

Bradford Area School District

SECTION: OPERATIONS

TITLE: TECHNOLOGY
HELP DESK

ADOPTED: SEPTEMBER 15, 2008

REVISED:

814.2 TECHNOLOGY HELP DESK	
1. Purpose	<p>The purpose of this policy is to outline the process for requesting technology services to include installation, maintenance and repair of technology systems, hardware, software and network infrastructure to include monitoring and reporting. The process is divided into two areas; 1) Performed by district staff; and 2) Performed by non-district staff or contracted services.</p> <p>Temporary summer help are considered district staff during the working period approved by the school board.</p>
2. Guidelines	<p>The district technology administrator must approve all technology services, installations, maintenance and repairs prior to the start of any work.</p> <p>The district will utilize a software help desk system to assist with requesting, tracking and reporting of all services, installations, maintenance and repairs. The process is started when a staff member generates a request for technology services. The request is reviewed and determined if the services can be completed by district staff or by contracted services. Once the determination is made one of the following processes applies:</p> <p><u>Performed by District Staff</u></p> <p>The request is assigned and forwarded to the respective district technician or technology staff member for action. The technology staff member will perform and complete the work request and report his or her work via the help desk system. The requestor may monitor the status of the request at any time during the process. The district technology administrator monitors the progress of all work requests and grants final approval for all of the work once completed. The district technology administrator authorizes the purchase of any replacement parts, equipment and supplies as needed to complete each request.</p>

Performed by Contracted Services

The district technology administrator reviews and evaluates the needed services and authorizes the work by the appropriate contractor in accordance with district policies. The district technology administrator monitors the progress of the contracted services and reports the work status via the help desk system. Once completed, the district technology administrator reviews the completed work and signs the acceptance forms.

Remote Access

The district uses software programs and technology appliances purchased from various educational organizations and commercial companies that may require remote access into the district's network servers and appliances. The control and monitoring of the remote access is essential in maintaining the integrity of the district's network and student/financial databases. In this case, additional procedures are required as noted below:

1. When a vendor or contractor requires remote access, a work request will be generated, unless there is a work request already in the help desk system. The request will include the vendor's organizational information, the vendor's user id of the programmer or technician performing the work, time and date the remote access will be needed and a detail description of the work being accomplished. This information may be provided or included on a work order provided by the vendor.
2. If the work requires remote access to our student/financial database server, the district supervisor of student records will also approve the work request.
3. The network technician will note the date and time the firewall port was enabled/disabled. He or she will also enable/disable specific vendor user accounts as needed.
4. The district technology administrator, network technician and if applicable, the supervisor of student records will monitor the progress of the work respectively.

The completed district and vendor work requests will be filed and maintained by the technology department.