

AP 148 – TECHNOLOGY MAINTENANCE, UPDATES AND REPAIRS

Background

1. We will adapt to stay ahead of the change curve and support our teachers and students.
2. We will improve response times and success rates in servicing devices.
3. We will be proactive in order to keep up with better, faster and greater volume of technologies we have purchased.
4. We will maximize the value we get from our budgets and grants by ordering throughout the current year, rather than have annual purchases for summer installations.
5. Weekly maintenance is scheduled, rather than bi-weekly maintenance and issues will be tracked and discussed at the division level to quickly eliminate recurring issues and malfunctioning equipment.

Annual Maintenance of Mobile Labs

In order to decrease the amount of time lost to computers not being ready for the start of the school year and computers being broken down during the year, we will decommission labs for up to three days at one time each year.

1. Images will be provided by the Network System Coordinator and tested by the Supervisor of Technology and School Technology Lead three weeks prior to the annual maintenance.
2. Machines will be reimaged; all data not stored on drives will be lost.
3. Service and maintenance checks will be performed on all hardware.
4. Each machine will be tested.
5. Once the lab is re-opened, the Network System Coordinator will be in the building for five days working on annual maintenance of teacher laptops and classroom computers, and will be available if any issues arise from the three days of maintenance that was just performed.
6. At the beginning of each school year, the Network System Supervisor will provide the dates for this maintenance.

Annual Maintenance of Teacher Laptops

Teacher machines will receive annual maintenance and reimaging to maintain speed, keep them operating properly. We prefer for teachers to have these computers over vacations or periods of time away from school, as part of the laptop program goals was to enhance technological skills and access from home. Thus, we will service up to five computers at a time, during the school day, in the week following the annual maintenance of labs, and give the teacher a replacement laptop for that day.

1. Images will be provided by the Network System Coordinator and tested by each School Technology Lead (STL) at least three weeks prior to the annual maintenance.
2. Machines will be reimaged; all data stored locally will be lost.
3. Service and maintenance checks will be performed on all hardware.
4. Both the Network System Coordinator and the Teacher will test each machine.

An efficient deficiency system will be in place for prioritizing, tracking, and following up all computer deficiencies.

5. The Office of Digital Learning will review deficiency data and then report on the state of the school's computers to the Deputy Director of Learning.
6. All deficiency reports will remain on file at the Division Office for a period of two years.

Annual Maintenance of Other Computers

All other computers will receive annual maintenance during an established school break determined by the Office of Digital Learning.

1. Images will be provided by the Network System Coordinator and tested Supervisor of Technology at least three weeks prior to the annual maintenance.
2. Machines will be reimaged. Therefore all local data will be lost.
3. Service and maintenance checks will be performed on all hardware.
4. Both the Network System Coordinator and the person responsible for the computer will test the machine within one week of the service being provided.
5. The person in charge of the computer prior to the servicing will complete an *Annual Computer Maintenance Checklist*. The Network System Coordinator will also complete this checklist during the servicing of the computer. The person in charge of the computer, Network System Coordinator will sign the checklist signifying that all work has been completed, all equipment is provided and the machine has been properly tested.

Weekly Maintenance of Common Deficiencies

We want to improve response times and success rates and will increase both time and communications to realize these goals.

1. A *Common Fixes/Quick Access to IT Support* checklist will be provided to staff.
2. If service from the Office of Digital Learning is required, the staff member will record the necessary service in the *Deficiency Form*.
3. An IT member from the Office of Digital Learning will make contact with all people requesting service once the issue has been resolved or for further information. The staff member must test the computer with the Network System Coordinator after school or at the beginning of the next school day when the staff member is present. Once the computer is confirmed as being repaired, the staff member will initial the form along with the Network System Coordinator.
4. During reimaging or another fix requiring the removal of the laptop , a substitute laptop with VPN will be offered to the teacher.

Annual Maintenance of SMART Boards

SMART Boards will be checked annually using a *SMART Board Maintenance Checklist*. This will occur two weeks prior to the end of each school year.

1. Service and maintenance checks will be performed on all hardware and software will be tested.

Teacher Laptops

LCSD annually purchases and distributes laptops to teachers on a regular cycle. Teachers will be notified when receiving a new laptop including steps to prepare for the arrival of their new device. All new staff will receive a laptop once they become available. It is our goal to provide the new laptop as soon as possible.

1. Teachers receiving a newly issued laptop will be provided instructions on how to store their files and data from their existing device via email.
2. Laptops for newly hired teachers will be made available upon notification of the hire from an instructional coach.
3. 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.