

## **Business and Operations**

### **WORK ORDERS (TECHNOLOGY)**

**SP 3591.00**

The Technology Support Services Department (TSS) staff is responsible for maintaining computers, printers and networks for County Office sites. All work requested of TSS is done via the online work order system.

A formal online system for requesting work has been developed to ensure compliance with laws, codes, ordinances, regulations and County Office standards. Requests for work will usually be processed on a first-in first-out basis. Exceptions may be made due to priority, funding, resource availability, and other constraints.

Minor repairs and maintenance may be performed by County Office employees as directed and in compliance with collective bargaining agreements. Major repairs and maintenance shall be performed by licensed contractors and/or outside vendors. Software maintenance beyond user expertise should be performed by TSS staff.

TSS provides services on a charge/no charge basis dependent on type of work and whether the request is by a District or MCOE department.

#### **The TSS Department provides the following basic services at no charge:**

1. New installation of hardware and software
  - a. Includes computers, printers, scanners, etc.
2. Installation of new supported software
  - a. Includes introductory training
  - b. Approved software: Microsoft Office Suite, Reflection, Corporate Time, Internet Explorer, Netscape Navigator, First Class Client, Filemaker, etc.
3. Provide consulting on the selection of new hardware and software
  - a. Includes research for best pricing and availability as well as alignment with MCOE standards
  - b. Assist with the development of purchase orders
4. Support videoconferencing system
  - a. includes support only for departmental staff who are already trained to operate system
  - b. Provide training for new staff operating unit
5. First Class BBS
  - a. Initial software installation
  - b. On-going training sessions
6. LAN Support
  - a. Includes Networking hardware and software such as routers, switches, hubs, cabling, servers etc.
7. Basic Phone Support
8. Maintain software library
  - a. Provide backup copy on CD at no charge
9. Internet Infrastructure

- a. Monitor network traffic:
    - Intrusion detection
    - Internet content filtering
    - SPAM research
    - Antivirus information and assistance
  - b. Web Page support for departments
    - Interviews with departmental representatives
    - Includes development and posting of initial pages
    - Basic training for key people identified by each department if requested
    - Updating pages as specified by departments
  - c. Remote Internet access: assistance with initial setup from home to MCOE
10. Network calendar support:
- a. Each department is to use the department secretary as the first resource for calendar support (installation, training, etc.) If the situation is beyond the expertise of the secretary, TSS will provide assistance to the secretary at no charge.

**MCOE provides the following services on a cost-recovery basis at current rate of \$40 per hour (includes travel time):**

- 1. Staff Development
  - a. Learn2.com Online Professional Development
  - b. CTAPonline Professional Development
  - c. Network and Computer Maintenance Workshops
  - d. Technology Integration Workshops
  - e. Custom designed workshops
- 2. Teleconferencing Setup
  - a. Facilitate student distance learning fieldtrips
  - b. Facilitate multi-site videoconference sessions
  - c. Teleconferencing setup
- 3. Technology Support
  - a. Computer backup assistance.
  - b. Reinstallation or upgrade of supported software
  - c. Installation and maintenance of non-supported software
  - d. General maintenance/clean-up of hardware
  - e. Moving or relocating computers/peripherals
  - f. Help desk support
  - g. LAN Support
  - h. Installation and/or assistance with setup of networking hardware and software such as switches, hubs, servers, etc.
  - i. Erate forms processing
  - j. Webpage and web-based custom program development

The TSS Department does not provide support for computer games of any kind. (*Note:*

*The online work order system may be utilized by other departments for their specific needs.)*

Legal References: Collective Bargaining Agreements

## **MENDOCINO COUNTY OFFICE OF EDUCATION**

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**Date Adopted:** 03/01/2003

**Date Revised:** 10/21/2003