

Incident #27127

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/22/17 10:00	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	B145
Workflow	MCPSS_V_1		
Status	OOW		
Closure Code			
Due Date	11/01/17 13:01		
Subject			
Description	The projector will not come on. The bulb is blown. This is room B145 Mrs. Holmes		
Last Public Note	Projector is out of warranty and will be replaced.		
	----- Initial Description -----		
	The projector will not come on. The bulb is blown. This is room B145 Mrs. Holmes		

Incident #27122

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	

Open Date	02/22/17 09:41	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	D118
Workflow	MCPSS_V_1		
Status	OOW		
Closure Code			
Due Date	11/01/17 12:42		
Subject			
Description	There are white dots all over the projector. I believe the pixels are bad.		
Last Public Note	Projector is out of warranty and will be replaced.		
	----- Initial Description -----		
	There are white dots all over the projector. I believe the pixels are bad.		

Incident #27019

Customer		Item	
Name	Pauline Turner	Number	NMC_Other
Email	pturner@mcpss.com	Type	Other
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/14/17 14:03	Project	
Assigned Tech	Bryan Holloway		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	10/24/17 17:03		
Subject	DMP(monitor in the office,cafeteria, and hallway not working)		
Description	DMP(monitor in the office,cafeteria, and hallway not working)		
Last Public Note	replaced and configured the DMPs		
	----- Initial Description -----		

DMP(monitor in the office, cafeteria, and hallway not working)

Incident #26995

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/13/17 12:46	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	B147 Byrd Weaver
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	10/23/17 15:46		
Subject			
Description	The bulb on the LCD projector went out. It is a UF55 projector		
Last Public Note	Replaced bad lamp and reset lamp hours. Issue solved		
	----- Initial Description -----		
	The bulb on the LCD projector went out. It is a UF55 projector		

Incident #26800

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	Help_Desk_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request	Details
Open Date	02/02/17 08:42
Assigned Tech	Joey Hoffman
Classification	General
Priority	Medium
Workflow	MCPSS_V_1
Status	Closed
Closure Code	Completed
Due Date	10/12/17 11:42
Subject	
Description	We purchased 37 Mini Ipads and need an account set up for the Ipads to connect to the wireless network.
Last Public Note	<p>I have created an account:</p> <p>Login name is: nmcipad</p> <p>Password: 1padNMC</p> <p>The password is case sensitive and starts with number one in case it is not clear in this text.</p> <p>----- Initial Description -----</p> <p>We purchased 37 Mini Ipads and need an account set up for the Ipads to connect to the wireless network.</p>

Incident #26654

Customer	Item
Name	Pauline Turner
Email	pturner@mcpss.com
Phone	20109
Mobile	
Org. Unit	NORTHMOBILE - 0021
Room	
Number	Cisco Phones / Intercom / Voicemail
Type	Cisco Phones / Intercom / Voicemail
Team	Phones_DMS_Queue
Identifier	
Service Level	
Item Status	Available
Request	Details
Open Date	01/25/17 11:07
Assigned Tech	Robert Gray
Classification	General
Priority	Medium
Workflow	MCPSS_V_1
Project	
Phone Extension	2001
Model Number	Cisco
Location / Room #	office

Status	Closed
Closure Code	Completed
Due Date	10/04/17 14:08
Subject	Incoming phone line 221-2001 you can not hearing calls
Description	The incoming phone line 221-2001 you can not hear calls(loud buzzing sound)
Last Public Note	ATT went onsite and replaced pair to repair Friday 012717, ATT ticket# CQ009198. Verified with school noise and garbled audio issue was resolved.

Incident #26375

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/09/17 14:00	Project	
Assigned Tech	Robert Gray	Phone Extension	21805
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B129
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	09/18/17 17:01		
Subject	Can not call the office. Can not hear any calls.		
Description	Can not call the office. can not hear any calls.		
Last Public Note	Bad switch, replaced. Phone also fried, replaced. Added power strip to the can. Advised teacher when phone comes up intercom/bells/etc would not be audible until next school day.		
	----- Initial Description -----		
	Can not call the office. can not hear any calls.		

Incident #26347

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom /

Email	pturner@mcpss.com	Type	Voicemail Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/09/17 08:39	Project	
Assigned Tech	Robert Gray	Phone Extension	2212000
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	office
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	09/21/17 13:35		
Subject	we can not receive outside calls		
Description	We can not receive outside calls. Parents are very upset ! Help!		
Last Public Note	This has been corrected by phone service provider.		

Incident #26282

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/05/17 10:12	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	B144 French

Workflow	MCPSS_V_2_SB
Status	Closed
Closure Code	Completed
Due Date	09/14/17 13:13
Subject	
Description	The remote for the Viewsonic projector will not turn the projector on and off anymore. We replaced the batteries and it still doesn't work.
Last Public Note	Issue solved by Rob Gray. ----- Initial Description ----- The remote for the Viewsonic projector will not turn the projector on and off anymore. We replaced the batteries and it still doesn't work.

Incident #26271

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/05/17 08:14	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	B131 Purvis
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	09/14/17 11:15		
Subject			
Description	The lamp on the UF 70 projector went out.		
Last Public Note	Replaced bad lamp issue solved. ----- Initial Description ----- The lamp on the UF 70 projector went out.		

Incident #26111

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	12/14/16 14:08	Project	
Assigned Tech	Bryan Holloway	Phone Extension	20109
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	office
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/23/17 17:09		
Subject	unplugged phone it will not come back on		
Description	unplugged phone it will not come back on		
Last Public Note	configured the switch port and tested		
	----- Initial Description -----		
	unplugged phone it will not come back on		

Incident #25938

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request		Details	
Open Date	12/02/16 14:49	Project	
Assigned Tech	Bryan Holloway	Phone Extension	20110
Classification	General	Model Number	Cisco
Priority	Medium	Location / Room #	Office Bookkeeper
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/11/17 17:50		
Subject	nothing working on phone		
Description	nothing working on phone		
Last Public Note	reset the phone and made sure it was in the correct vlan.		
	----- Initial Description -----		
	nothing working on phone		

Incident #25885

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	NMC_TST
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request		Details	
Open Date	11/30/16 13:37	Project	
Assigned Tech	Dawn Locklier		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/09/17 16:38		
Subject			
Description	The remote for the LCD does not work. We have replaced the batteries. It use to turn the projector on and off and now it does not. Mrs. French B144		
Last Public Note	Is this for the Smartboard or the DMS?		

----- Initial Description -----

The remote for the LCD does not work. We have replaced the batteries. It use to turn the projector on and off and now it does not. Mrs. French B144

Incident #25848

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	Help_Desk_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	11/29/16 08:52	Project	
Assigned Tech	Joey Hoffman		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Cancelled		
Due Date	08/08/17 11:53		
Subject			
Description	We have requested to have some access points put in the Gym. Coach Norris would like to have a 200 foot Ethernet cable made and sent to him also if possible. He is in the Gym and his name is Damian Norris.		
Last Public Note	Access point in gym is working now, no need for 200ft cable.		
	----- Initial Description -----		
	We have requested to have some access points put in the Gym. Coach Norris would like to have a 200 foot Ethernet cable made and sent to him also if possible. He is in the Gym and his name is Damian Norris.		

Incident #25827

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	Help_Desk_Queue
Mobile		Identifier	

Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	11/28/16 09:30	Project	
Assigned Tech	Joey Hoffman		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/07/17 12:30		
Subject			
Description	We need wireless access points installed in the Gym. The Coaches cannot access the internet in the gym and need it for instruction.		
Last Public Note	Access point was already in gym office hallway, but the power injector had blown. Replaced power injector and wifi works across the gym now.		
	----- Initial Description -----		
	We need wireless access points installed in the Gym. The Coaches cannot access the internet in the gym and need it for instruction.		

Incident #25821

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	11/28/16 08:28	Project	
Assigned Tech	Harrison Smith	Full Name	Jamie Kelley
Classification	General	New Location	North Mobile K - 8
Priority	Medium	Position	Custodian
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	3480
Status	Closed	Last Location	N/A

Closure Code	Completed
Due Date	08/07/17 11:28
Subject	
Description	We need an email address and username and password for her to log into computer.
Last Public Note	Network logon without email service has been established. User name is "jkelly" with temporary password being "Password1"
	Note -- Employee type not permitted to have school system email as it is not a requirement of the position.
	----- Initial Description -----
	We need an email address and username and password for her to log into computer.

Incident #25461

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	10/26/16 09:41	Project	
Assigned Tech	Bryan Holloway	Phone Extension	21817
Classification	General	Model Number	7942
Priority	Medium	Location / Room #	B147
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	07/05/17 11:41		
Subject	Power outage phone never can back on.		
Description	Power outage phone never can back on.		
Last Public Note	replaced the phone and tested		
	----- Initial Description -----		
	Power outage phone never can back on.		

Incident #25322

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	10/18/16 08:44	Project	
Assigned Tech	Bryan Holloway	Phone Extension	21803
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	C101
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	06/27/17 10:44		
Subject	Phone has been configuring since 6:00 am		
Description	Phone has been configuring since 6:00 am		
Last Public Note	reset the phone and configured switchport		
	----- Initial Description -----		
	Phone has been configuring since 6:00 am		

Incident #25304

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	

Open Date	10/17/16 10:37	Project	
Assigned Tech	Lynn Lee	Full Name	Ashley McConnell
Classification	General	New Location	North Mobile K-8
Priority	Medium	Position	Paraprofessional
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	120970
Status	Closed	Last Location	Calcedeaver
Closure Code	Completed		
Due Date	06/26/17 12:37		
Subject			
Description	She needs to transfer to North Mobile. She will be a Paraprofessional.		
Last Public Note	Ashley McConnell info: amconnell / Password1 Will have to change password at first login.		
	----- Initial Description -----		
	She needs to transfer to North Mobile. She will be a Paraprofessional.		

Incident #25224

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	10/11/16 13:58	Project	
Assigned Tech	Robert Gray	Phone Extension	21817
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B147
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	06/20/17 15:59		
Subject	This is the third or fourth time this intercom has stop working		
Description	This is the third or fourth time this intercom has stop working within a year. She can not call out Can not hear all calls		

	Please help !
Last Public Note	reset switch port. Phone online and functional. It is sync'ing with intercom system, it may pickup afternoon bells/announcements, but likely will be fine by the AM events.
	----- Initial Description -----
	This is the third or fourth time this intercom has stop working within a year. She can not call out Can not hear all calls Please help !

Incident #25162

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	10/06/16 13:16	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	C 101 Mosley
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	06/15/17 15:17		
Subject			
Description	The pixels are going out on the LCD.		
Last Public Note	Replaced with ViewSonic S/N U6W163201025 Aligned and tested.		
	----- Initial Description -----		
	The pixels are going out on the LCD.		

Incident #25133

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer

Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	10/05/16 10:36	Project	
Assigned Tech	Lynn Lee	Full Name	Tammy Bussen
Classification	General	New Location	North Mobile K - 8
Priority	Medium	Position	Nurse
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	111381
Status	Closed	Last Location	Lott Middle
Closure Code	Completed		
Due Date	06/14/17 12:36		
Subject			
Description	She needs to be transferred from Lott to North Mobile.		
Last Public Note	Moved to Lott in AD		
	----- Initial Description -----		
	She needs to be transferred from Lott to North Mobile.		

Incident #24620

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	09/12/16 08:54	Project	
Assigned Tech	Robert Gray	Phone Extension	21817
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B147

Workflow	MCPSS_V_1
Status	Closed
Closure Code	Completed
Due Date	05/22/17 10:55
Subject	Had power outage phone never can back on
Description	Had power outage phone never can back on. Ms. Byrd-Weaver said every time we have weather problems the phone will not work. Been out for two weeks
Last Public Note	Reset switchport. Phone came up normally. ----- Initial Description ----- Had power outage phone never can back on. Ms. Byrd-Weaver said every time we have weather problems the phone will not work. Been out for two weeks

Incident #24135

Customer		Item	
Name	Rachel Downey	Number	NMC_SmartBoards
Email	rdowney@mcpss.com	Type	SmartBoards
Phone	2000	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/24/16 09:16	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	UF55/UF55w
Classification	General	Projector Serial Number	UF55
Priority	Medium	Location / Room #	B130
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	05/03/17 11:17		
Subject	I need my smartboard moved to another wall. Science lab table hinders view to children.		
Description	I need the smartboard moved to the back wall of the classroom. There is a science lab table in front of the smartboard. This limits the use of the board because students have a difficult time seeing over the board from their seats due to the location and height of the table (the lab table is cemented in the floor). Thank you!		
Last Public Note	It was determined that smart board is in the best possible place front and center of classroom. The projector and smart board cannot be raised because of the power outlet would be covered by smart board and cannot be used if it is covered. Thanks		

Incident #23688

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/15/16 09:55	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	B143 Smith
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	04/24/17 11:55		
Subject			
Description	The tray for the smart board is not working. When you lift pens you cannot write. The button to orient board do not work and you cannot pull up keyboard. This is Mrs. Smith's Room B143		
Last Public Note	Smart board had a bad SC9, replaced part and issue solved		

Incident #23407

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/10/16 11:49	Project	
Assigned Tech	Neal Sizemore	Full Name	Morgan Wilkins

Classification	General	New Location	North Mobile K-8
Priority	Medium	Position	Band Director
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	8776
Status	Closed	Last Location	N/A
Closure Code	Completed		
Due Date	04/19/17 13:50		
Subject			
Description	She is new to the County and will be the Band director at North Mobile K-8.		
Last Public Note	created new user account for Morgan Ashley Wilkins username = mawilkins temp password = Password1 ----- Initial Description ----- She is new to the County and will be the Band director at North Mobile K-8.		

Incident #23338

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/09/16 15:12	Project	
Assigned Tech	Lynn Lee	Full Name	Dawn Lancaster
Classification	General	New Location	North Mobile K - 8
Priority	Medium	Position	Paraprofessional
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	104289
Status	Closed	Last Location	Belsaw
Closure Code	Completed		
Due Date	04/18/17 17:13		
Subject			
Description	Please transfer her over to North Mobile		
Last Public Note	Moved to North Mobile ----- Initial Description -----		

Please transfer her over to North Mobile

Incident #23335

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/09/16 14:35	Project	
Assigned Tech	Lynn Lee	Full Name	Loretta Mayfield
Classification	General	New Location	North Mobile K-8
Priority	Medium	Position	Paraprofessional
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	116635
Status	Closed	Last Location	Belsaw
Closure Code	Completed		
Due Date	04/18/17 16:35		
Subject			
Description	Please transfer her over to North Mobile		
Last Public Note	Moved to North Mobile		
	----- Initial Description -----		
	Please transfer her over to North Mobile		

Incident #23334

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request		Details	
Open Date	08/09/16 14:30	Project	
Assigned Tech	Lynn Lee	Full Name	Terri Weller
Classification	General	New Location	North Mobile K-8
Priority	Medium	Position	Paraprofessional
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	106336
Status	Closed	Last Location	Denton
Closure Code	Completed		
Due Date	04/18/17 16:31		
Subject			
Description	Please transfer over to North Mobile		
Last Public Note	Moved to North Mobile		
	----- Initial Description -----		
	Please transfer over to North Mobile		

Incident #23333

Customer		Item	
Name	Dawn Locklier	Number	New User / Transfer
Email	mlocklier@mcpss.com	Type	New User / Transfer
Phone	20142	Team	Email_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request		Details	
Open Date	08/09/16 14:28	Project	
Assigned Tech	Lynn Lee	Full Name	Sarah Allen
Classification	General	New Location	North Mobile K-8
Priority	Medium	Position	Language Arts Teacher
Workflow	MCPSS_V_1	Employee ID # / Last 4 of SSN	119211
Status	Closed	Last Location	Bryant
Closure Code	Completed		
Due Date	04/18/17 16:28		
Subject			
Description	Please tranfer over to North Mobile		
Last Public Note	Moved to North Mobile		

----- Initial Description -----

Please tranfer over to North Mobile

Incident #23104

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	08/04/16 10:13	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	N/A
Priority	Medium	Location / Room #	A110
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	04/13/17 12:14		
Subject	LCD		
Description	The LCD Projector cannot be turned on without the remote. Gary was at our school today and said he could replace the board so she could turn it on and off there.		
Last Public Note	Replaced UF65 projector with UF55 projector that matched the control panel so teacher can shutdown projector at the smart board. Issue solved.		
	----- Initial Description -----		
	The LCD Projector cannot be turned on without the remote. Gary was at our school today and said he could replace the board so she could turn it on and off there.		

Incident #22846

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	Help_Desk_Queue

Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	06/03/16 07:18	Project	
Assigned Tech	Joey Hoffman		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	02/10/17 08:19		
Subject	Need a switch installed in Room A108		
Description	We are making an Elementary Lab in Room A108. They came and wired the new lab and now we need a switch to make the wiring hot for 25 computers.		
Last Public Note	This was done some months ago. 3750 in classroom can with PCs all online. ----- Initial Description ----- We are making an Elementary Lab in Room A108. They came and wired the new lab and now we need a switch to make the wiring hot for 25 computers.		

Incident #22845

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	06/02/16 14:23	Project	
Assigned Tech	Bryan Holloway	Phone Extension	20109
Classification	General	Model Number	Cisco
Priority	Medium	Location / Room #	Registrar Office
Workflow	MCPSS_V_1		

Status	Closed
Closure Code	Completed
Due Date	02/09/17 15:24
Subject	Incoming call can not hear when we answer the phone
Description	Incoming calls from outside of the system have complained they can not hear our conversation. They have complained that we are speaking to low, this is not true. This has been a problem all year.
Last Public Note	duplicate ticket ----- Initial Description ----- Incoming calls from outside of the system have complained they can not hear our conversation. They have complained that we are speaking to low, this is not true. This has been a problem all year.

Incident #22844

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	06/02/16 14:20	Project	
Assigned Tech	Bryan Holloway	Phone Extension	20131
Classification	General	Model Number	Cisco
Priority	Medium	Location / Room #	Front Office
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	02/09/17 15:21		
Subject	Incoming calls from out of the system can not hear conversation		
Description	Incoming calls from outside of the system have complained they can not hear our conversation. They have complained that we are speaking to low, this is not true.		
Last Public Note	this has been sent to ITS for resolution ----- Initial Description ----- Incoming calls from outside of the system have complained they can not hear our conversation. They have complained that we are speaking to low, this is not true.		

Incident #22673

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	05/18/16 08:21	Project	
Assigned Tech	Bryan Holloway	Phone Extension	21816
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B146
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	01/31/17 05:46		
Subject	can not hear the all calls		
Description	Ms. Chapman has step into the hall to hear announcement		
Last Public Note	reset phone and made sure it was online		

Incident #22672

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom / Voicemail
Email	pturner@mcpss.com	Type	Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	05/18/16 08:07	Project	
Assigned Tech	Robert Gray	Phone Extension	21817

Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B147
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	01/25/17 09:08		
Subject	Class can not contact the office and the office can not call the classroom		
Description	The intercom has stop working		
Last Public Note	Phone offline and not working. Reset switchport, phone came back up. Intercom, etc will function normally on the next intercom resync or by tomorrow morning.		
	----- Initial Description -----		
	The intercom has stop working		

Incident #22578

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	NMC_TST
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	05/09/16 11:53	Project	
Assigned Tech	Dawn Locklier		
Classification	General		
Priority	Medium		
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	01/16/17 12:54		
Subject	EQT MACHINE is not working		
Description	The EQT machine is not working.		

Incident #22199

Customer		Item	
Name	Pauline Turner	Number	Cisco Phones / Intercom /

Email	pturner@mcpss.com	Type	Voicemail Cisco Phones / Intercom / Voicemail
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	03/29/16 10:35	Project	
Assigned Tech	Bryan Holloway	Phone Extension	21817
Classification	General	Model Number	cisco
Priority	Medium	Location / Room #	B147
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	12/06/16 11:36		
Subject	Had power outage last week phone never can back on		
Description	Had power outage last week phone never can back on/no dial tone		
Last Public Note	moved phone to another port and tested		
	----- Initial Description -----		
	Had power outage last week phone never can back on/no dial tone		

Incident #21868

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	03/03/16 13:36	Project	
Assigned Tech	Robert Gray	Smartboard Serial Number	N/A
Classification	General	Projector Serial	B012BD2900391

Priority	Medium	Number	
Workflow	MCPSS_V_1	Location / Room #	B147
Status	Closed		
Closure Code	Completed		
Due Date	11/10/16 15:37		
Subject			
Description	The LCD Projector will turn on project what is on the computer then after a few minutes cuts off. After it cuts off the red light by the wrench flashes red.		
Last Public Note	Bad bulb, replaced. ----- Initial Description ----- The LCD Projector will turn on project what is on the computer then after a few minutes cuts off. After it cuts off the red light by the wrench flashes red.		

Incident #21786

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/25/16 13:22	Project	
Assigned Tech	Robert Gray	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012CD18A0871
Priority	Medium	Location / Room #	21802
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	11/03/16 16:22		
Subject			
Description	The bulb is burnt out.		
Last Public Note	Room A108. Bulb blown, replaced it. ----- Initial Description ----- The bulb is burnt out.		

Incident #21785

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/25/16 13:20	Project	
Assigned Tech	Bryan Holloway	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012BC3000326
Priority	Medium	Location / Room #	C102 Goram
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	11/03/16 16:20		
Subject			
Description	The Smart Board has black dots on it. The pixels are going out on the projector.		
Last Public Note	replaced the projector old sn - B012BC3000326 new sn - U6W160101110 ----- Initial Description ----- The Smart Board has black dots on it. The pixels are going out on the projector.		

Incident #21754

Customer		Item	
Name	Pauline Turner	Number	NMC_Other
Email	pturner@mcpss.com	Type	Other
Phone	20109	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available

Request	Details
Open Date 02/24/16 12:03	Project
Assigned Tech Bryan Holloway	
Classification General	
Priority Medium	
Workflow MCPSS_V_1	
Status Closed	
Closure Code Completed	
Due Date 11/02/16 15:04	
Subject Office and hallway television monitors not working	
Description Office and hallway television monitors not working. Stop working in December .	
Last Public Note replaced 4305 DMPs with 4310 models.	

Incident #21557

Customer	Item
Name Dawn Locklier	Number NMC_SmartBoards
Email mlocklier@mcpss.com	Type SmartBoards
Phone 20142	Team ITS_SmartBoard_Technicians
Mobile	Identifier
Org. Unit NORTHMOBILE - 0021	Service Level
Room	Item Status Available

Request	Details
Open Date 02/04/16 14:44	Project
Assigned Tech Gary McGilberry	Smartboard Serial Number N/A
Classification General	Projector Serial Number B012CD07A0323
Priority Medium	Location / Room # B145
Workflow MCPSS_V_2_SB	
Status Closed	
Closure Code Completed	
Due Date 10/13/16 17:44	
Subject	
Description The light from the LCD projector is very dim. Students cannot see what is projected on the Smart Board. Took remote and tried to make the light brighter and it did not. This is Mrs. Holmes's Room	
Last Public Note Replaced Lamp.	

Incident #21551

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/04/16 13:34	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012CA07A0380
Priority	Medium	Location / Room #	C111
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	10/13/16 16:35		
Subject			
Description	There are black dots on the Smart Board. Looks like another LCD that the pixels are going out.		
Last Public Note	replaced the projector old sn - B012CA07A0380 new sn - U6W160101027		

Incident #21550

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	

Open Date	02/04/16 13:30	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	SNB012CD07A0323
Priority	Medium	Location / Room #	B146
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	10/13/16 16:30		
Subject			
Description	The projector would not turn off. I had to unplug it to turn off. Also the VGA cable was unplugged from the computer and the background from the computer was still there displayed and the light from the LCD was flickering.		
Last Public Note	Replaced projector. Old Serial B012B122A0384 New Serial U6W160101049.		

Incident #21537

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	02/03/16 13:41	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B0120D4A0358
Priority	Medium	Location / Room #	B144
Workflow	MCPSS_V_2_SB		
Status	Closed		
Closure Code	Completed		
Due Date	10/12/16 16:42		
Subject			
Description	Turned projector on and saw a message bulb life almost over.		
Last Public Note	Projector would not stay on, lamp actually tested fine in another unit. Replaced. Old Serial B012CD24A0358 New Serial U6W160101023		

Incident #21331

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/22/16 12:14	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012CD18A075
Priority	Medium	Location / Room #	C112
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	09/30/16 15:15		
Subject			
Description	The pixels are going out. Dots all over Smart Board.		
Last Public Note	replaced the projector old sn - B012CD18A075 new sn - U6W160101055		

Incident #21330

Customer		Item	
Name	Dawn Locklier	Number	NMC_Other
Email	mlocklier@mcpss.com	Type	Other
Phone	20142	Team	Help_Desk_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	01/22/16 12:09	Project	
Assigned Tech	Joey Hoffman		

Classification	General
Priority	Medium
Workflow	MCPSS_V_1
Status	Closed
Closure Code	Completed
Due Date	09/30/16 15:10
Subject	Drops needed in classroom to make an Elementary Computer Lab
Description	Mrs. Mixon, our Principal, wants to make an Elementary Lab in an empty classroom. We need more drops added to the room. Ken was here today and said we could probably get 25 computers hard wired in there which is exactly what we need. The room number is A108. My phone number is 221-2006. Best time to call after 11:30. Thank you!
Last Public Note	We have added a switch to room A108 and wired all the ports. It should be ready for all the computers now.

Incident #20817

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	ITS_SmartBoard_Technicians
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	12/10/15 12:19	Project	
Assigned Tech	Gary McGilberry	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012CD18A0840
Priority	Medium	Location / Room #	C115
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/18/16 15:19		
Subject			
Description	The pixels in the projector are going bad. There are little black dots on the smart board.		
Last Public Note	replaced the projector old sn - B012CD18A0840 new sn - U6W160101074		

Incident #20794

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	12/08/15 15:18	Project	
Assigned Tech	Robert Gray	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	SN-B012BH0500677
Priority	Medium	Location / Room #	C113
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	08/16/16 18:18		
Subject			
Description	The projector flashes various color lights on the smart board. It is in Mrs. Nies's room		
Last Public Note	Replaced projector. Old Serial B012BH0500677 New Serial U6W160101069		

Incident #19638

Customer		Item	
Name	Dawn Locklier	Number	NMC_SmartBoards
Email	mlocklier@mcpss.com	Type	SmartBoards
Phone	20142	Team	Phones_DMS_Queue
Mobile		Identifier	
Org. Unit	NORTHMOBILE - 0021	Service Level	
Room		Item Status	Available
Request		Details	
Open Date	09/10/15 14:45	Project	

Assigned Tech	Robert Gray	Smartboard Serial Number	N/A
Classification	General	Projector Serial Number	B012CD18A0838
Priority	Medium	Location / Room #	B142
Workflow	MCPSS_V_1		
Status	Closed		
Closure Code	Completed		
Due Date	05/19/16 16:45		
Subject			
Description	The LCD Projector is flashing different colors on the smart board in Mrs. Vaughn's Room.		
Last Public Note	<p>Replaced projector. Old Serial B012CD18A0838 New Serial U6W160101017. Replaced projector unit with Viewsonic, ran new VGA/Audio cable and advised teacher on how to use. With the resolution set to 1024x768, the SmartBoard functioned normally through the docking station VGA port. The teacher reported that the port was flaky, and sometimes did not work. She had a newer laptop she asked me to try, it would not detect the SmartBoard USB. The teacher reported 1 USB port on the right worked on the laptop, no others. I could not get the Board to detect through that port, also tested that port with a USB thumb drive, it didn't detect that either. I left the Board connected and working through the original laptop and docking station. Tested pin tray, calibrated equipment, unit was working fine.</p>		