



LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

ROUTING

All Schools
and Offices

TITLE: IT Desktop Computer Maintenance and Support

NUMBER: REF-1657.2

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BACKGROUND: This Reference Guide provides information to schools and offices about services provided that support desktop computing and to define the parameters of technology support.

Information Technology Division's (ITD) Customer Support Services Branch (CSSB) provides assistance on all requests in the service offerings, by using a combination of District staff and outsourced support contracts.

In some cases, computers and peripheral equipment are so old the systems are no longer cost effective to repair and will be deemed non-serviceable (Beyond Economical Repair - BER). Non-serviceable equipment should be replaced with new equipment at the school or office's expense when it fails to function properly. It is recommended that desktop computers older than 5 years and laptop computers older than 3 years be replaced.

Schools and offices are encouraged to use the District's master contracts when purchasing desktop computers, printers, and peripherals as they include warranties for on-site repairs and replacements.

**MAJOR
CHANGES:**

This Reference Guide replaces REF-1657.1 dated June 6, 2006. It incorporates new information on supported IT desktop computers, printers and peripherals.

GUIDELINES: Basic Desktop Computer Support

Assistance will only be provided for District-owned desktop computers, laptops, servers, and peripherals. Sites will receive support on donated equipment if it meets the same requirements and specifications as computers purchased from the District's master contracts.



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Services Provided:

- Basic maintenance, configuration, hardware and software support.
- Installation, configuration and restoration of District approved applications and/or software.
- For more details, click on the IT SERVICE CATALOG link at <http://techsupport.lausd.net>.

Priority will be given to service tickets that impact essential services or have a major impact to a site. CSSB will only repair components that have failed during normal operation. Sites are responsible for the security and proper supervision of equipment and must pay for repairs of device failures that are a result of misuse or vandalism.

Some computer equipment may be deemed as BER when it requires parts and labor totaling more than \$300. Replacements for most of these items are available through the Procurement Services Group, which can also provide a list of approved vendors upon request.

Supported Levels of Software and Hardware

- Windows 2000 Operating System and newer. (Vista is currently not supported)
- Apple OS 10.x and newer (Leopard – OS X 10.5 support is limited)
- Intel Pentium IV processor or higher
- Apple PowerPC G4 processor or higher

Printer Support

This service consists of installation and connection of printers and basic repair, including replacing minor parts in large printers. Whenever possible, on site repair is provided.

Enhanced Computer Support

As of July 1, 2007, the following non-basic services have been offered for a fee:

- Installation and configuration of hardware and software for more than a few computers at a time.
- Repeated requests from the same site for virus or spyware removal.



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- Migration of data, including backup of user files.
- Disconnection/reconnection of computers (i.e., for room maintenance activities, including painting of wall, cleaning of floors, etc.).

A catalog of services and fees is available by selecting the IT SERVICE CATALOG link on <http://techsupport.lausd.net>. Contact the ITD Service Desk at 213-241-5200, to inquire about specific services.

Supply Items

As of July 1, 2007, the following supplies are no longer available from ITD:

- Keyboards
- Mice
- Monitors
- Laptop batteries
- AC power adapters

For availability, check the District's Stores Warehouse Supply Catalog, otherwise, you may purchase supplies from office supply stores using your site's P-Card.

Daily care, Maintenance, Security and Management of Technology

School sites and offices are responsible for the daily care, maintenance, security, and management of technology at their locations. This includes:

- Keeping food and beverages away from technology equipment.
- Ensuring that operating systems and virus updates are occurring on a regular basis (at least weekly).
- Securing equipment to protect against theft and vandalism.
- Maintaining a current inventory of equipment per District policies.
- Reporting non-functioning IT equipment and IT infrastructure to the ITD Customer Support Services Center (Service Desk).
- Managing local servers and printers (such as users, groups, network printers, etc.)
- ITD is concerned about the stability and security of the school's infrastructure. If technicians notice devices that may potentially



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interfere with such functions, ITD will advise the site administrator to remove them and will assist with the process. If such interference continues, ITD reserves the right to remove the devices and escalate the issue to the local district.

RELATED RESOURCES:

- BUL-2175.0: Acceptance of IT Technical Systems for Maintenance
- BUL- 1158: Accounting for Supplies and Equipment Purchases

ASSISTANCE:

Technology tips, frequently asked questions and other announcements are available at the LAUSD Technology Support Website at <http://techsupport.lausd.net>. For additional support, contact the ITD Service Desk at 213-241-5200 or use our self-service options available at <http://techsupport.lausd.net/selfservice>.

PROCEDURES TO REQUEST SERVICE

When a technology problem occurs on District equipment, hardware or software, employees are requested to do the following:

- Prepare for the request for service
 - Know your site location code - this identifies the location of the problem being reported.
 - Know your employee number - this identifies the user calling and assists in follow-up as well as faster problem reporting on future calls.
 - Have a brief and precise description of the problem.
 - Know the location of the equipment (room number, office, etc.).
 - Know the type of equipment (brand, model, etc.).
 - Know the serial number or asset tag number of the equipment.
- Place the request for service
 - Call 213-241-5200 or connect to <http://techsupport.lausd.net/selfservice> for additional ways to request service.
 - When calling, the first greeting you will hear is a status report of any existing system problems. If there are known problems (such as no access to the Internet, or no access to PTRS) you will be informed here.



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- Listen to the menu choices. Many times you will be automatically referred to someone that can immediately assist you.
- If you hold (or press 0) for assistance, be ready to provide the information requested above.
- Write down the reference number given to you, and the date when you called.
- The Service Desk representative may resolve the problem for you on the phone or you may be transferred to a specialist for assistance.
- Should the problem require further analysis it will be referred to a technician who may resolve it remotely or by a visit to the location.
- You may receive a follow-up call or E-mail.

Escalation, Complaint, and Follow-up Procedures

- If you would like to follow-up regarding the service provided, please call 213-241-5200 to speak to a customer service representative or connect to <http://techsupport.lausd.net/selfservice>. Have your reference number available.
- If you would like to escalate or are dissatisfied with the service, please call 213-241-5200 and ask to speak with a manager. Please have your reference number available. This staff is available to provide you with service and to work with you to better meet your needs.