

COMMUNITY SERVICES – EDUCATION ICT TECHNICIANS TRAINING PLAN.

1. SUMMARY

The audit of the Education Network which was undertaken by Audit Scotland in 2004/2005. Item 4 of the subsequent report highlighted the need for establishing a training plan for ICT Support Technicians across the Education Service.

2. RECOMMENDATIONS

2.1 The contents of this report are noted by the Audit Committee.

3. DETAILS

- 3.1 The report by Audit Scotland highlighted that “ICT is one area where software applications and environments is rapidly changing” and that Technician staff would require appropriate levels of ICT Training.
- 3.2 The Education Service operates two separate Personal Computer Platforms: MAC in the Primary and Microsoft/PC in the Secondary estate.
- 3.3 ICT Support for the Primary estate is provided by a central team based in Inveraray. This team of five technicians are responsible for all aspects of Technical ICT Support duties in primary schools. In order to support the MAC devices in use in almost all of the Primary schools, these Technicians are trained to “MAC hardware accredited” standard and are externally assessed on an annual basis to ensure that they retain that status. This team of technicians is centrally funded and managed by the ICT Development Manager for Community Services.
- 3.4 The Technician Team in Inveraray have also received training in the support of the Windows/PC environment and also in the installation and support of Local Area Network (LAN) and Wireless LAN equipment.
- 3.5 There are no formal hardware accreditation qualifications available in the Microsoft/PC environment, therefore it is impossible to offer accreditation similar to the MAC environment. However, there are formal accreditation mechanisms in the support of standard Microsoft products which are commonly used across Secondary schools. Technicians in the Secondary schools are funded and managed by each Secondary school’s Management Team.

4. CONCLUSIONS

A programme of training courses should be delivered in the Inverary Conference Centre during the summer of 2007 to cover the following areas of technical support:

MS Windows Desktop Operating Systems
MS Server Operating Systems
Wireless LAN support & Configuration.

These courses should cost in the region of £8,000 and contribution for this expenditure sought from the 10 Secondary schools with contribution of up to 50% of the costs being found by the ICT Development Manager.

5. IMPLICATIONS

5.1	Policy:	None
5.2	Financial:	Approximately £8,000
5.3	Personnel:	None
5.4	Legal:	None
5.5	Equal Opportunities:	None

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