

# Gilmer County Schools

## IT Department Service Guidelines

### Goals and Objectives

The goal of this document is to obtain a mutual understanding for IT service provision between Gilmer County Charter Schools IT Department and the faculty and staff served.

Departmental objectives:

- Present a clear and measurable description of service provided to faculty/staff.
- Match perceptions of expected service provided with actual service support.
- Outline purchasing procedures and guidelines.

### Purchasing

No purchases, grants, donations, etc. of any hardware or software should be made without approval of the technology department.

Please see Hardware and Software Guidelines and Procedures for full guidelines.

### Faculty and Staff Responsibility

The IT department supports 3,000+ devices with a staff of five technicians. It is difficult to provide direct support for this amount of devices without proper expectations.

- Faculty and staff use their equipment daily and are in the best position to make wise choices about equipment use.
  - Faculty and staff should know how to use their equipment properly or request training for items they are not familiar with.
- Faculty and staff should have proper expectations about response and repair times.
  - With the current 600-1 equipment-technician ratio it is very difficult to provide same day service.
- Some issues require the user to be present for resolution. In some instances a time will need to be scheduled for service.
- The ticketing system will randomly choose users for feedback. If your ticket is chosen for feedback please provide information that will help the technology department improve.
- Hardware and software should only be used for school-related purposes and by school employees only.

## Requesting Support

Support should be requested through the provided helpdesk. This can be found under the Staff Links menu at [www.gilmerschools.com](http://www.gilmerschools.com) or accessed directly at <http://helpdesk.gilmerschools.com/helpdesk>.

Teachers may also email the helpdesk at: [helpdesk@gilmerschools.com](mailto:helpdesk@gilmerschools.com). This will open a new ticket with your technician.

- You may not reply to open tickets with this method. You must use the web site to reply to a ticket.

If you have an emergency please contact your admin who can escalate the issue.

## Service Management

Technical support is available during normal school hours.

**IT will respond to open tickets within four (4) business hours.** The initial response will most likely be through the ticketing system, which will generate an email back to the user. Please do not delete the emails generated through the ticketing system without checking for a response from your technician. The response is in large, red letters.

**All tickets are prioritized based on the level of impact.**

Many issues will be resolved through remote assistance. Remote assistance allows technicians to resolve many issues without travel, which saves time and allows more issues to be resolved. In order to facilitate remote assistance, please provide as much detail as you can in your ticket.

**The goal of IT is to resolve issues within five (5) business days.** If the issue cannot be resolved in 5 business days documentation will be provided through the ticketing system.

Projects may take a longer amount of time based on the scope of the implementation. Projects may include setting up new labs, wiring, etc.