

MARSHALL COUNTY SCHOOL SYSTEM

Administrative Procedures

2.7

Effective Date: March 3, 2010

Revised Date:

Section: Fiscal Management

Subject: Maintenance of Technology

Related Policy:

I. DEFINITIONS

II. PROCEDURES

The Technology Department is responsible for maintenance and repair of technology equipment such as computers, laptops, projectors, and printers. The department is not responsible for telephone repairs or TV repairs.

If technology equipment is in need of repair, the user should notify the technology staff by accessing the Help Desk on <http://www.k12marshall.net:9675/portal/page/1-home>. The Help Desk is web-based and can be accessed from any computer with internet access. The user can log on with their domain username and password. This ensures that only Marshall County employees can use the site. The building site, room number, email address and a description of the problem can be entered on the site. Each day the technology specialists will access the reports from the website and identify which issues need to be addressed at their assigned sites. Each tech is assigned to a different school site. The rotation assures that each school will have tech support each week. If an emergency arises, the network manager can be sent to the site to repair the problem.

If the equipment is under warranty, the technology specialist will call the vendor and get support. An asset removal sheet will be filled out and signed by the user to whom the equipment belongs. The tech will sign the sheet and attach it to the equipment so once it arrives at the tech offices, a description of the problem and the name of the person it is assigned to is on the equipment. Once repaired, an asset delivery sheet will be completed and signed by the tech and the person receiving the equipment. The asset delivery and removal forms will be kept on file in the central office. Typically, the district does not purchase extended warranties.

If equipment is deemed beyond repair, the model, serial number, and asset tag will be recorded on a master sheet. All useful parts shall be removed and the hard drive shall be destroyed. This ensures that sensitive student or teacher information shall not be accessed. It also ensures that software licenses that is purchased by the district is not given away. The vendor who picks up the equipment shall sign the form listing the equipment being removed. This process assures a track of where and how the equipment is disposed. A copy of this form shall be on file with the Technology Department.

Signature on File

Jacob Sorrells, Director of Schools