**M1 - The Importance of keeping Fault Logs**

Fault logs are a record of faults with an IT system. They are useful for a variety of reasons, which will be discussed here.

**Evidence**If evidence of a fault and its repair is ever needed - for legal reasons, or even just to show a superior (perhaps to justify an expense or decision), then the fault logs will have all the relevant information.

**Referencing**Often, the same problem will repeat across a network or set of identical machines. Having a record of the problem and how to fix it can greatly speed up resolving multiple identical issues. It can also be useful for similar issues

**Accountability**If a problem is attributed to the user or staff after the fact, the log will provide more information to help determine who is at fault.

**Diagnosis**By compiling and cross-referencing fault logs, it is possible to find patterns between issues, their causes, and their solutions. This will greatly speed up later diagnosis and resolution of similar problems.

**Tracking workload**Tracking which users had technical issues, and who diagnosed & resolved them, allows HR to know how much work everybody is doing. Users with a lot of technical issues may be getting less work done, or are perhaps not sufficiently trained in the use of the system. Alternatively, they could have a computer that is prone to failure.  
In addition, fault logs will show which staff are doing the most work. This may show a bias between employees, or a fault in the ticketing system.

**Conclusion**Fault logs are a valuable record of the inner workings of an IT system, showing areas prone to failure, reliable solutions, and it also shows the habits of the people working with the system.  
All this data can be used to spot problems, and sometimes, also provide the resolution.