

Anthony ISD Help Desk Guidelines



I. Hours of Operation

- A. During School Semesters – Tuesday and Thursday from 3:30 PM – 4:30 PM
- B. Holiday Hours – If Applicable, posted at:
<http://www.anthonysd.net/departments/technology/index.html>

II. Help Desk Ticket

- A. Available at campus or at help desk.
- B. The completed form must accompany the equipment
 - a. Help desk technician will not accept equipment without the corresponding help desk ticket.
- C. Student must not leave help desk without a copy of the help desk ticket in hand. This is verification that the equipment was turned in.

III. Help Desk Location

Student must bring equipment to the middle school portable located adjacent to the middle school and board room for services during designated hours of operation. Equipment will not be accepted outside of the schedule.

IV. Priority

Based on student's description, the help desk technician will assign priority based on the following definitions:

| Priority | Definition |
|-----------------|--|
| Critical | Unrecoverable; data loss imminent |
| High | Necessary functionality impaired and unable to work with |
| Medium-High | Necessary functionality impaired, time-critical work halted |
| Medium | Necessary functionality impaired but work can continue |
| Medium-Low | No current functionality impaired, new functionality needed |
| Low | No current functionality impaired, no time-critical functionality affected |

Support Priority Time-line

| Priority | Target Resolution |
|-----------------|--------------------------|
| Critical | 2 Hours |
| High | 4 Hours |
| Medium-High | 8 Hours |
| Medium | 1 Day |
| Medium-Low | 2 Days |
| Low | 5 Days |

V. Type of Support

Technology supports all hardware, network/server issues and all operating system software issues. This includes but not limited to virus or malware removal, replacement or removal of hardware and removal or installation of school related software.

VI. Quality Control

Each student will be provided with a quality control survey. The technology department requests that impacted parties submit the completed QC survey form to the CFO. Any recommendations for improvement are welcomed.

VII. CAVEAT

Please be advised that students are restricted from performing any technical repairs to the equipment issued to them. Damages to district issued equipment are sole responsibility of the parent and student. Please work within the system to obtain the technical services that you need to keep the equipment assigned to you running efficiently and effectively.