



MIDDLETOWN PUBLIC SCHOOLS TECH SUPPORT GUIDE LINES

Introduction

The Academic & Technology Services Help Desk is a service provided to Middletown Public School employees by the Department which links them to appropriate technology and other District resources in a timely manner. The Help Desk is available through the online tech support at www.mpsri.net

The mission of the Help Desk is to provide its customers with a single point of contact within the organization. The Help Desk will ensure that all calls are handled promptly, courteously, and are resolved or routed to the proper resolution path within the time frame established for each type of call or problem.

All contact with the Help Desk is documented in the Help Desk Application. The Help Desk will either resolve or begin a resolution path for all hardware, software, and network IT related issues. The hours of operation for the Help Desk are 7:30 a.m. – 3:00 p.m., Monday through Friday. Help Desk assistance is available during non-operational hours if requested a week prior through the online tech support form.

Procedures

TECH SUPPORT REQUEST – level 1 - EMERGENCY

EMERGENCIES should be reported to your main office. The main office staff member should immediately call the emergency into the Technology Help Desk at Oliphant Technology Office (849-2122). (All emergencies need to be funneled through your main office to ensure their notification of the problem and to try to reduce incoming calls.)

TECH SUPPORT REQUEST – level 2 - STANDARD

1. Report your tech support request online at www.mpsri.net
2. You will receive email notification that this request has been submitted.
3. A member of the technology department will work to resolve your request.
4. You will receive an email when the request has been completed.

✗ DO NOT give a technology department member a problem ticket on site. All must be reported into the online tech support system to get assigned a number before the Tech can address the problem.

✗ DO NOT report the same issue multiple times. Please try to call in issues and only use the email if the Help Desk is unavailable or sending in a list.

✗ DO NOT email or call in issues directly to staff members unless you have worked the problem through the HELP Desk with unsatisfactory results. This will only slow up our process in getting your problem resolved.

Prioritization of Level 2 Work Orders is done for each request that is placed. This prioritization is done based upon the location of the request as indicated in the chart below.

School dude Prioritization	Location
Emergency	Server
High	Admin/office
Medium	Labs/libraries
Low	Classroom

Examples of Level 1 / Emergency Request

No Internet and/or network access for an entire building or wing.

No SchoolMAX access for multiple users.

No iCUE access for multiple users.

Example of Level 2 Request

No Internet and/or network access for a single computer

No printer access

Need printer cartridge

No floppy drive