

School-Based Problem Resolution Procedures

1. Staff users experiencing desktop, laptop, application, account, or network related problems are to contact the local school-based Tech Coordinator.
2. The Technology Coordinator will try to correct the specific problem. Should the Technology Coordinator be unable to solve the problem, he or she will enter a ticket in SolarWinds and escalate the issue to their assigned Technology Support Specialist (TS2).
3. Once escalated, the school assigned Technology Support Specialist will attempt to resolve the issue either remotely or visit the school as needed. If the school assigned Technology Support Specialist is unable to correct the problem, he or she will determine if the specific type of issue involved and escalate the work order to the appropriate Technology Services personnel.
4. Technology Services will work diligently to resolve all issues in a timely fashion. There are several different types of work-orders: Critical, High Priority, and Routine. When the Work Order is submitted to the TS2, he or she will determine which type of work order is needed based on factors involved.
5. The following conditions constitute an **EMERGENCY** Status by a Tech Coordinator and should be called immediately to the Helpdesk:
 - a. A **system-wide (entire school)** problem that impacts core instruction or business related functions, including virus outbreaks or a security breach.
 - b. An **entire site** without phones.
 - c. An entire site without **all** network services.
 - d. Fire, smoke, electrical, water or other life-threatening site-based problems.
6. The following conditions constitute a **High-Priority** Status by a Tech Coordinator and should be immediately escalated to the TS2 by phone:
 - a. A single facility has at least 15 or more phones down.
 - b. Entire instructional **or** administrative data related outage (Entire site cannot print, entire site cannot login, entire site has no drive mappings or very slow performance, entire site does not have access to the Internet).
 - c. Entire site or network related problem that impacts core instruction or business functions (Cafe system is down at one location due to a FCPS network problem).

Please Note: All other problems should be escalated to the TS2 by the Tech Coordinator via a work order in SolarWinds.