

## Information Governance Training Tool (IGTT) – Change to IGTT Helpdesk Arrangements

1. You will already be aware of changes introduced to the IG training requirement in IG Toolkit version 10 which essentially gives NHS Trusts more freedom to determine annual IG training delivery methods and the use of local training materials.
2. We are, therefore, making corresponding changes to the IG Training Tool Helpdesk arrangements (which apply only to those organisations which use IGTT as the delivery platform - not the National Learning Management System (NLMS) or other platforms).
3. In general terms the support arrangements (outlined below) will be implemented over the period from the publication of this briefing and be fully in place **by 31 October 2012**.
4. System functionality changes and new guidance are also being planned to support local administrators and users with access and use of the Tool. Further guidance on these changes will be provided during the coming months.

### Local Administrator Support

5. The following organisation types must appoint and publish contact details of a local administrator(s) to support their staff with routine issues e.g. forgotten user names, password resetting, certificate printing. Initial guidance is available on the IGTT website (Click on 'Take the guest tour' > Resource Library > and download "Information Governance Training Tool (IGTT) - Registration and Implementation").
  - a. **Large Established Organisations.** e.g. NHS organisations and associated care providers e.g. NHS Trusts, Community Health Providers.
  - b. **Guest Organisations.** e.g. Commercial Third Parties, NHS Business Partner/ITC/ALB, Social Care Delivery, 'Any Qualified Providers' and Voluntary Sector organisations, Medical Education Establishments.

### IGTT Helpdesk Support

6. The IGTT helpdesk will continue to support local administrator(s) and staff for the following organisation types for the foreseeable future.
  - a. **Newly Formed NHS Organisations.** e.g. Clinical Commissioning Groups (CCG), Commissioning Support Organisations (CSO).
  - b. **Smaller Provider Organisations.** e.g. independent contractors (Dental Practice, Eye Care Service, General Practice, Community Pharmacy/DAC) and Hosted Secondary Use Team/Project.

### General Support

7. The IGTT helpdesk will continue to deal with issues concerning performance, technical, content and related issues beyond local administration management rights.