

School District of Philadelphia Computer Repair Policies and Procedures

The School District of Philadelphia's Technical Support Staff is part of the Information Systems organization. Their primary mission is the support of school based staff and computers as well as laptops and peripheral devices. These support services are provided by an experienced staff of Technical Support Specialists (TSSs) who ensure that the equipment is maintained and performs within normal parameters.

Scope of Services

The basic support policy is to provide support for The School District of Philadelphia purchased computer equipment and peripherals in use throughout the District. However, with the wide variety of equipment deployed within the district, it is virtually impossible to deliver the same level of service for all devices. All standard desktop computers (PCs and Macs) covered by warranties will receive full support through the TSSs and outside vendors. Every effort will be made to respond to all requests for help; however, the level of support may be limited for some computers, depending on their hardware configuration, software configuration, function, age, and other factors. The TSSs and the Help Desk staff's approach is to take a proactive role and work with District staff to ensure that the equipment purchased is supportable and, through proper maintenance, continues to function reliably for its expected life span.

I. Support Methodology

Each Technical Support Specialist has a pre-designated group of schools based on The School District of Philadelphia's regional infrastructure. The TSS will evaluate, prioritize, and respond to all requests for assistance in the areas they are assigned. A Help Desk Ticket is required before a TSS is dispatched.

- Once the TSS receives the Helpdesk ticket, the TSS will respond by phone, email, or in person within 72 hours.
- All requests are handled during normal working hours, Monday through Friday from 8:00AM to 4:00 PM.
- Depending on the severity of the problem, the TSS may dispatch a Digital Service Fellow (A DSF is an Apprentice Technician) to attend to the problem.
- Repair requests at schools that have a Computer Support Specialist (CSS) on staff will be handled on site by the CSS. If a repair request cannot be completed by the CSS, it is escalated to the TSS assigned to that region.
- When the request is completed, the requestor will be notified via a Help Desk e-mail.
- If the requestor indicates that problems still exist or that additional assistance is needed, the TSS will escalate the issue to the Manager of Field Operations for resolution.
- If a new, unrelated problem occurs, the user must submit a new Help Desk request to the Help Desk.

II. Request Procedure

- All Requests from the users are logged in into the Help Desk ticketing system.
- Each Technical Support Specialist has a request tracking queue used to monitor the progress of work assignments.

- No repairs will be made unless a Help Desk ticket has been submitted.
- A TSS will respond to all requests for assistance and evaluate the nature of the problem. Most problems can be corrected on site, including simple hardware replacements, software installation, upgrades, and re-configuration.

III. In Warranty Repairs

If a computer is in need of repair and is still under warranty, a TSS will evaluate, analyze, and diagnose the problem(s). If necessary, Information Systems will have the vendor perform the repairs or send the unit out for repair by the manufacturer at no additional cost to the District.

IV. Warranty Processes and Procedures

a. Warranty Types

- Phone support: The TSS will contact the vendor by phone when required.
- Parts support: The TSS will analyze and evaluate the reported problem and order the required parts from the vendor.
- The TSS will return to install the requested parts or the vendor's warrantee service will be dispatched to complete the repair.

b. On-Site Support

- A TSS will only be dispatched if a Helpdesk ticket is submitted by the user.
- The TSS will verify by the unit's serial number if the unit is covered by a vendor warranty.
- After the evaluation/analysis and determination that service is required, the TSS will place a warranty call to the appropriate support group.

V. Out of Warranty Processes and Procedures

- Information Systems will determine if the replacement cost for the unit is more than 50% of repair cost.
- In all cases, if the repair costs exceed 50% of the value of the unit, the Office of Information Systems will not attempt to repair the unit. If the equipment falls under this category, the school has the option to pay for the repair using their own funds.
- Parts required to repair an out of warrantee unit are the responsibility of the school. TSSs may attempt to locate suitable parts in our inventory of used parts. If the part is not available, the school must order the part using their own funds and notify the Help Desk to remove the Help Desk ticket from the hold status to dispatch a technician.

VI. Computers and Peripherals No Longer Under Warranty

Schools are financially responsible for the cost of repair and replacement parts for all devices no longer covered under warranty.

a. Examples:

1. Information Systems will provide installation assistance at no additional cost whenever possible.
2. If a school wishes to upgrade their existing equipment with a larger hard drive or more RAM, the school must pay for the hardware
3. If the cost of a repair exceeds 50% of the unit's current value, Information Systems will not repair it.
4. If a school wishes to repair a component that Information Systems has deemed economically irreparable, the school must pay for it.

5. The School can either pay for the repairs themselves, by creating a PD1 document; choosing an appropriate vendor, or choose to purchase new equipment.

VII. Desktop Backup prior to maintenance

- The Technical Support Specialist will only preserve School District of Philadelphia data. The TSS who is performing a data transfer or configuration will have discretion in identifying personal data. The Office of Information Systems is not responsible for the backup and restoration of non-work related data including music, personal pictures, games, and non-SDP owned software. The District may ask for such data/software to be removed.
- In the event an employee gets a new computer or hard drive replacement, the TSS will not be responsible for the restoration of personal data.
- Users requiring additional volumes or external drives, which contain SDP data to be backed up, must specifically request this from the Manager of Field Operations. This request must be noted in the Help Desk ticket.
- It is up to each individual user to back-up Non-School District of Philadelphia data that resides on their computer.

VIII. Obsolete Equipment

- As computers age, components begin to fail and it becomes increasingly difficult to find compatible parts for repairs or upgrades. Once a computer no longer has the ability to run it's currently supported software, it becomes increasingly impractical to invest time and money into its maintenance and should not be used for any critical function or relied upon to perform acceptably.
- These machines should be retired and taken out of service. To this end, any obsolete equipment should be entered on a T-31 form. This document should be filled out by an authorized person at the school and signed by the current principal.
- Once this document has been signed, the Technology Teacher Leader (TTL) or another authorized individual representing the school, must call the Help Desk and have a Help Desk ticket created for the equipment to be removed from the school.