



ADMINISTRATIVE PROCEDURE 560

TECHNOLOGY MAINTENANCE REQUESTS

Background

Centralized Technology Support:

It is critically important that we utilize our *Maintenance Request* System to access technical supports and services. This system allows the Supervisor of Technology Services to set appropriate priorities for service across the division. Workflow for our technical staff is scheduled each week based on division priorities and requests logged in the system.

Benefits:

- Ensures that priority tasks are addressed in a timely fashion.
- Testing ensures 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. Maintenance requests will be submitted for all issues related to technology hardware, software and infrastructure.
2. Each school will appoint one staff member who will serve as the main technology contact for their building. Technology Contacts will use the Maintenance Request System to request all technical support and services.
3. Maintenance Requests must provide adequate information for the Supervisor – Learning Service, Technology 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 maintenance request.

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