

## AP 148 – TECHNOLOGY MAINTENANCE, UPDATES AND REPAIRS

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### Background

- a. We will adapt to stay ahead of the change curve and support our teachers and students.
- b. We will improve response times and success rates in servicing machines.
- c. We will be proactive in order to keep up with better, faster and greater volume of technologies we have purchased.
- d. 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.
- e. 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.
- f. School administration and School Technology Representatives (STR) have documentation of all maintenance requests, weekly service and annual service.

### Desktop Computer Rotations

Our oldest computers (four years old) are still very capable and effective for use on the Internet and basic software. The issue of speed no longer exists in our division and it is most important for the newest machines to be allocated where they will be loaded with the newest programs and receive the most vigorous use. Thus, we have established the following rotations lists that will be used in our schools from newest/most powerful machines to oldest machines and the Network Analyst will allocate computers:

1. HRHS PAA
2. Offices around the division
3. School Computer Labs
4. Teachers' Individual Machines
5. Libraries
6. Other

### Annual Maintenance of 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 Computer Technician and tested by each School Technology Representative (STR) and the Technology Coordinator at least 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 Computer Technician 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 Analyst will provide the dates for this maintenance.

### **Annual Maintenance of Teacher Laptops and Classroom Computers**

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 Computer Technician and tested by each School Technology Representative (STR) and the Technology Coordinator at least 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. Both the Computer Technician and the Teacher will test each machine.
5. Prior to the servicing of the computer, the Teacher will complete an *Annual Computer Maintenance Checklist*. The Computer Technician will also complete this checklist during the servicing of the computer. The Teacher, Computer Technician, STR and/or Administrator will sign the checklist signifying that all work has been completed, all equipment is provided and the machine has been properly tested.
6. Any deficiencies will be repaired before each person signs the *Annual Computer Maintenance Checklist* and once signed, carbon copies of the checklist will be given to the designated administrator and the original is given to the Network Systems Analyst.
7. The Network Systems Analyst will review the above checklists with the Computer Technician and then report on the state of the school's computers to the Superintendent of Instruction.
8. All checklists 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 Easter break.

1. Images will be provided by the Computer Technician and tested by each School Technology Representative (STR) and the Technology Coordinator at least 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. Both the Computer Technician 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 Computer Technician will also complete this checklist during the servicing of the computer. The person in charge of the computer, Computer Technician and STR 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 Computers

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 division office is required, the staff member will record the necessary service in the *Weekly School Technology Deficiency Report*.
3. This form will include all work for the school for the scheduled day and will be scanned and emailed to both the Computer Technician and the Network Systems Analyst by noon the day prior to the scheduled service visit.
4. The Computer Technician will make personal contact with all people requesting service or the School Technology Representative (STR) or an Administrator in the case of absence of the teacher, once the issue has been resolved or for further information. The staff member must test the computer with the Computer Technician 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 Computer Technician.
5. Once all computers on the list have been repaired, a copy of the form will be given to the designated Administrator and the original given to the Network Analyst.
6. The Computer Technician and the Network Analyst will review the week's maintenance forms in a regularly scheduled meeting each week.
7. The Network Analyst and the Superintendent of Instruction will review the month's maintenance trends, identified by the Network Analyst, in a regularly scheduled meeting each month.

## Annual Maintenance of SMART Boards

SMART Boards will be checked bi-annually using a *Bi-Annual SMART Board Maintenance Checklist*. This will occur in the summer and approximately the mid-point of the school year.

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

## Laptops for Teachers

One of the purposes of providing laptops early is for teachers to have 3-4 months to test and learn about their laptops prior to the summer their desktop is removed. We also want teachers to have all issues recognized and repaired prior to summer. This will enable teachers to use their laptops to plan and communicate through the summer months and return to school without issues at the end of August.

1. Laptops will be tendered in December of each year, purchased in early January, delivered by the end of January and imaged in February so that teachers will receive their new laptops no later than March 1.
2. Issues with the laptops will be noted and repaired from March to the end of June using the *Weekly School Technology Deficiency Report* for each school.
3. During reimaging, a substitute laptop with VPN will be offered to the teacher.