

MDT and Airwave defect reporting

Timely and accurate reporting of defects is essential to ensure the service is able to perform its functions at the level required of us. When a defect is discovered with the MDT or Airwave radio systems crews should report the issue using the ICT service desk (01228 226000) or [**ICT portal**](#) as soon as is practicable. In many cases the longer the time gap between the fault being discovered and the incident being reported the harder it will be to diagnose the issue. Where a significant delay occurs it may even be impossible to fix the issue until a repeat occurrence of the issue is discovered and reported promptly.

In order to ensure a quick and satisfactory resolution to the issue, all defects must be reported via the ICT service desk or [**ICT portal**](#). When logging the incident, please make a note of the incident number to assist in the rare situation that the call needs to be chased. Reporting via WHD, direct email, direct telephone (other than to the service desk) or any other method will cause significant delays in response time and will hinder the ICT team trying to resolve the issue. If you have the direct telephone number for an ICT engineer that deals with MDT or Airwave issues it is acceptable to call them for advice, but any defects should have been logged through the ICT service desk first.

Please remember that all defects should be reported, even if these are repeat issues, issues that you are 'working around' or issues that occur but don't cause much of a problem. If defects are not logged, then ICT will not be able to understand the bigger picture of failure rates. Understanding failure rates and failure trending is vital when strategic decisions regarding hardware and software procurement are being made as well as understanding if a particular problem is an isolated case or is more widespread. In the past, resolving problems has been hindered because defects were not reported and so the problem appeared to be isolated rather than widespread. Even minor defects can be an indicator of larger problems and catching defects at this stage will prevent large problems from developing.

We appreciate the many responsibilities and time requirements of operational crews and we would like to take this opportunity to thank crews for working with ICT and other back-room teams as we try to continue to improve the service we provide for the people of Cumbria.

Simon Henderson,
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