



**DIVISION OF TECHNOLOGY AND
INFORMATION SYSTEMS**



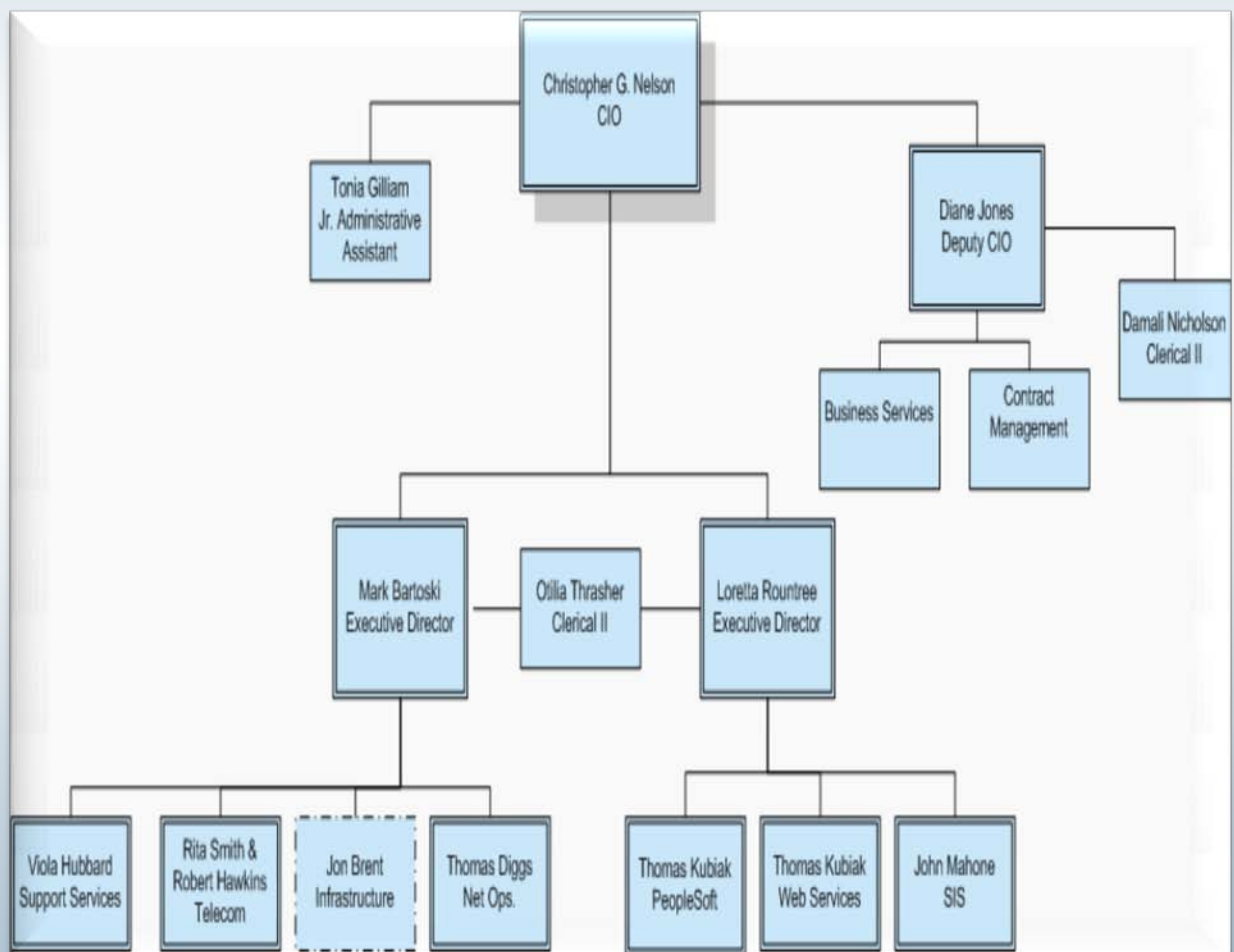
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Division of Technology and Information Systems

Executive Administration

Christopher G. Nelson - CIO



Contact Information

Administration Contact Information

Division of Technology and Information Systems

New Center One Building
3031 West Grand Boulevard, Suite 450
Detroit Michigan, 48202

Phone: (313) 873-3250

Fax: (313) 873-3209 or (313) 873-7442

Technical Service Requests for Schools and Administration

Support Hours

Monday – Friday

7:30 am – 5:00 pm

Technology Support provides support for school and administrative sites in the following areas:

- ✓ **Help Desk**
- ✓ **Field Support Services**
- ✓ **Audio-Visual Support Services**

For technical services, please **contact** the DPS **Help Desk** by one of the following methods:

- Online Help Desk Ticket Request at: <http://www.detroitk12.org/contact/helpdesk.htm>
- Help Desk: **(313) 873-0123**
- Email to: help@detroitk12.org

M E M O R A N D U M

TO: All DPS Computer Users 

FROM: Christopher Nelson, Division of Technology and Information Services, Chief Information Officer

DATE: July 22, 2009

SUBJECT: Request for DPS Technical Support Services and the Tickets Closure Process

This memo is to remind the DPS user community of the Service Desk's methods for reporting and closing tickets placed for technical support. Occasionally issues occur that force technical services staff to veer from the standard response/resolution time(s). You will be notified of such changes via a pre-recorded message at the Service Desk telephone line or a DPS emailed announcement.

Please read the following process descriptions which detail IT service requests placed with the Service Desk.

1. Expected Response Times:
 - a. Administrative areas – 24 hrs from time at which the Help Desk ticket is in queue for the technician -- not based on the time stamp indicated on the ticket. Variables that influence the delivery of the service include lag time due to:
 - i. the receipt of email.
 - ii. the receipt of requests made after regular business hours using the business day clock not the normal 24 hr clock.
 - b. Instructional Areas:
 - i. Three to seven days is the approximate turn-around time for tickets placed in non-administrative areas.
 - ii. The ticket is a project if it consists of more than five computers or multiple requests for one given area.
2. Service Delivery and Ticket Closure:
 - a. DPS IT will make a concerted effort to confirm service delivery and will close any service request that goes unanswered after three days. This closure procedure is as follows:
 - i. If the Service Desk agent resolves a user's call when placed to the Service Desk, the problem ticket will be closed following the user's receipt of the solution.
 - ii. When a contact to the Service Desk requires "research" and additional information is required from the user, three attempts will be made during the following three business days to contact the user.
 - iii. If after each attempt the user remains unreachable or results in no response, an Email will be sent stating that the Service Desk is waiting for a response regarding the user's ticket.

Lastly, DPS IT recommends DPS computer users ensure their contact information is accurate for follow-up both by email and voice mail. Thank you for your cooperation.

Hardware and Software Standards and Procedures

- The DPS Hardware and Software Standards allow users throughout the district to achieve its technology-related goals while maintaining common protocols and interfaces. Standards allow the Detroit Public Schools to move forward with the utilization of technology to educate our children. **Technical support will not be provided to hardware and software that does not meet district standards.**

- DPS Web links provide detailed information that will benefit the district's procurement process through the use of a "**View-Only**" version of the standard hardware procurement site. The "**View Only**" version allows you to see all standard hardware products available (*you must have access to the DPS Intranet to use the procurement site*) for project planning purposes. Once you access the "**View Only**" site, you will be able to **create a Shopping Cart** to obtain an estimate of potential costs.

- For Computer Lab and Technology Build out Requests go to the links provided on the Intranet under Computer Lab and Technology Build out Requests and the following tools are provided for your assistance:
 - ✓ **Alteration Request**
 - ✓ **Proposed Computer Lab Development Process**
 - ✓ **Computer Lab Development Checklist**

Hardware Standards

Frequently Asked Questions

1. What is the general policy regarding computer support?

a. District standard computers less than 6 years old are supported

- I. Standard desktops include: Dell GX755, GX745, GX620, GX280, GX270; HP/Compaq Evo D530
- II. Standard laptops include: Dell D830, D820, D810, D800, D630, D620, D610, D600; HP/Compaq NC6000, N620, N610, N600; IBM Thinkpad 2658 and 2652
- III. Non-standard desktops/laptops require DTIS approval
- IV. The list will be updated as new models are introduced

Approximate dates to reach six (6) years of age			
Desktops		Laptops	
Date	Model	Date	Model
7/2010	HP/Compaq D530	10/2008 - 5/2009	IBM ThinkPad 2658
5/2010-9/2010	Dell GX270	10/2008 - 5/2009	IBM ThinkPad 2652
12/2010-1/2011	Dell GX280	4/2009	HP/Compaq N600c
5/2012	Dell GX620	4/2009	HP/Compaq N610c
5/2013	Dell GX745	1/2010	HP/Compaq N620c
2/2014	Dell GX755	3/2010	HP NC6000
Laptops Contd.		2/2010-1/2011	Dell D600
6/2012	Dell D610	2/2010-1/2011	Dell D800
6/2012	Dell D810	8/2013	Dell D620
5/2013	Dell D820	12/2013	Dell D630
2/2014	Dell D830		

2. Does the DTIS (Division of Technology and Information Systems) support Macintosh computers?

- a. Yes, the following district standard models are supported: MacPro, iBook 1.2 GHZ, G4 PowerBook 1.3 or 1.5 GHZ, G5 Tower 1.8 or 2.5 GHZ, iMac Desktop 1.6 or 1.8 GHZ, eMac Desktop 1.25 GHZ
 - I. The list will be updated as new models are introduced

Hardware Standards

Frequently Asked Questions

(contd.)

3. Does DTIS support the TTI (Teacher Technology Initiative) computers?

- a. No, TTI computers are older than the 6 year old threshold for support.

4. What will happen to machines over 6 years old if they are in good condition''?

- b. Generally, if the machine is operating without problems and with causing any problems, DTIS will leave it alone. However, DTIS does not provide technical support for such devices. Trying to load software can lead to additional problems i.e. OS licensing, troubleshooting and parts are more costly.

Software Standards

Detroit Public Schools has agreements with Microsoft and other software companies that provides for a comprehensive volume license program. This licensing allows the Division of Technology and Information Systems to install the following programs on any qualifying machine in the Detroit Public Schools district:

Effective May 2008

Microsoft Windows - Current Standard is Windows XP

Microsoft Office (All Versions) - Current Standard is Office 2003

Microsoft Publisher

Microsoft Encarta

Microsoft Visual Studio

Symantec Norton Anti-Virus Corporate Edition

Adobe Acrobat Reader

Software Standards (contd.)

- The Division of Technology and Information Systems has a 'limited license' for select programs primarily used by district administrative professionals. Each DPS department is allowed up to two installations of limited license software. Please contact the Division of Technology and Information Systems via the Help Desk for installation approval. The list of currently approved 'limited license' software applications are:
 - Microsoft Project
 - Microsoft Visio
 - Adobe Acrobat Full Version
- Consideration to requests for software upgrades is provided for newly purchased equipment, only and is contingent upon technical capabilities and business needs.

District Approved Software Upgrade Installers:

- Windows XP SP3
- Adobe Flash Player 10.0.12.36
- Adobe Flash Player 10.0.12.36
- Java Runtime 6 Update 13
- Adobe Reader 8.1.3
- Adobe Reader 8.1.3
- Office 2007 Compatibility Pack with SP1
- Quicktime 7
- Microsoft SilverLight 2.0
- Adobe Shockwave 11
- Adobe Shockwave 11
- Daylight Savings Time Zone Update
- PDF Creator Installer
- Keytrain Authorware Player
- Adobe Authorware Player needed to run KeyTrain web application
- Plato Plugin Installer and [Plato Xtras](#)

Asset Recovery (ARP)

- The DPS Asset Recovery Program (ARP) resolves the question of how to dispose of obsolete and non-working computer and electrical office equipment in a safe and efficient manner. DPS Division of Technology and Information Systems has devised a user friendly online form to assist you.
- The ARP is a plus for the district, its students and staff. ARP eliminates service fees and maintenance of outdated equipment. Likewise, it frees up classroom space for learning rather than the storage of obsolete equipment.

Asset Recovery Program Benefits

- The ARP eliminates the hassle and worry of tagging, packaging and shipping obsolete non-working computer and electrical office equipment. The logistics team will take care of that for you when they arrive at the site for pick up of the equipment.
 - Assists in the "greening" of the district by safely recycling and disposing of your old equipment in accordance within environmental guidelines.
 - Allows for re-deployment of useable equipment back to the district.
 - Increases theft prevention.
 - Removes multi-vendor equipment and facilitates the move to new equipment. The occasional refresh of old equipment should be part of your annual technology budget.
 - Builds Dell rebates (credits) that are used towards the purchase of technology equipment required to create an inventory of equipment used to support school offices affected by unexpected system failures, damages and theft.
- If you are ready to take advantage of the ARP, take a moment to read the following guidelines.
- Examples of ineligible equipment for the ARP are appliances, furniture, lamps, clocks, telephones, projector screens, and technology hardware attached by any method to furniture.

If you have any additional questions or concerns regarding ARP please contact the Division of Technology Services at (313) 873.3250.

To take advantage of the ARP, complete the online application at <http://www.detroitk12.org/survey/23225/>

Equipment Donations

- DTIS continues to assist schools and departments in the appropriate utilization of computers and computing equipment that may be acquired from a corporate donation or grant award.
- Please be reminded that it is imperative for schools and departments to work with DTIS **prior to** accepting donations or completing grant applications that include computers or computing equipment.
- For donations, DTIS will evaluate individual systems for compliance with hardware standards and provide information on requirements for hardware upgrades (if upgradeable) and software installs.
- To make it as seamless a contribution to the schools as possible, and to ensure that received items are as serviceable as a recipient will want them to be, effective communication to both the Office of Development, as well as to the donor organization, is required.

Other Services

All request for services in the following areas should be requested through the DTIS Help Desk at (313) 873-0123:

- New Telephone or Cell phone requests
- Telephone Repairs
- Building or Network Wiring
- Audio Visual Equipment requests or repair

Applications Support Model

To support schools and administrative sites in for the following applications, users are encouraged to open a Help Desk ticket. The Help Desk ticket will be routed based on the following guidelines to provide assistance:

1. Cognos (Data Warehouse) Support

If training or reports are required from the Cognos system:

- a. The ticket will be assigned to the Data Warehouse support resource (Raja)
- b. Raja will review the request and respond to the requester with an estimate to complete

2. PeopleSoft Support

If PeopleSoft is not operational from a school site:

- a. A recorded message or automatic email response may be available with the details of the outage from the Help Desk, otherwise
- b. The ticket will be assigned to a Field Services Technician to diagnose the problem
- c. The Field Services Technician may be required to work with a PeopleSoft Applications resource to resolve the outage
- d. The resource assigned to resolve the issue will respond to the requester with an estimate to restore the application

3. For PeopleSoft Access and/or Training requests:

- a. The Help Desk will request an approval of the Manager/Supervisor of the resource(s) that requires access
- b. Manager sends an Email requesting access on behalf of the employee to the Office of Financial Security at financial.security@detroitk12.org

4. AS400 Support

- a. AS400 Requests will be routed to Pupil Population Management (PPM)
- b. PPM will contact the requestor to elicit or confirm requirements and respond with an estimate to complete the request

Applications Support Model (contd.)

5. Web Services

School Web Site Updates

- a. Requests for School Website and detroitk12.org updates will be routed to Webteam@detroitk12.org with a copy to Public Relations
- b. Public Relations will review and approve all content for publication to the home page
- c. The WebTeam will share school site updates with OREA

6. MyDPS Access, Update and Web Development Requests

- a. Requests for School Website and detroitk12.org updates will also be routed to Webteam@detroitk12.org
- b. The request will be reviewed by the Web Team lead and requirements will be requested to confirm the scope of the request
- c. The request will be estimated and prioritized
- d. A Web Team resource will respond with an estimated time to complete the request

(Please note that an updated version of Internet Explorer may be required to support new Web based applications. If you are using Internet Explorer Ver. 6.x or below, you may contact the Help Desk to request that all computers in your school are updated to Internet Explorer Ver. 7.x.)

7. New applications

- a. If you have a new to procure and implement a new technology application within your school, please follow the standard Contracting and Procurement process and,
- b. Obtain all required approvals from the Curriculum Office and Regional Superintendents as appropriate
- c. Engage the Department of Information Technology Services early to assure compliance to DPS protocols for acquisition, installation, training, testing and support of your new system.

Escalation for any of the above requests that are not acknowledged to within 24-business hours should be directed to: loretta.rountree@detroitk12.org