

CLOVIS UNIFIED SCHOOL DISTRICT

ACCOUNTABILITY, PLANNING & RESEARCH

Records Management

SOFTWARE SUPPORT SERVICES

PURPOSE: To define and delineate normal and excessive technology support levels as they relate to the need of providing repeated software support by District Information Technology Support Specialists.

Computer users often to need assistance with software support issues to maintain the operation of their computers. Support may be reinstalling and/or diagnosing problematic situations for a computer. This type of support should be expected by and provided to all students in our laptop program well as all staff. The District recognizes that reasonable software support should always be available; however, computer users who own their computers should be charged a reasonable fee in situations of excessive requests or misuse of equipment and software.

The terms “misuse” and “excessive” in this policy refer to repeated instances of technology support for the same user-induced software problems. Software “bugs” or hardware related issues are not considered misuse. Most commonly, misuse or excessive requests are caused by the owner installing software that is not supported by the District or by downloading files and/or applications from the Internet.

The intent of this policy is to discourage staff and students from repeatedly causing their computer to malfunction through improper use, thereby causing District Information Technology Support Specialists to provide repeated support for the same user-induced problems.

The District Administration shall maintain regulations specifying guidelines that delineate excessive requests or misuse of technical support by students and staff. Further, the District Administration shall develop, maintain, and implement a reasonable fee structure or other alternatives that are correlated with the unreasonable requests or misuse of the technical support staff.

Adopted: 1/12/00
Amended: 7/19/06
Reviewed: 6/18/08