

TECHNOLOGY MAINTENANCE REQUESTS

Background

It is critically important that the Service Desk system is used to access technical supports and services. This system allows the Technology Department to set appropriate priorities for service across the Division.

Use if the Service Desk system ensures that:

- Priority tasks as addressed in a timely fashion.
- New software systems are compatible with existing network prior to purchase (product knowledge).
- Increased productivity of technical staff.
- Improved communication.
- Coordination of requests results in reduced travel time for technical staff.

Procedures

1. Service Desk requests will be submitted for all issues related to technology hardware, software and infrastructure.
2. Principals will appoint one (1) staff member who will serve as the technology contact for their building. Technology contacts will use the Service Desk system to request all technical support and services.
3. Service Desk requests must provide adequate information for the Technology Department to prioritize the issue(s). i.e.: computer name, details of issue.
4. In the event of an emergency (server down, no connectivity) a phone call to the Technology Department is appropriate prior to submitting the Service Desk request.

Reference: Section 33,52,53,68,197,222,225 Education Act

Approved: May 16, 2017

Amended: March 21, 2018; July 1, 2018; May 12, 2020