

TECHNOLOGY AND INFORMATION SERVICES

GUIDE TO SERVICES

(Updated 07/29/11)



<u>Information</u>	<u>Page Number</u>
Online Resources for Technology Assistance	2
Computer-Related Installation and Repair (Computers, Networks, Software)	2, 3, 4
IFAS Services	5
Print Shop	6
Selected School Copier, Gestetner And Risograph Repair	7
Telecommunications & Voice Mail	8

ONLINE RESOURCES FOR TECHNOLOGY ASSISTANCE

To find answers to common technology-related questions, see our **Tech Help website** at: www.mdusd.org/help. There you may also enter a general question and receive an answer.

For the main TIS website, go to www.mdusd.org/Departments/TIS.

Email addresses for seeking assistance:

- General tech assistance – helpdesk@mdusd.org
- Assistance with Aeries – aerieshelpdesk@mdusd.org

COMPUTER-RELATED INSTALLATION AND REPAIR

Installation of Purchased Computers

All computers in the Mt. Diablo Unified School District must be purchased through the district according to district requirements and guidelines. Information about technology purchasing can be found at www.mdusd.org/Departments/TIS/Pages/Purchasing.aspx. Once a computer is ordered you can expect the following to occur:

- Purchasing Department will submit the order to the vendor.
- Computer will be delivered to district Warehouse.
- TIS will “image” each computer (install all standard software and configuration files) before it is delivered to your site.
- TIS will either install the computer on site or work with a Site Technician to do so.

Repair of Computers and Printers

Area of Concern	What Do I Need?	Who Do I Call?	Who Pays For It?	Where Do I Take It?	Who Puts It Back?
Classroom or lab computers (Under 3-year warranty) PC or Mac	Your name, site location, description of problem.	Teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org .	No charge	Repairs normally done on-site	Vendor, Site Technician

COMPUTER-RELATED INSTALLATION AND REPAIR – (cont'd)

Area of Concern	What Do I Need?	Who Do I Call?	Who Pays For It?	Where Do I Take It?	Who Puts It Back?
Classroom or lab computers (Out of warranty) PC or Mac	Your name, site location, description of problem.	If meets current donation standards: teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org . Other: Local site responsible for repair or replacement	If meets current donation standards: TIS pays labor* (repairs only, no upgrades) Site pays for parts. *While budget allows	Repairs normally done on-site.	Site Technician
Administrative or Library Computers (Under 3-year warranty)	Your name, site location, description of problem, and serial number	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	No charge	Repairs normally done on-site	Vendor or TIS
Administrative or Library Computers (Out of warranty)	Your name, site location, description of problem	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	TIS provides labor, site pays for parts	Repairs done on-site	TIS
Classroom or lab Printers	Your name, site location, description of problem	Laser printers: teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org . Inkjet printers: no central support. Local site responsible for repair or replacement	Site budget	Repairs normally done on-site	TIS or Printer repair service
Administrative or Library Printers	Your name, telephone extension, site location, description of problem	Laser printers: teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org . Inkjet printers: no central support. Local site responsible for repair or replacement	Laser printers: TIS pays for labor, school pays for parts Inkjet printers: Site budget	TIS repair technicians will pick-up and repair. Loaner may be available during repair	TIS repair technician

COMPUTER-RELATED INSTALLATION AND REPAIR – (cont'd)

Donated Computers

Before accepting donated computers, please refer to MDUSD Technology Donation Guidelines at www.mdusd.org/Departments/TIS/Pages/DonationStandards.aspx. If assistance is needed with this, please call the Director of Technology Support at ext. 4095

Network Installation and Troubleshooting

Area of Concern	What Do I Need?	Who Do I Call?	Who Pays For It?	Who Does What?
Network connection not functioning	Your name, site location, description of problem	Office staff to call Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	TIS will pay for small jobs. Large jobs may result in site payment for parts and/or labor.	TIS technician will do most simple repair jobs. Large jobs will need to be contracted out.
Consultation needed for planning network installation or upgrade	Your name, site location, description of need	Director of Technology Support at ext. 4095	TIS.	Director of Technology Support and/or technicians will meet with site representatives.

Software Installation and Troubleshooting

Area of Concern	What Do I Need?	Who Do I Call?	Who Pays For It?	Where Do I Take It?	Who Puts It Back?
Instructional Software Installation or Troubleshooting	Your name, site location, software to be installed	Teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org .	Site budget pays for software licenses	TIS technician will do on-site installation or repair	Site Technician, TIL, or teacher
Administrative Software Installation or Troubleshooting	Your name, site location, software to be installed (only district standard software will be installed by TIS)	Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Site budget or district budget as applicable	TIS technician will do on-site installation or repair	TIS technician
E-mail: Set-up accounts, Support and Training	Your name, site location, other information depending on need	Teachers notify site office staff or TIL. Office staff or TIL calls TIS Help Desk at x4105, opt. 0 or email to helpdesk@mdusd.org .	No cost	TIS technician	TIS technician
Web Page Uploads, FTP Access	Your name, site location, other information depending on need	Help Desk technician at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	No cost	TIS technician	TIS technician
Aeries, School Messenger	Your name, telephone extension, site location and description of problem	Help Desk at ext. 4105, opt. 1 or email to aerieshelpdesk@mdusd.org	TIS budget	N/A	Remote assistance from TIS or TIS network technician

IFAS SERVICES

The Service Needed	Action Required by You	Who Does It?	When is the Request Needed?
<p>Login ID and Password Changes</p> <p>Purchasing Approval Changes.</p>	<p>Please submit a memo or email (helpdesk@mdusd.org) giving name of User, position title, program budget codes and the name of the person the User is replacing</p>	<p>The memo must be signed by the site administrator or program administrator</p>	<p>For weekday – before noon of the same day.</p> <p>For weekend – by noon on Friday</p> <p>For holiday – by noon of preceding workday</p>
<p>Extension of Access Time on IFAS. Standard Access Time is 6:00 a.m. to 5:00 p.m.</p> <p>For General Assistance</p>	<p>Call the Help Desk at 4105, opt. 2 or email to helpdesk@mdusd.org</p>	<p>IFAS User</p>	<p>For weekday – before noon of the same day.</p> <p>For weekend – by noon on Friday</p> <p>For holiday – by noon of preceding workday</p>
<p>IFAS</p> <p>New or Modify reports</p>	<p>Email Director of TIS with Specifications for report.</p>		

PRINT SHOP

The Print Shop is responsible for the printing needs of the District.

Our goal is to always achieve high quality printing and to complete jobs on schedule.

Supervisor: Tom Sullivan, ext. 4021. Staff: Kyle Firtzberg, and Kathy Jordan.

Services Available: Off-set printing, high speed copying, collating, stapling, punching, folding, envelope stuffing, padding, binding with cerlox or glue, mail merge, color copies and PDF conversion.

Service	Form To Request	Constraints On Service	Who Do I See First?	What Is Expected Of Requestor?	When Can I Expect The Job To Be Done?	How Do I Get The Job?
District Office Quick Copy	Quick Copy Request form See sample form	Not more than 300 single pages; not more than 100 duplex multiples needing collating and stapling; allow extra time for colored paper	4-hour pickup and delivery in the Dent Center	Forms prepared and placed in department's Quick Copy envelope or delivered to the Print Shop	4-hours	Delivered next 4-hours or pick-up in Print Shop
High Volume Printing Color Copies PDF Conversion	Print Shop Requisition form	District office only: Allow time for ordering supplies, such as, special paper; be aware that special features require manual work which makes production time longer	Consult with Print Shop supervisor	Pre-planning, Identify and Prepare originals PROOF READ COPY Decide on: stapling, punching, binding, cutting, padding	Normally 7 day production time	Pick-up in Print Shop
Mail Merge Folding and Stuffing Envelopes	Print Shop Requisition form	Must be ordered by principal or office manager	Allow time for ordering supplies	Pre-planning Labels must be in Excel format or correct label format PROOF READ COPY	Normally 7 day production time, but strictly on a time available basis; smaller jobs may be faster	Pick-up Print Shop

SELECTED SCHOOL COPIER, GESTETNER AND RISOGRAPH REPAIR

The Problem	Which Machine?	What Do I Need?	Who Do I Call?	When Can I Expect It To Be Fixed?	Who Pays For It?	Who Repairs It?
Repair Needed	Gestetner and Risographs	Your name, site location, extension number and description of the problem	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	½ day when parts in stock	TIS budget for labor, site budget for parts	Risograph Technician
Supplies	Gestetner and Risograph	Central Stores Warehouse catalog	Order by completing a Stores Order in IFAS	Regular delivery schedule	Site budget	
Repairs	Ikon	Your name, site location, extension number, description of the problem, and serial number	Ikon Service 1-888-456-6457	If call before 10 a.m., same day; after 10 a.m., next day	TIS budget	Ikon
Supplies	Ikon	Your name, site location, extension number and serial number	Ikon Supplies 1-888-456-6457	As soon as can be delivered	TIS budget	Ikon

TELECOMMUNICATIONS AND VOICE MAIL

Only the representatives of the Technology and Information Services Department can order telephone service from Pacific Bell.

Service	What Do I Need?	What Do I Do First	How Soon Can It Be Done?
Add a Telephone Line	Your Name, Site Location, Desired location of telephone line	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	If a new line is required from ATT – 10 working days from approval in TIS; if ATT is not involved – 3 days.
Move or Change a Telephone Line	Your Name, Site Location, Desired location of telephone line	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Submit form to TIS

Service	What Do I Do First?	Who Will Monitor Repair?	How Soon Can It Be Done?
Classroom intercom repair needed	Call M&O Dispatch at ext. 3884	M&O Dispatch at ext. 3884	Usually within two days
Non-classroom telephone repair or a problem with a school telephone system	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	TIS	Usually within two days

Service	What Do I Need?	Form Required	What Do I Do First	How Soon Can It Be Done?
Add a voice mail box	Your name, site location	Voice Mail Quick Reference Guide and pocket sized Reference Card	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Voice Mail box assignment in a day or two
Delete a voice mail box	Name and voice mail box number		Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Immediately
Problems with voice mail			Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Usually within a week
Voice mail box for special issues, such as, homework box, attendance recording, etc.	Idea and questions	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Call TIS Help Desk at ext. 4105, opt. 0 or email to helpdesk@mdusd.org	Depends on application