1. Introduction

1.1. This document gives additional details about implementing the "Reporting Software Faults" policy stated in Operations Policy for IT Service Providers (ISP-S6).

2. Rationale for reporting software faults

2.1. Software faults can interfere with availability and integrity of information. It is clearly desirable that all University software systems perform well, regardless of whether they support teaching, research or administration. Adopting a systematic approach to managing software faults will contribute to achieving the best possible software performance. Software faults on University IT systems must be reported, logged and dealt with in an appropriate way.

3. Reporting software faults

3.1. Where a software fault has been identified, a detailed description of the problem should be reported to, and logged by, someone who is responsible for handling problems relating to the software system in question.

3.2. Individuals, groups or organisations with the University responsible for providing software for others to use, must be prepared to receive, log and deal with fault reports relating to those software systems.

3.3. Software users should be provided with information about what level of support they can expect; preferably this information should be documented and readily available. It is important that those supporting software, or operating a fault logging service, are able to advise software users of the level of support available.

3.4. A person who has logged a software fault should be kept informed, or be able to find out, how management of the fault is progressing. Where it is impossible to rectify a fault, that fact should be logged and the person who reported the fault should be informed.

3.5. It is important that an escalation procedure should be brought into play where a reported fault is serious, e.g. represents a significant security risk, and cannot be rectified immediately. A decision to remove a software system with a severe problem from service may be needed.

3.6. Problems with Central Service software systems supported by IT Services should be reported to the IT Service Desk (email ithelp@le.ac.uk). The IT Service Desk will log details of the fault, manage investigation of the problem and report back to the person that has logged the fault.

3.7. Problems with software systems supported by other individuals, groups or organisations should be directed to those responsible for their administration.

Failure to comply with University Policy may lead to disciplinary action.
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