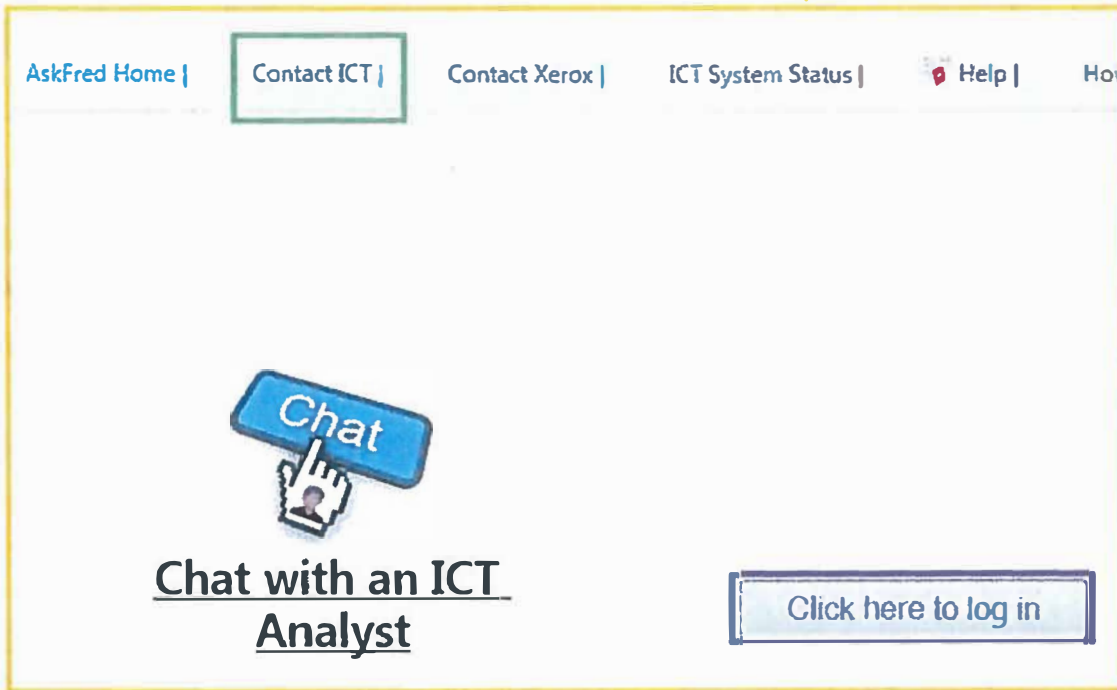
5. Impact

6. Plan

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This is the point where the two options become available



AskFred Home | **Contact ICT** | Contact Xerox | ICT System Status | Help | How

**Chat**

Chat with an ICT Analyst

Click here to log in

Option 1: This option brings up the info for the ICTServiceDesk, this line can be phoned for urgent issues that will stop you from working. When you call this number you will be put on a waiting list and when there is a member of ICT staff available they will pick up your call.

**ICT askFred** can be accessed 24/7 from any device and from anywhere, including on your own smartphone or tablet. Online chat with Fred is also available for most issues where a quick response is required.

For business critical faults that are stopping you from working and cannot wait:

Using Skype telephony on your pc or installed as an app on your own/council issued phone: simply type ICTServiceDesk, then click and call or from a mobile phone or traditional landline dial: 01234 56000

Opening hours: Mon-Friday from 07:30am  
Unstaffed: Mon - Thursday after 18:00, Friday after 17:00,  
Unstaffed: Saturday & Sunday.

Unit, Element, PI'S	Knowledge
5205.2	
5201.4	

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Option 2: This is where less urgent issues can be logged.  
First you must log in.

From here you can select the appropriate topic for your issue and go on to log a call or request something.

<a href="#">New Start Call (Corporate)</a>	<a href="#">An Application isn't working</a>	<a href="#">Infrastructure</a> <a href="#">Libraries (ALIS)</a>
<a href="#">New Pupil CC4 account</a>	<a href="#">I need to request something</a>	<a href="#">MIS Support (SEEMIS)</a>
<a href="#">Leavers Movers Returners</a>		<a href="#">Oracle / iProcurement</a>
<a href="#">More from Account Services &gt;</a>	<a href="#">More from Business Apps &gt;</a>	<a href="#">Revenue &amp; Benefits</a>
<b><u>Computer Related</u></b>	<b><u>Network</u></b>	<b><u>Office 365 Services</u></b>
<a href="#">Hardware Related</a>	<a href="#">I need a secure folder created</a>	<a href="#">Email and Calendaring</a>
<a href="#">Software Related</a>	<a href="#">WIFI</a>	
<a href="#">More from Device &amp; Printers &gt;</a>	<a href="#">More from Network &amp; Servers &gt;</a>	<a href="#">More from Office 365</a>
<b><u>Phones &amp; Skype</u></b>	<b><u>Websites</u></b>	<b><u>Working from home</u></b>
<a href="#">I have a phone fault</a>	<a href="#">I cannot access Arcadia</a>	<a href="#">I have a Cisco VPN issue</a>

Unit, Element, PI'S	Knowledge

51052