TECHNICAL SUPPORT RESPONSE PROCEDURE (TEC-P010)
WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

1.1 This procedure outlines the expected technical support response times for supported services.

2.0 RESPONSIBILITY:

2.1 Director of Operational Technology

3.0 APPROVAL AUTHORITY:

3.1 Director of Operational Technology

4.0 DEFINITIONS:

4.1 LAN – Local Area Network

4.2 WAN – Wide Area Network

4.3 Server – Computer dedicated to data storage or network service

5.0 PROCEDURE:

5.1 The Director of Operational Technology receives a request for service, acknowledges receipt of the request, and determines if it is urgent, critical, routine, or deferred.

5.2 If a request is identified as urgent, the expected response time is approximately 60 minutes from notification acknowledgment. Urgent requests involve a total system failure and include the following:

5.2.1 Infrastructure data/video conference

5.2.2 District operational servers

5.2.3 Network Segment (wing/building LAN or WAN)

5.2.4 Inter-building communications (phones, intercoms)

5.2.5 Fire alarms

5.2.6 Safety related occurrences

5.3 If a request is identified as critical, a response will be made within 24 hours of notification acknowledgment. Such requests include the following:

5.3.1 District Office operations client (hardware, software, network)

5.3.2 Building operations client (hardware, software, network)

5.3.3 Network segment (entire classroom)

5.3.4 Instructional dependent services (libraries, student labs, student servers)

5.3.5 Security alarms, building public address system

5.4 If a request is identified as routine, a response will be made within 72 hours of notification acknowledgment. Such requests include the following:

5.4.1 Teacher station (hardware/network)

5.4.2 Student station (single non-lab access hardware/network)

5.4.3 Clocks, room public address, audio-visual

5.5 If a request is identified as a deferred project, it will be completed as scheduled. Deferred projects include the following:

5.4.1 Non-failure systems upgrades (operating system/hardware/network)

6.0 ASSOCIATED DOCUMENTS:

6.1 http://tech.wsd.wednet.edu

6.2 http://fmp.wsd.wednet.edu/fmi/iwp/res/iwp_home.html

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
None				

8.0 REVISION HISTORY:

Date:	Rev:	Description of Revision:
27-Nov-06	A	Original Release
24-Aug-07	B	2.0, 3.0 title changes

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