

Technology Services Policies and Procedures



**Dalhart Independent School District
Updated January 2017**

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Introduction

All technology resources employed by Dalhart Independent School District should be used in a responsible, legal and ethical manner. To encourage responsible and ethical behavior, guidelines for using these resources must be instituted. The guidelines must safeguard students, protect the district and its staff from liability, and protect the district's investment in technology.

For issues with phone service see the separate Phone Service Procedures located on the DISD website.

Acceptable Use Policy

The Acceptable Use Policy addresses:

1. Acceptable Use
2. Personal Responsibility
3. Network Etiquette
4. Passwords
5. Copyright
6. Security
7. Plagiarism
8. Vandalism

The Acceptable Use Policy is included in the Student Handbook. The Student Handbook includes a Code of Conduct that outlines proper conduct and behavior of students and disciplinary consequences. Each student is required to provide a copy of the Code of Conduct to his or her parent/guardian and every student and parent/guardian will sign as verification that they have reviewed the handbook and understand the consequences.

The Employee Acceptable Use Policy is located on the School District Website.

Training Requests

DISD employs an Instructional Technologist to assist staff in learning technology to use in their classrooms. This person provides instruction, training and resources in order to facilitate the use of technology in the classroom with the goal of increasing student performance.

The Instructional Technologist will provide periodic trainings to all staff and can be requested to provide individual assistance. If a staff member would like to request their assistance, a Helpdesk ticket should be created.

Help Desk

The Technology Departments Helpdesk provides a single point of contact for technology solutions to be resolved as quickly and effectively as possible. Requests for technology services can be made through the web-based Eduphoria Helpdesk Ticket System. All tickets using the Helpdesk are logged, assigned and followed through to completion.

Reporting Computer Problems or Requesting Technical Assistance

Requests for computer repairs, relocation of equipment, email problems, printer problems, software or hardware installations, training requests, etc., should be submitted to the Technology Department through the web-based Eduphoria Helpdesk Ticket System.

Before submitting a request, the following may be helpful:

- If you are having computer problems, refer to the Troubleshooting Guide in Appendix A.
- Check to see if anyone else in your immediate area is having the same problem you are experiencing. Ask if the problem has already been reported.
- If you determine you need Technical assistance, complete a Helpdesk ticket.
- If you are requesting relocation of equipment, please involve your campus Principal or supervisor.

The Technology Department will make every attempt to address your request in a timely manner. Requests will be prioritized according to how many users are affected, requirement for job assignment, how long the request has been made and estimated technician time.

Reporting Emergencies

Emergencies may be called directly to the Technology Department (244-7210) by school administrative/office staff.

Examples of emergencies are total site network or email outages, the destruction or theft of computer equipment, or a problem during state-mandated computerized testing.

Requesting Password Resets

Requests for password resets may requested on each campus by the designated person with access to reset passwords. Refer to Who can Reset passwords in Appendix B.

Staff may also fill out a request using the Helpdesk Ticket System.

Hardware

Hardware Purchasing

All hardware purchasing will be done through the Technology Department. This allows for all hardware purchased to be at an acceptable standard and ensure proper integration into our network. The Technology Department also limits the number of different hardware vendors and types to lower costs as well as improved support by the support staff.

Hardware for staff and students is purchased according to a 5 year replacement schedule developed by the Technology Director. Schedule is listed in Appendix C. If a school or department is interested in purchasing any new equipment, they need to contact the Technology Director.

Relocation of Equipment

Technology Services should be contacted before any computer equipment is relocated by filling out a Helpdesk Ticket. Depending on the situation, permission may be given for the staff to simply continue with the relocation of the equipment. In other cases, Technology Staff will move the equipment.

Movement of permanently mounted equipment (Ex: Projector, Access Point) will only be moved in rare cases. The school district has replaced most of the projectors in classrooms with Interactive ones. This work cost the district a large sum of money and many man hours to complete. The location of equipment that was installed was determined by the campus principal, the teacher in the classroom, and the Technology Department. Relocating of equipment will only be done if there is a great need and with the Technology Directors approval.

If relocation of equipment is approved the costs related to the relocation will be taken from the campus technology funds.

Employee-Owned Hardware

The Technology Department does not support, nor is it, or Dalhart Independent School District, responsible for loss, damage, movement, or theft of any non-district-owned hardware. This includes, but is not limited to computers, printers, cameras, laptops, and scanners.

In addition, Technology Services will not install or connect personal hardware. It reserves the right to remove any unauthorized hardware from the DISD network and is not responsible if employee owned hardware is removed from a site during an equipment replacement process.

Software

All DISD computers have the basic software included when delivered. We allow additional software to be downloaded and install by any staff member. The Technology Department can assist if needed when a Helpdesk ticket is filled out.

One of the most important pieces of software the district uses is the Eduphoria suite of programs. All district staff have a Eduphoria account. As a district we mainly use three parts of the suite.

1. Forethought - This programs is to assist teachers in planning lessons and having them available to other people to view.
2. Strive - This programs is for DISD staff evaluations.
3. Helpdesk - This program is how staff make common requests in the district.

Network Access/Email

An important goal of Dalhart ISD is to provide a powerful and secure network for all administrative and school sites that will enable high-speed access for current and future computerized applications. Updates and additions must follow strict standards to insure interoperability, reliability and maintainability of the networking infrastructure.

All technology resources employed by Dalhart ISD should be used in a responsible, legal and ethical manner. The guidelines must safeguard students, protect the district and its staff from liability and protect the district's investment in technology.

Following these guidelines ensures a standardized and controllable network environment that supports the mission of Dalhart ISD.

Establishing Network Access and Email Accounts for Employees

User accounts are created for new employees of Dalhart ISD after two things have been completed. First, Human Resources notifies the Technology Department of a new person who has been hired. Second, the new person must complete the online Acceptable Use Policy. The AUP is located online on the Human Resources web page. Full access to computers and email will take at least 24 hours to become active. New Users are notified via an email address they provided when completing the AUP.

User accounts will be created using the user's legal first and last name unless otherwise listed on the AUP agreement. Usernames will consist of the users first and last name with a period in between. For Example: john.smith. Email accounts use the same usernames and password as the computer user account.

After the creation of the a computer user name and email, the Technology Department will create an Eduphoria account. Eduphoria accounts will consist of the user's email address and a password that will be sent to them at the time of creation.

Other Instructional Software

Accounts for the TxEIS system are created by the Chief Financial Officer. Requests for access should come from campus Principals or other supervisors.

Gradebook, DMAC, Istation, and other accounts are created at the campus level.

Logoff and Timeout Policy

DISD employees should not leave computers logged in with an administrative or teacher user identification when they are not physically present at the computer. This could result in computer misuse reflecting the user's identification. The district may automatically log your computer off after a certain period of idle time.

Computers should be logged off, but not shut down every evening. Be sure to close all applications and save all documents. This will enable the Technology Services staff to automatically download software updates and virus updates to your computer during the evening. It is best if you turn the power off on your monitor only.

During weekends and holidays, all computer equipment should be turned off.

Filtering and Access to Information

The Internet provides access to material that may not be suitable for students and/or may not have educational value. In order to ensure that the Internet connection is used in the appropriate manner and that all users are protected from any inappropriate information, the district has implemented a filtering system. All internet access is monitored for online safety and appropriate use. We currently use a centralized solution that blocks access to undesirable sites.

Information is filtered by subject area and includes the filtering of visual depictions. The software has a feature to request the unblocking of a web site, or staff may fill out a Helpdesk ticket.

Personal Use of Email

Email accounts are provided to all employees and should be utilized for school-related purposes and performance of job duties. Incidental personal use of email is permitted as long as such use does not interfere with the employee's job duties, the performance of system operations or other email users. Incidental personal use is defined as use by an individual employee for occasional personal communications. Such personal use must comply with the Acceptable Use Policy and other applicable policies of the district. Employees are reminded that there is no expectation of privacy provided.

Privacy of Email

Email is not private. Dalhart ISD is the owner of all messages sent using the district's email system. Employees are reminded that there is no expectation of privacy provided.

Emails are public record. All email correspondence is subject to Texas Records Law, which may result in monitoring and disclosure to third parties. All communication should be conducted with this in mind.

Although DISD does not make a practice of monitoring these messages, DISD reserves the right to access email at any time for troubleshooting and maintenance purposes as well as any situation in which life, limb or property is in perceived danger. Other access to email including, but not limited to, criminal investigations, civil investigations and supervisory investigations.

Data Cabling Requests - Moves/Adds/Changes

Requests for new data ports will be evaluated for functionality, location, and cost. Requests should be initiated by the campus principal and each campus will be responsible for all costs associated with adding new data ports.

Appendix A - Troubleshooting Procedures

The suggestions shown here may save you time by solving a problem without opening a Help Desk ticket.

Suggestions to keep your computer equipment running correctly:

- Make sure all cables are plugged in securely and in the correct plugs. All peripheral equipment (monitor, printer, scanner, etc.) should be powered on before turning the computer on. Make sure your cables have plenty of room to lie flat and uncluttered.
- Do not cover the cooling vents on the computer.
- Keep the computer area free from the buildup of dust.
- Do not eat or drink close to the computer.
- Log off, but do not shut down the computers every evening. Leave the computer's CPU and printer on, but turn the monitor off using the power button on the monitor. This allows virus updates to be automatically downloaded to your computer during the evening.

Suggestions for Problem Resolution:

- **Before trying anything else**, attempt to **REBOOT** your workstation. Closing all programs, shutting down and powering off your workstation can resolve many problems.

Problem	Steps to Possible Solution
Computer Frozen	<ol style="list-style-type: none">1. Press CTRL, ALT, DEL buttons simultaneously2. Choose Task Manager.3. Highlight programs shown as Not Responding4. Press End Task button5. Be patient; this may unfreeze computer6. If possible, shut computer down properly7. If fails to unfreeze, only option is to power off8. Wait a few minutes and power back on

Problem	Steps to Possible Solution
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Nothing seems to be working	<ol style="list-style-type: none"> 1. Make sure the computer is plugged in and powered on. 2. Check for secure connections on back of computer for keyboard, mouse, etc. 3. Follow Ethernet cable (similar to a phone cable) from back of computer to wall, make sure it is secure; the cable should snap firmly into the socket on both the network card in computer and network wall port
Computer booted, cannot logon	<ol style="list-style-type: none"> 1. Retype your username and password; remember that passwords are case sensitive and must be exact. 2. Check the Ethernet cable for secure connection to the back of the computer and to the port on the wall; the cable should snap firmly into the socket on both the network card in computer and network wall port. 3. Borrow another Ethernet cable for a temporary test; if you cannot logon with the original cable but can logon with the borrowed cable, the problem is the cable and not the computer.
Computer, monitor or printer does not seem to have power	<ol style="list-style-type: none"> 1. Check to make sure there is a power cord attached to a viable power source. 2. Check power source with a known working device. 3. If power source is bad, create Helpdesk ticket to the Maintenance Department to correct power problem.
Keyboard or mouse does not work	<ol style="list-style-type: none"> 1. Check the keyboard/mouse cable on the back of the computer; make sure it is secure. 2. Try a different keyboard or mouse; if it works, a Helpdesk ticket should be created which specifies what you found.
Monitor does not display an image	<ol style="list-style-type: none"> 1. Check cable from monitor to computer 2. Make sure power is turned on 3. Check the brightness and contrast buttons on the monitor. 4. Try a different monitor of the same type; if it works, a Help Desk ticket needs to be created which specifies what you found.

Printer does not print	<ol style="list-style-type: none"> 1. Check the cables. 2. Make sure the power is on. 3. Make sure there is paper in the tray. 4. Turn the printer off; leave off a few minutes and then turn back on. 5. Check the paper tray to make sure it is seated correctly. 6. Look at the display or lights on the printer for any error messages. 7. Check to see that all required print cartridges are installed properly and that they are not empty; if you find you need print cartridges, create a Helpdesk ticket.
Cannot reach desired website on Internet	<ol style="list-style-type: none"> 1. Check the web address for accuracy. 2. Try to connect to a different site besides the GCS or school home page. 3. Try to connect to the desired site from another classroom computer; if it works from another computer, a Help Desk ticket should be created which specifies what you found when you used another computer; appears to be a software issue.
Smell something burning or see smoke	<ol style="list-style-type: none"> 1. Turn the computer off. 2. Unplug computer from wall. 3. A Help Desk ticket should be created which specifies the problem.

Appendix B - Reset Password request

Dalhart Elementary --- Library

Dalhart Intermediate --- TBD - Fill out Helpdesk ticket

Dalhart Junior High --- Library, Shannon Marshall, Staci Maddox

Dalhart High School --- Library

Administration Building --- Technology Dept.

If the person is unavailable for your campus to reset a password. Fill out a Helpdesk ticket.

Appendix C - 5 Year Replacement Plan

Summary

The purpose of this replacement plan is to have a consistent schedule and a consistent budget requirement for all District technology to be replaced every five years. This plan is also a revision of the original plan that began during the 2015-16 school year.

2018-19 - Student Desktop Computers

This year is to replace student desktop computers at DIS and DJHS. These computers are primarily in the computer labs and library.

- DIS - 30 computers needed
- DJHS - 140 computers needed

At an estimated cost of \$800 per computer, a total of \$136,000 will be needed for this year.

2019-20 - Student Desktop Computers

This year is to replace student desktop computers at DES and DHS. These computer are located in computer labs and the library.

- DES - 60 computers needed
- DHS - 125 computers needed

At an estimated cost of \$800 per computer, a total of \$148,000 will be needed for this year.

2020-21 - Administration Staff Computers & Network Infrastructure

In the original replacement plan, the goal was to get devices to our students and staff first. Non teaching staff have not had replacement computers in several years. Up to this point, when a staff member has needed a new computer, we have used surplus computers that were purchased before implementing this plan.

- Non-Teaching Staff - 90 computers needed

At an estimated cost of \$1000 per computer, a total of \$90,000 will be needed.

Also for this school year, Network infrastructure needs to be address. The five main servers the district uses will be at the end of their suggested use and will need replacement. It would also be time to replace/upgrade our core switches for each building.

- Primary Domain Controller - \$2500
- Secondary Domain Controller - \$2500
- File Server - \$5500
- Replace Print server - \$2000
- Replace Virtual Server - \$4000
- 5 Switches - 1 for each building - 15000

The estimated cost for this year would be \$117,500

2021-22 - Student Devices

The replacement of student devices for this year has a higher than the normal budget request. This is because some of our devices we currently still use have been bought with funds from other sources (Grants, Campus, etc) The totals for this year would be to replace everything that is currently in service. Hopefully, other sources of purchasing will be available again during the years before this one. It is also very possible that many of the chromebooks we have now will still have a few year of use left.

- DES - 150 Chromebooks
- DIS - 150 Chromebooks
- DJHS - 190 Chromebooks
- DHS - 107 Chromebooks
- DHS - 130 Windows Laptop Computers

This would require purchasing 600 Chromebooks at an approximate cost of \$250 each, and 130 laptops at approximately \$400 each. A total of \$202,000 would be needed for this year.

2022-23 - Teacher Computers

This year would replace the Teacher laptops that were purchased this summer. We again would purchase 150 laptops at an approximate cost of \$1000 per device.

This would require again approximately \$150,000

The 5 Year Plan will repeat when it is completed. The plan is also updated every year as needs change.