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Pittsburgh Public Schools
Standard Operating Procedure

Support vs. Unsupported Hardware

Office of Information and Technology

OIT-008

Hardware Supported vs. Unsupported

Overview

This document describes the support methodology for supported and unsupported district technology equipment.

Pittsburgh Public School's Field Technician Specialist is part of the End User Services Department, under the Office of Technology. Their primary mission is the support of district staff and student technology equipment assets. These support services are provided by an experienced staff of Field Technicians Specialists (FTS) who ensure that the equipment is maintained and performs within normal parameters.

This document is organized into 6 categories.

1. Scope of Services
2. Support Methodology
3. Request Procedure
4. In Warranty Repairs
5. Out of Warranty Procedure
6. Obsolete Equipment

1. Scope of Services

The support policy is to provide support for The School District of Pittsburgh's OIT approved technology assets in use throughout the District. Support is not covered for any equipment purchased outside the approved technology equipment list. Although we strive to service all equipment at the same service level, 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 technology equipment assets covered by warranties will receive full support through the FTSs and outside vendors. Every effort will be made to respond to all requests for support; however, the level of support may be limited for some equipment, depending on their hardware configuration, software configuration, function, age, and other factors. The FTSs and the Support Center 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.

2. Support Methodology

Each Field Technician Specialist has a predesignated group of schools based on The School District of Pittsburgh's regional infrastructure. The FTS will evaluate, prioritize, and respond to all requests for assistance in the areas they are assigned. A Support Center Ticket is required before a FTS is dispatched. Once the FTS receives the Helpdesk ticket, the FTS 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 FTS may be dispatched during off hours and weekends to attend to the problem. Repair requests at schools that

have a Tech Liaison (TL) on staff will be handled on site by the TL. If a repair request cannot be completed by the TL, it is escalated to the FTS assigned to that region. When the request is completed, the requestor will be notified via a Support Ticket e-mail. If the requestor indicates that problems still exist or that additional assistance is needed, the FTS will escalate the issue to Service Level 3 for resolution. If a new, unrelated problem occurs, the user must submit a new Support Center request to the Support Center.

3. Request Procedure

All Requests from the users are logged into the Support Center ticketing system. Each Field Technician Specialist has a request tracking queue used to monitor the progress of work assignments.

No repairs will be made unless a Support ticket has been submitted. A FTS 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.

4. In Warranty Repairs

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

Warranty Processes and Procedures:

- The FTS will contact the vendor by phone when required.
- The FTS will analyze and evaluate the reported problem and order the required parts
- The FTS will return to install the requested parts or the vendor's warrantee service will be dispatched to complete the repair.
- On-Site Support of FTS will only be dispatched if a Support ticket is submitted by the user.
- The FTS 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 FTS will place a warranty call to the appropriate support group.

5. Out of Warranty Processes and Procedures

Technology equipment assets 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. FTS 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. FTSs 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.

Examples:

1. FTs 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
- o The Technical Support Specialist will only preserve School District of Pittsburgh data. The FTS 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.
 - o In the event an employee gets a new computer or hard drive replacement, the FTS will not be responsible for the restoration of personal data.
 - o 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.
 - o It is up to each individual user to back-up Non-School District of Pittsburgh data that resides on their computer.

6. Obsolete Technology Equipment

As technology equipment 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 its 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 tech assets should be retired and taken out of service. To this end, any obsolete equipment should have an e-recycle form and submitted to the computer service center for E-recycling. This document should be filled out by the Tech Liaison or by an authorized staff member at the school and signed by the current principal. Once this document has been signed, the TL or another authorized individual representing the school, must submit a dray form for the equipment to be removed from the school.

Approved Technology Equipment List
All approved technology equipment options are listed on the OIT approved technology equipment website: technology.pghschools.org