Identifying and resolving common ICT problems in an organization

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# Introduction

This document outlines the process for identifying, prioritizing, and resolving common ICT problems encountered within INVU. It covers key considerations in client support, resource allocation, problem analysis, maintenance activities, resolution escalations, third-party referrals, documentation, client feedback, and hardware/software management.

# Maintenance activities

Proper maintenance is crucial for any company, especially with ICT equipment. A lack of proper maintenance may lead to the organization lacking behind in its productivity.

Determine required resources for periodic maintenance on ICT equipment.

Maintain an inventory of spare parts and consumables (e.g., cables, adapters, toner cartridges).

Ensure access to relevant software licenses and maintenance contracts.

Identify and update diagnostic tools for hardware and software troubleshooting.

Schedule regular preventive maintenance for system stability and early problem detection

Follow documented procedures for system repairs, upgrades, and configuration changes.

Ensure data backups are available before any major maintenance activities.

Test system functionality thoroughly after completing repairs or upgrades.

Update documentation to reflect changes made during maintenance activities.

Maintain detailed records of all ICT problems encountered,

Archive records for future reference and knowledge base development.

Securely store replaced hardware components for potential future use or spare parts.

Dispose of outdated or unusable components responsibly in accordance with environmental regulations.

Maintain records of component storage and disposal activities.

Utilize a range of industry-standard hardware and software tools relevant to the organization's ICT infrastructure.

Stay updated on emerging technologies and diagnostic tools for efficient problem resolution.

# Dealing with client problems in the company

When the company deals with issues related to the ICT department, the clients that they have will also be affected by it. So the company should be able to react and respond accordingly.

Prioritize Client Problems:

Conduct impact analysis for each issue, considering:

Business impact: Downtime, productivity loss, financial losses.

System impact: Data loss, functionality loss, security vulnerabilities.

User impact: Number of affected users, criticality of work affected.

Focus efforts on resolving high-impact issues first, followed by medium and low-impact issues.

Resolve Client Problems and Escalate:

Communicate regularly with clients regarding issue progress and resolution timelines.

Follow organizational escalation procedures if unable to resolve an issue within predefined timeframes.

Document escalation steps and reasons for each escalation.

Keep clients informed throughout the escalation process.

Refer Problems to Third Parties:

Identify qualified third-party vendors for specialized services beyond internal expertise.

Ensure smooth handoff of problem details and ownership between internal and external resources.

Monitor third-party work progress and maintain communication with all involved parties.

Provide Advice to the Client and Seek Feedback:

Offer recommendations for preventing similar problems in the future.

Encourage client feedback on the provided support and overall ICT experience.

Use feedback to improve internal processes and client satisfaction.