

## **Technology Service Desk Tickets**

### **Background**

The Technology Department uses the Service Desk ticketing system to prioritize technical support and services.

The Service Desk ticketing system ensures that:

- Urgent issues are prioritized.
- Requests for support are addressed in a timely fashion.
- New software systems are interoperable with existing technology prior to procurement or purchase.
- Increased productivity of technical staff.
- Improved communication.

### **Procedures**

1. Service Desk tickets must be submitted for all issues related to technology hardware, software and infrastructure.
2. The Technology Department will keep a Knowledge Base library up to date with FAQ answers that staff can access to empower their own troubleshooting before requesting a Service Desk ticket.
3. Staff will use Service Desk to request Digital Lending Library items.
4. All staff will have access to submitting a Service Desk ticket.
  - a) Principals and Educational Technology Lead Teachers in each school will be CC'd on each ticket within their assigned building to improve communication and awareness of technical needs.
5. Service Desk tickets require the following information: computer name, details of the issue, what troubleshooting has already been done, screenshots if possible, when the problem started, etc.
6. In the event of an emergency (for example network or access interruptions) a phone call to the Technology department is appropriate prior to submitting the Service Desk ticket.

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

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