

FCPS Device Repair Procedure

Abbreviations & Definitions

- DTI – Department of Technology Infrastructure
- USS – User Support Specialist
- TS2 – Technology Support Specialist
- SolarWinds WebHelpDesk – DTI help desk ticketing system (helpdesk.fcps.org)
- Tech Shop – Request type indicating a device is to be repaired by Tech Admin team
- Tech Admin – Team of technicians responsible for repairs within DTI

School

1. Staff or Student responsible for device in need of repair should bring device to the User Support Specialist.
2. USS should enter a ticket into SolarWinds WebHelpDesk with the asset information attached in the ticket and describe the issue. If the USS is unable to perform initial troubleshooting on the device the USS will escalate the ticket to their TS2 assigned to the school.

DTI

3. If the TS2 is unable to perform the repair the ticket will be placed in the queue for the tech shop.
4. The tech admin assigned to the repair will repair the device or decommission the device if the cost exceeds threshold and will set up a replacement device.
5. Once the repair or replacement is complete the tech admin will place the device in the "Tech Shop Return" queue which will automatically route the ticket back to the assigned TS2 to be returned to the school.
6. Once the device is returned to the school the TS2 will set the ticket to "Resolved".

