

4.4 TECHNICAL SUPPORT

Much of the time associated with technical support work orders involves repairing computers with either software or hardware malfunctions. The IT department will address these issues with a variety approaches.

The first approach for repairing system mal-functions will involve “re-imaging” the computer. An image is simply a picture of the computer’s hard drive with all the settings and applications customized for the specific school. When a computer malfunctions, rather than a technician spending time on diagnosing the cause of the malfunction, the technicians will “reimage” or replace the entire hard drive with a new and complete copy of software that was on the computer before malfunction. Replacing the entire software package will cure the problem even if the technician is not certain of the cause of the malfunction. The re-imaging of a computer may take a matter of minutes before the computer is up and running.

The measure for technical support is the amount of “uptime” in the schools’ instructional computers. In other words, instructional computers that are not working during the school day is lost time. Therefore, in effort to maximize uptime, IT will introduce a refresh cycle “loaner” program that allows an instructional computer that requires off site repairs to be replaced temporarily with an IT loaner computer. The loaner computer will be imaged and will replace the dysfunctional computer during its repair cycle. This program applies only to new computers purchased via the refresh cycle that experience downtime and requirement temporary replacement via loaner.

The IT department will not service computers that do not meet the district’s standards typically donations, older systems that do not meet the operating system and hardware standards of the district. Schools will have to outsource repairs on non-standardized machines to a third party. It is recommended that not much time and energy be invested into these older and non-standardized machines.

5. ROLES AND RESPONSIBILITIES

The responsibilities of Information and Technology and those of the schools were described in various sections of this document. The following chart outlines the major functions:

Information and Technology	Schools
Leadership	STC as Primary Remote Manager
Imaging	Instructional Infrastructure
Support and Training	STC to Receive Training
Infrastructure Set-up	Licensing Responsibility
Maintenance	Commit to District Standards
Work-Orders	Maintenance

As already discussed in previous sections, the site tech coordinators will be assigned new responsibilities, and with training and usage of remote technologies, STC’s will eliminate many of their previous time intensive tasks. The primary change is that site tech coordinators will assist

teachers remotely, rather than make service calls on a teacher's computer. Remote management will allow the site coordinator to "reimage" a machine that had been corrupted in virtually minutes. Other functions, such as upgrading teacher's computers, will now be completed simultaneously on all campus computers from one location. What previously took days and weeks, can take minutes.

Site Tech Coordinators will receive intensive training throughout the school year from IT at periodic site tech coordinator meetings held at the district office.

Tiers of Support

Teachers and educators who require instructional support will follow routine support hierarchy. The first formal level of service is each school's site tech coordinator. Following the site tech coordinator, educators may call I.T.'s help desk who may try to solve the problem over the telephone or forward the problem to a support technician. The role of the IT help desk will grow each year. The I.T. support technicians will provide expert support to any site tech coordinators who requires their assistance with any functions of remote management.