
BOARD MEETING TECHNICAL SUPPORT TEC-P015

WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

- 1.1 This process outlines the requirements and expectations of service for board meeting technical support provided by Operational Technology department staff during the course of scheduled and emergency Wenatchee School District Board Meetings.

The online version of this procedure is official; therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Director of Operational Technology

3.0 APPROVAL AUTHORITY:

- 3.1 Assistant Superintendent, Organizational Development

4.0 DEFINITIONS:

- 4.1 LAN –Local Area Network
- 4.2 HTML –HyperText Markup Language
- 4.3 Partition –The creation of separate divisions of a hard drive, for the use of [multi-booting](#) setups, which allow users to have more than one operating system on a single computer.

5.0 PROCEDURE:

- 5.1 Board meeting dates are established annually, with locations and times. This schedule will provide the technical staff of the Operational Technology Department the initial framework of support for WSD Board Meeting requirements.
- 5.2 Notification – The Executive Assistant to the Superintendent is responsible for all notifications to board presenters and the technical support staff concerning presentation times and equipment use.
- 5.2.1 Presenters –Presenters will be queried as to the nature of the presentation and their technology needs.
- 5.2.1.1 Presenters must bring any electronic presentations on a large capacity USB memory drive (preferred) or CD/DVD (least preferred).
- 5.2.1.2 If the presentation is in a Microsoft Office format (Word, Excel, PowerPoint, Access) or off the internet in an HTML format (Web), then the presenter will be expected to use WSD provided technology in place.
- 5.2.1.3 Only if the presenter has proprietary software that the district is not licensed for on the district presentation station will presenter hardware (laptop) be used for the presentation. If the presenter will present on their hardware, the presenter needs to be at the WSD District Office 30 minutes prior for hardware setup and testing. Presenters are responsible for bringing their own video adapters, power adapters, or any accessories required for the presentation. WSD technical staff will provide “best-effort” support for any

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equipment that is not listed on [TEC-F017 WSD Board Meeting Tech Support Request](#) on-line form.

5.2.1.4 Equipment not in the WSD inventory will not be procured nor is it the responsibility of the Wenatchee School District to procure for specialized presentations. The presenter is responsible for the knowledge required to operate/demonstrate their equipment in the presentation.

5.2.1.5 Presenters should have paper copies of their presentations for the board in case of unrecoverable hardware failure.

5.2.2 Technical Staff

5.2.2.1 District support staff will be trained on the configuration/utilization of all WSD presentation hardware used in the boardroom.

5.2.2.2 WSD technical staff are not responsible for repairs on non-district equipment if a hardware/software failure occurs during a presentation.

5.2.2.3 The Director of Operational Technology will inform the Executive Assistant to the Superintendent of any staffing changes to the schedule.

5.3 Support –WSD technical staff will provide the following support services listed below.

5.3.1 On-site Support (WSD Main Board Room)

5.3.1.1 Fixed support equipment will be connected up and tested. The presentation station computer (Mac Mini) will be tested on both the Windows XP boot partition and the Mac OS partition.

5.3.1.2 Presentations carried on memory drives or CD/DVD should be copied over to the desktop for presentation access. If possible, the presentation should be launched and in a ready-state prior to the board meeting. If there are requirements for using both the Mac and Windows partitions, time should be allowed for the reboot into the required OS between presentations.

5.3.1.3 Any required presenter personal hardware will be tested 30 minutes prior to the board meeting start time.

5.3.1.4 Network access will be through the established DO wireless LAN. In cases of non-access through the DO wireless, the local floor Ethernet network jack will be used with built-in client access at the presenter station.

5.3.1.5 Audio amplification will be accomplished through a wireless microphone connection.

5.3.2 Off-site Support (Alternate Location)

5.3.2.1 Equipment will be secured 24 hours prior to usage and will consist of: (1) 50' electrical extension cable, (2) Outlet expansion strip, (3) District Office check-out digital projector, (4) District Office check-out document camera, (5) Airport Express access point, (6) Gaffers Tape for safely securing cables to the floor.

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5.3.2.2 On-site assets (tables, projection screens) should be coordinated 48 hours prior to room configuration. The Superintendents Executive Assistant will coordinate requirements with the building office manager.

5.3.2.3 All alternate site presentation coordination will follow section 5.2, whether the presenter is an in-building staff member, out of building district staff, or not an employee of the district.

5.3.2.4 Gaffers tape should be used to secure electrical cables to floor to prevent tripping hazard and will be part of the technician's toolkit.

5.3.2.5 Network access will be through an open access point provided by technical staff, configured for the local public LAN, and providing DHCP to the client station, whether it be district hardware or a guest presenter laptop.

5.3.2.6 Portable sound amplification will be provided.

6.0 ASSOCIATED DOCUMENTS:

7.0 [WSD Board Meeting Tech Support Request \(TEC_F017\)](#)

8.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
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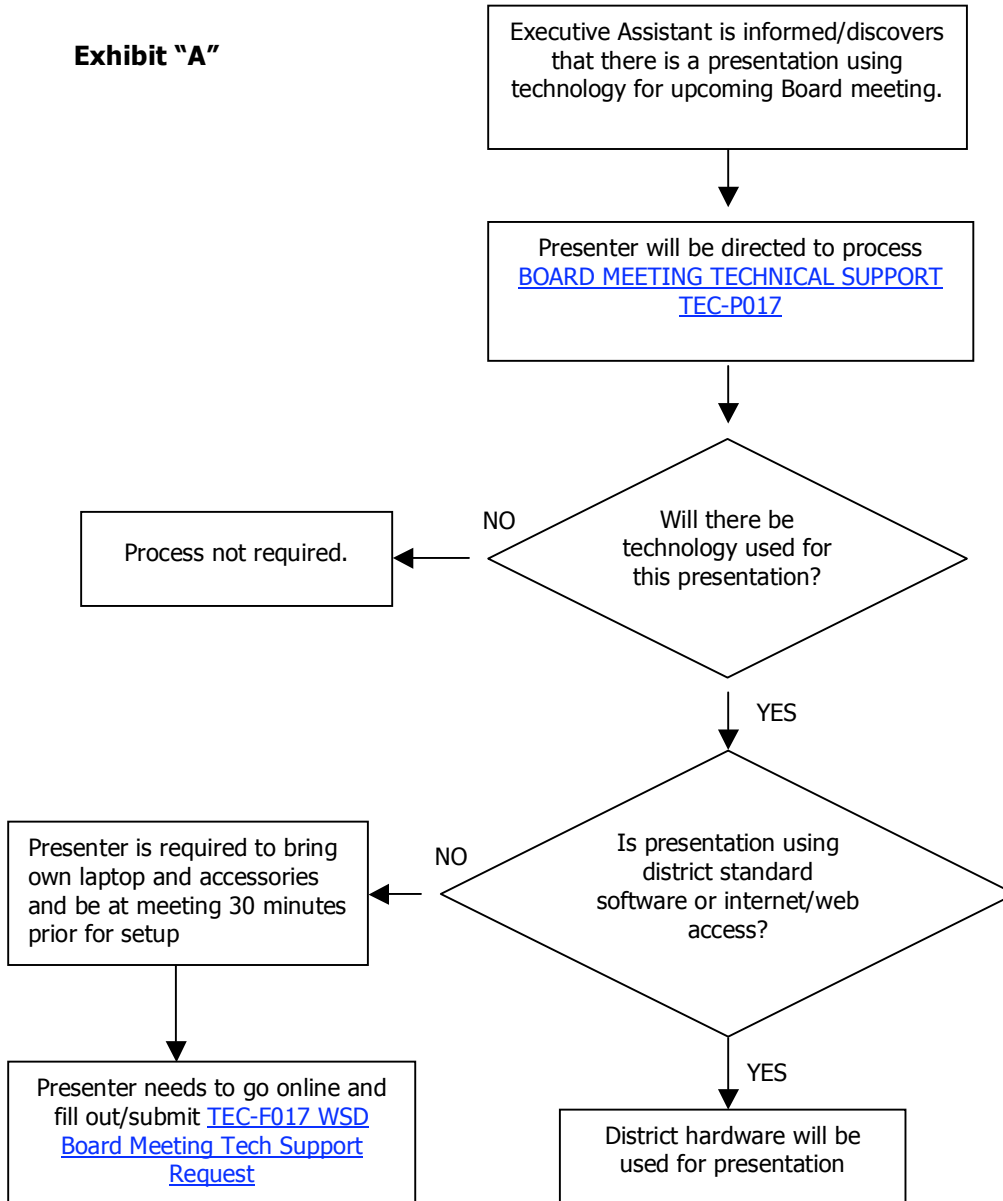
9.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
01-JUL-08	A	Original Release

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Exhibit "A"



**** End of procedure ****