
TECHNOLOGY HELP DESK PROCESS (MIS-P001)

DCSS – MIS/Technology

1.0 SCOPE:

- 1.1 This procedure applies to personnel who require assistance with a hardware or software problem.

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2.0 RESPONSIBILITY:

- 2.1 Educational Technology Coordinator
- 2.2 Lead Technology Specialist
- 2.3 Technology Specialist
- 2.4 Assistant Technology Specialist

3.0 APPROVAL AUTHORITY:

- 3.1 Educational Technology Coordinator
- 3.2 Director of MIS

4.0 DEFINITIONS:

- 4.1 DCSS – Dougherty County School System

5.0 PROCEDURE:

- 5.1 In the event an employee is experiencing problems with any hardware, software, or associated peripherals, the following steps are to be taken.
 - 5.1.1 School Administrators, teachers and all other educational staff are to contact their Media Specialist and explain the problem. If the Media Specialist is not able to solve the problem, the Media Specialist will contact the Help Desk. Central Office and outlying office employees are to contact the Help Desk directly by calling 431-3439 or email the helpdesk (helpdesk@docoschools.org). If the Help Desk cannot assist in solving the problem over the phone, then a work order will be placed.
 - 5.1.2 The caller should have the asset number of the computer (label on the computer), complete description of the problem, and location of the computer.
- 5.2 Once the Help Desk determines the need to have a formal work order filed, the information is entered into the Track-It software used for maintenance of work requests for the Technology Department.
- 5.3 The Technology staff monitors the system for any new work orders for the locations they are scheduled for that day.
 - 5.3.1 Technicians will attempt to resolve work orders based on the Technology Work Order Schedule.
- 5.4 The Technology Specialist will complete the work required, then update the Track-It software system with the information required and closes the work order.
 - 5.4.1 If the Technology Specialist cannot fix the problem and the product is still under warranty, then the vendor will correct the problem.

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5.4.2 If the product is not under warranty, then a requisition is entered to allow a vendor to fix the problem.

6.0 ASSOCIATED DOCUMENTS:

6.1 None

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Protection	Disposition
Work Orders	Track It Software	Minimum 1 year	Server	Archive

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
15-Dec-02	A	Initial Release
31-Oct-03	B	Added Section 2.3; Changes in Section 5.1.1,5.1.2,
18-Feb-04	C	Changes in Section 3.0, 5.1.1 and 5.1.2
20-Dec-04	D	Added Educational Technology Coordinator in Section 2.0 and 3.0. Deleted Technology Work Order schedule in Section 6.0.
17-Nov-06	E	Deleted the schedule is a revolving rotation on every ten (10) working days from section 5.3.1.
10-Nov-10	F	Changed the wording in sections 5.1.1 and 5.1.2. Deleted section 5.1.3

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