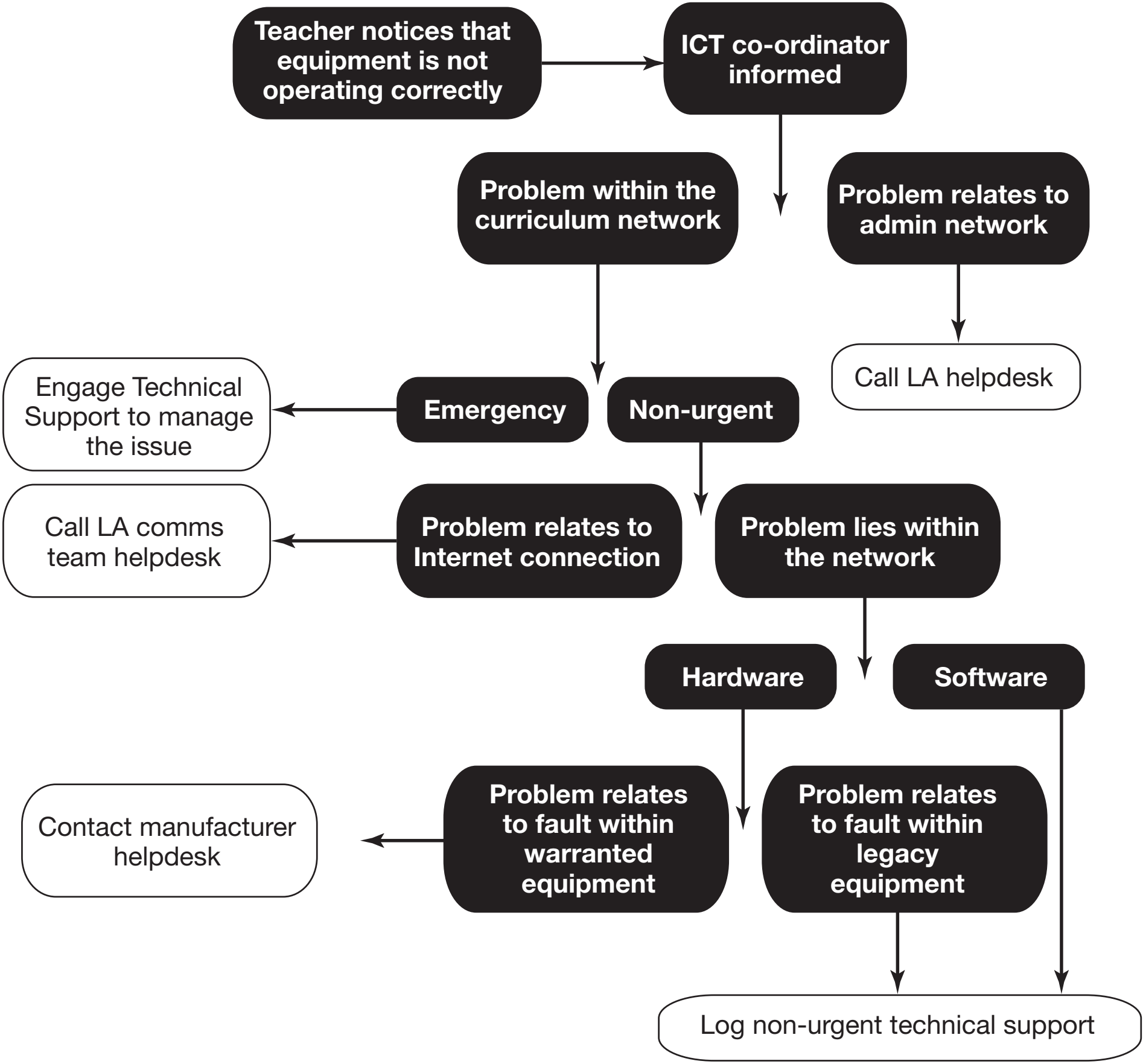
Teacher notices that equipment is not operating correctly
ICT co-ordinator informed
Problem within the curriculum network
Problem relates to admin network
Call LA helpdesk
Engage Technical Support to manage the issue
Emergency
Non-urgent
Call LA comms team helpdesk
Problem relates to Internet connection
Problem lies within the network
Hardware
Software
Contact manufacturer helpdesk
Problem relates to fault within warranted equipment
Problem relates to fault within legacy equipment
Log non-urgent technical support