



Activity 2c



The use of ICT, as part of regular ongoing activity in a classroom, requires not merely sound planning of the organisation of both ICT and human resources – the equipment itself must be robust and reliable. It is important that the school has a good, efficient first line technical support structure. Often the simple fault finding activities can be built into a short training programme that some of the older pupils or a Technician could do. This would allow the equipment to be checked regularly and would also enable staff to know of any problems in advance of a lesson. Discuss this procedure and your needs with your ICT department.



It is important not to underestimate the need to have a system for dealing with simple technical issues quickly and you will probably find that there is already a system in place within your ICT department.



One method could be the 'One thing at a time' technique.

- This involves everyone who has a problem with their computer equipment listing the problems. Some will be common e.g. paper jams with printers, others erratic and not so easy to identify.
- Some problems can be dealt with either by a technical 'clinic' with a group of teachers and an ICT 'expert'. Teachers can be provided with simple fault finding techniques, such as a series of 'Prompt Sheets' to take them through the common faults and their correction.
- For those that cannot easily be corrected, the repair needs to be arranged and regular technical support put into place.



It is important to note that you should not be using the Coordinator to provide any technical support beyond this, but should be looking to build in Technician time either based in your school or brought in to maintain the equipment.



Use your email facilities to discuss faults with other colleagues and find out how teachers in other schools solve their technical problems.

hints

