Technology Support Requests

GENERAL DESCRIPTION: This procedure applies to requests for technology support and requests for the repair of computers, printers, copy machines, fax machines, and telephones.

PRIMARY RESPONSIBILITY: Chief Information Officer

REFERENCE OR AUTHORITY: Superintendent

PROCEDURAL STEPS:

1. Computers and Printers: Contact the LAN Administrator
   
   a. Early Childhood Staff: Contact program’s liaison who will contact CESD LAN administrator, if necessary.

2. Request for new computer and/or network access: Complete the NIS Network Access Request Form (fillable) located on the shared drive, s:\Forms. Forward completed and signed form to the NIS administrative assistant.

3. Request for change of computer and/or network access: Complete the NIS Network Access Request Form (fillable) located on the shared drive, s:\Forms. Forward completed and signed form to the NIS administrative assistant.

4. Request for removal/or deletion of computer and/or network access: Complete the NIS Network Access Request Form (fillable) located on the shared drive, s:\Forms. Forward completed and signed form to the NIS administrative assistant.

5. Request for telephone, fax, and/or copy machine support: Department designee will submit the request through the district email system by addressing the email to “Work Order” and copying the department director.