Administrative Regulation

CLOVIS UNIFIED
SCHOOL DISTRICT

ACCOUNTABILITY, PLANNING & RESEARCH
Records Management
SOFTWARE SUPPORT SERVICES

The District Administration will use the following criteria to define and delineate "normal" and "excessive" support levels of Information Technology Support Technicians as it relates to providing repeated software support.

1. The term "normal" refers to software support provided by a District Information Technology Support Specialist that may be necessary to:

   a. Install standard District-supported software packages (e.g. MS Office and Lotus Notes).

   b. Diagnose conflict issues, re-install, re-configure and test standard software applications (e.g. MS Office or Lotus Notes).

   c. Re-diagnose conflict issues, re-configure, re-install or re-test the computer one subsequent time for any reason.

2. The term "excessive" refers to software support from a District Information Technology Support Specialist that may be necessary to:

   a. Re-configure, re-install or re-test the computer more than one time for the same diagnosed reason that is determined to be "user induced."

3. The term "user induced" refers to software problems or conflicts arising because of something users have done to their machines. Examples of these types of problems include, but are not limited to, the following:

   a. *Loading additional software applications onto the computer that are not District supported.* Often when new programs are installed, the additions can create conflicts with the previously loaded software and problems are likely to occur with the machine.

   b. *Loading games onto the computer.* Many games, whether commercial or non-commercial, change the video drivers and may impair a monitor's display or can cause the computer to function incorrectly with other applications.

   c. *Downloading applications or other files from the Internet.* These applications or other files from the Internet take up valuable hard drive space and may cause the computer to slow down or function incorrectly. Once a computer's free hard disk space gets below 10%, the computer will slow down and ultimately may quit functioning altogether.

   d. *Upgrading to a newer version of the operating system or suite of applications that did not originally ship with the computer*. If the upgrade is not performed in the exact way the manufacturer recommends, problems are likely to occur with the machine after installation.

   e. *Removing pre-loaded software applications or files including components and or operating system files.* Typically this is done to increase the amount of available hard disk space. Often removing these files may cause the machine to function improperly.

**CLOVIS UNIFIED
SCHOOL DISTRICT**

    f. *Changing network configuration settings.* When a machine is configured to operate on the District's network, certain configuration settings are required. If these settings are changed, the machine will no longer be able to access network resources.

    g. *Compressing or compacting files on a hard drive to increase available hard disk space.* This procedure can cause numerous difficulties both with the machine's performance and for the technician trying to diagnose and correct the problems with the machine.

4. Excessive Technology Support Requests by Students

    a. The first time a student's laptop is brought in for diagnosis of conflict issues, re-install, re-configure or re-testing of standard District-supported software packages (e.g. MS Office or Lotus Notes), there will be no penalty. Upon completion of the service, a phone call will be made to the parent/guardian of the student by the student's Learning Director describing:

        1) The service that was required/performed.

        2) The determined cause of the problem. If it has been determined the problem was "user induced," the Learning Director will discuss with the student and the parent/guardian how to avoid these problems in the future.

        3) The reason why there may be a $20 fee assessed for service the next time the laptop is brought in for the same reason. In addition, the student and the parent/guardian may b~~y~~e notified that appropriate disciplinary measures could be imposed by the school.

    b. The second time a student's laptop is brought in for diagnosis of similar conflict issues, re-installation, re-configuration or re-testing of standard District-supported software packages (e.g. MS Office or Lotus Notes) a fee or other disciplinary measures may be imposed. If upon completion of the diagnosis and subsequent repair it is determined the laptop has been returned for the same type of problem and a similar "user induced" cause has been identified (Section 4, (a)(2)), the student will be notified that a penalty will be imposed. The penalty will be either a $20 service fee or disciplinary measures as agreed upon by the Learning Director, student and/or parent/guardian.

        1) Steps will be taken to include:

            a) A written report from the Information Technology Support Specialist to the Learning Director concerning:

                • Diagnosis of the problem

                • Probable cause of the problem

                • Details of the subsequent repair that was performed

            b) The Learning Director will call the parent/guardian of the student describing:

                • The service that was required/performed.

                • How the student can avoid these problems in the future.

**CLOVIS UNIFIED
SCHOOL DISTRICT**

- • Why the student is being assessed either a $20 fee for "excessive support" service or appropriate disciplinary measures.

c. The third and subsequent times a student's laptop is brought in for diagnosis of similar conflict issues, re-installation, re-configuration or re-testing of standard District-supported software packages (e.g. MS Office or Lotus Notes) a fee or other disciplinary measures may be imposed. If upon completion of the diagnosis and subsequent repair it is determined the laptop has been returned for the same type of problem and a similar "user induced" cause has been identified (Section 4, (a)(2)), the student and/or parent/guardian will be notified that a penalty will be imposed. The penalty will be either a $35 service fee or disciplinary measures. A meeting will be scheduled with the student and/or parent/guardian with the student's Learning Director to discuss disciplinary measures that may be imposed or an assessment of the $35 fee.

   1) Steps will be taken to include:

      a) A written report from the Information Technology Support Specialist to the Learning Director concerning:

- • Diagnosis of the problem

- • Probable cause of the problem

- • Details of the subsequent repair that was performed

      b) The Learning Director will notify the parent/guardian of the student to discuss:

- • The service that was required/performed.

- • How the student can avoid these problems in the future.

- • Why the student is being assessed either a $35 fee for "excessive support" service or appropriate disciplinary measures.

5. Technology Support Requests by Employees

a. The first time an employee's computer is brought in for diagnosis of conflict issues, re-install, re-configure or re-testing of standard District-supported software packages (e.g. MS Office or Lotus Notes), the Information Technology Support Specialist will provide the employee with the following information:

   1) The service that was required/performed.

   2) The determined cause of the problem. If it has been determined the problem was "user induced," the Information Technology Support Specialist will discuss with the employee how to avoid these problems in the future.

b. The second time an employee's computer is brought in for diagnosis of similar conflict issues, re-installation, re-configuration or re-testing of standard, District-supported software packages (e.g. MS Office or Lotus Notes) and it is determined the computer has been returned for the same type of problem and a similar "user induced" cause has been identified, the following steps will be taken:

**CLOVIS UNIFIED
SCHOOL DISTRICT**

1) The Information Technology Support Specialist will prepare a written report to the employee's supervisor concerning:

- Diagnosis of the problem

- Probable cause of the problem

- Details of the subsequent repair that was performed

2) The employee's supervisor will meet with the employee to discuss:

- The service that was required or performed.

- How the employee can avoid having these problems in the future.

- Possible disciplinary action that may be taken if the same "user induced" problem occurs again.

c. The third time and subsequent times an employee's machine is brought in for diagnosis of similar conflict issues, re- installation, re-configuration or re-testing of standard District-supported software packages (e.g. MS Office or Lotus Notes) and it is determined the machine has been returned for the same type of problem and a similar "user induced" cause has been identified, disciplinary action may be taken against the employee. The written report from the Information Technology Specialist will also be provided as outlined in Section 5, (b).