

School-Based Problem Resolution Procedure

(for Desktop, Laptop, Application, Account, or Network Problems)

1. Staff users who are having desktop, laptop, application, account, or network related problems are to contact the local school based Tech Coordinator/User Support Specialist.
2. The Technology Coordinator will try to correct the specific problem. Should the local school Technology Coordinator be unable to address the problem, the Technology Coordinator will escalate the technology issue to the school assigned Technology Support Specialist.
3. Once escalated, the school assigned Technology Support Specialist will attempt to resolve the issue.
4. If the school assigned Technology Support Specialist is unable to correct the problem, they will determine if the specific issue is a Desktop, Network or Software
 - If the Technology Support Specialist determines the specific problem is a Desktop Issue, a work-order will then be submitted to the Desktop Technician department.
 - If the Technology Support Specialist determines the problem appears to be a network issue, a work-order will be submitted to the Network Technician department.
5. A Desktop or Network technician will then be assigned this work-order. At that point, they will resolve the problem.

Please note: All Technicians work from a queue based work-order system and depending on the number of work tickets in their queue, this process may take time. However, Technology Services will do its best to insure all problems are resolved in a timely fashion.

There are several different types of work-orders:

Emergency, High Priority, Time Sensitive, and Normal.

When a Work Order is submitted by the Tech Coordinator/User Support Specialist to the TS2, the TS2 submits it to the Helpdesk. The Helpdesk has strict guidelines and will make the determination as to the type of work order to submit. Below are some of the guidelines used to determine a work order status and how they should be submitted:

What conditions constitute an **EMERGENCY** Status and should be called immediately to the Helpdesk by a Tech Coordinator/User Support Specialist:

- If there is a **system-wide (all schools)** problem that impacts core instruction or business related functions, including virus outbreaks or a security breach.
- An **entire site** without phones.
- An entire site without **all** network services.
- Fire, smoke, electrical, water or other life-threatening site-based problems.

What conditions constitute a **High-Priority** Status should be called by a Tech Coordinator/User Support Specialist and should be called immediately to the building level Technology Support Specialist:

- A single facility has at least 15 or more phones down.
- 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).
- Entire site or network related problem that impacts core instruction or business functions (Café system is down at one location due to a FCPS network problem, etc).

What conditions constitute a **Time-Sensitive** status and should be emailed from the Tech Coordinator/User Support Specialist to Technology Support Specialist:

- Projects or Requests with known, justified due dates (specific software title/s that need to be evaluated, tested and deployed by a specific date).

All other problems when emailed by the Tech Coordinator/User Support Specialist to the TS2 will be assigned a **NORMAL status.**