

	Lloydminster Catholic School Division – Administrative Procedures	
	AP 148 – Technology Maintenance, Updates and Repairs	
Related LCSDF AP's	AP145 - Network Services: MAN /Internet Access	
Form(s)	SMART Board Maintenance Check List Deficiency Report Form	
References:	<i>The Education Act, 1995</i> sections 85, 87	
Received by the Board: October, 2020	Update: October, 2020	

Background

Lloydminster Catholic School Division attempts to provide its students and personnel with current, reliable instructional and learning technology. The school division's IT Department endeavors to provide timely response times in servicing the school division's technology devices and infrastructure.

Annual Maintenance of Mobile Labs

Each school's mobile lab(s) provide an important instructional resource to students and teachers. The IT Department is responsible for both the annual and ongoing maintenance of these labs in an effort to maximize their utility and minimize down time:

1. Lab device images for school division labs will be updated monthly by the Network System Supervisor so images are ready and up-to-date.
2. Lab devices will be reimaged by the Network System Coordinator when an issue or problem is reported by the teacher using the "Deficiency Report" form.
3. In accordance with *AP145 Network Services: MAN /Internet Access*, no personal student or employee data shall be saved locally on a device since all data will be erased from the device during the reimaging process.
4. Each device will be tested following the reimaging process before being redeployed.
5. All mobile labs will be reimaged during non-instructional days (e.g. summer break, Easter, Christmas break, etc.) The IT Department will schedule dates for all mobile lab reimaging and notify the school principals. Once the lab device inventory has been reimaged and tested, the mobile lab will be deployed in the school and the principal will be notified of the completion.

Annual Maintenance of Teacher Laptops

The Network System Supervisor will provide maintenance and reimaging on the basis of need to all teacher devices to maintain speed, connectivity, and reliability. We believe it is essential for teachers to have access to their devices over vacations or periods of time away from school as a means for them to access LCSD's internet services and for them to continue to enhance their technological skills.

Therefore, teachers will request technical assistance for their device using the following process:

1. The image for all teacher devices will be updated monthly by the Network System Supervisor so images are ready and up-to-date.
2. A teacher's device will be reimaged by the Network System Supervisor when an issue or problem is reported by the teacher using the "Deficiency Report" form.
3. In accordance with AP145 Network Services: MAN/Internet Access, the teacher will ensure no personal data has been saved locally on their device. This requirement ensures no personal data will be lost on the device following the reimaging process. However, the teacher is solely responsible to ensure any such data is removed and saved on a different device or on network services.
Note: LCSD is not responsible for any loss of personal data due to maintenance and from the reimaging process.
4. Each device will be tested following reimaging process before being returned to the teacher.
5. The teacher will test the device in the presence of the Network System Supervisor to validate that the problem has been either rectified or to receive further user assistance from the Network System Supervisor.
6. During the reimaging process, or for another technical issue, requiring the removal of the device from the teachers use, a substitute device will be offered to the teacher.
7. All teacher device deficiency reports will remain on file at the Division Office for a period of two years.

Annual Maintenance of Administrative Devices

All other school division administrative devices (e.g. school administration and office, division office administration and support services, and school division coordinators/supervisors) will receive prompt maintenance based on a reported.

Personnel will use the following procedures:

1. Administrative device images will be updated monthly by the Network System Supervisor so images are ready and up-to-date.
2. Administrative devices will be reimaged by the Network System Supervisor when an issue or problem is reported by the employee using the "Deficiency Report" form.
3. In accordance with AP145 Network Services: MAN/Internet Access, no personal data shall be saved locally on school division owned devices by the employee. This requirement ensures no personal data will be irrecoverable on the device following the reimaging process. However, the employee will be reminded by the Network System Supervisor of the need for the employee to

ensure there is no personal data resident on the device before handing it to Network System Supervisor.

4. A spare device will be provided to the employee for the duration of the reimaging process to ensure the employee can continue their role and responsibilities.
5. Each device will be tested following reimaging before being returned to the employee.
6. All administrative device deficiency reports will remain on file at the Division Office for a period of two years.

Annual Maintenance of Interactive White Boards / Displays

1. Annual Assessment of Performance:
 - a. Interactive white boards or displays will be checked annually by the classroom teacher using a *SMART Board Maintenance Checklist* two weeks prior to the beginning of each school year.
 - b. The teacher shall email the IT Department using TechHelp@lcsd.ca with a description of the technical problem detected.
2. Ongoing Detection of Technical Problems with a classroom interactive white board or display:
 - a. The teacher shall report a problem with an interactive white board or display to the IT Department using the regular "Deficiency Report".
 - b. Once the technical issue has been resolved, the teacher shall test the interactive white board or display in the presence of the IT Department to validate that the problem has been either rectified or to receive further user assistance from IT Department.
3. If the IT Department determines that the interactive white board or display cannot be fixed, the installation of a replacement will be promptly initiated.

Maintenance of Other School Division Technologies

1. School and Office Printers:
 - a. A problem with a printer detected by an employee shall be reported using the "Deficiency Report".
 - b. The Network System Supervisor will:
 - i. diagnose the problem and rectify the issue, or
 - ii. make recommendation for replacement and/or repair
2. Photocopiers
 - a. The IT Department is responsible for:
 - i. employee connectivity to the photocopier, and
 - ii. creation and monitoring of school division network security for all printing services.

Allocation of New or Redistributed Teacher Laptops

LCSD annually purchases and distributes laptops to teachers on a regular cycle as determined by the IT Department.

1. Teachers Hired to Begin a New Academic School Year (August): The new teacher will be provided with a new or redistributed device and personal assistance from the IT Department to access LCSD network and cloud services during the annual June teacher induction workshop.
2. Current Teachers:
 - a. All current teachers will be allocated a new device every four years.
 - b. An IT member will ensure the teacher is able to login to the new device, as well as access his/her drives and email upon receiving the device.
3. If a teacher device in its fourth year is unrepairable, the teacher will be provided a spare device until they receive their new device based upon the school division's annual acquisition schedule.
4. An IT member will ensure teachers will be able to login to the laptop, as well as access his/her drives and email upon receiving the device.