

## **Technology Service Desk Tickets**

## **Background**

The Technology Department uses the Service Desk ticketing system to prioritize technical support and services.

The Service Desk ticketing system ensures that:

- Urgent issues are prioritized.
- Requests for support are addressed in a timely fashion.
- New software systems are interoperable with existing technology prior to procurement or purchase.
- Increased productivity of technical staff.
- Improved communication.

## **Procedures**

- 1. Service Desk tickets must be submitted for all issues related to technology hardware, software and infrastructure.
- 2. The Technology Department will keep a Knowledge Base library up to date with FAQ answers that staff can access to empower their own troubleshooting before requesting a Service Desk ticket.
- 3. Staff will use Service Desk to request Digital Lending Library items.
- 4. All staff will have access to submitting a Service Desk ticket.
  - a) Principals and Educational Technology Lead Teachers in each school will be CC'd on each ticket within their assigned building to improve communication and awareness of technical needs
- 5. Service Desk tickets require the following information: computer name, details of the issue, what troubleshooting has already been done, screenshots if possible, when the problem started, etc.
- 6. In the event of an emergency (for example network or access interruptions) a phone call to the Technology department is appropriate prior to submitting the Service Desk ticket.

Reference: Section 33,52,53,68,197,222,225 Education Act

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